



Training Guide

1-How to log-in to Tradeshop

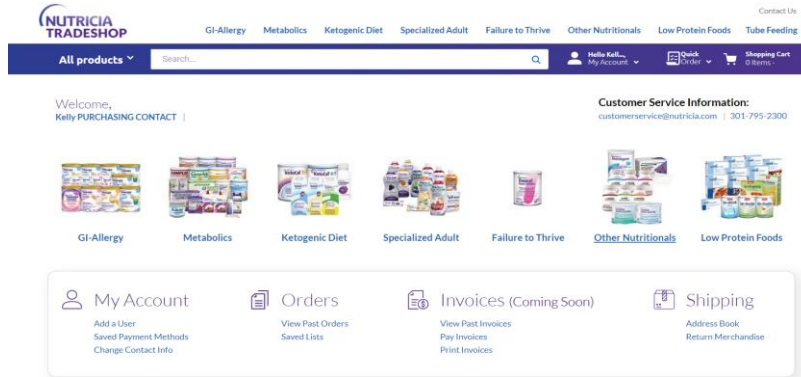
Step 1 – Browse to www.Nutricia-Tradeshop.com

Step 2 – Click on the “CREATE A PASSWORD” link under First Time Users title on the Log in Screen

Step 3 – Enter your company email address in the field of the “CREATE OF RESET PASSWORD” screen

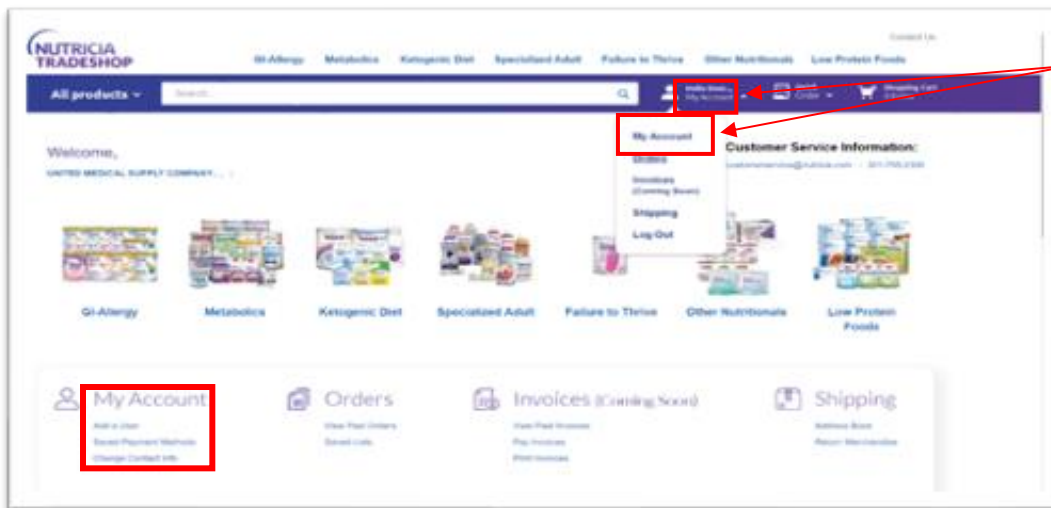
- **Step 4** – Click on “Submit Request” button
- **Step 5** – We’ll then send you an email. In the email, click on the link to create your password

- The next time you come to log into your account, simply enter you email address and password, and you will be directed to the main site.
- Once successfully logged into your account you will see the below view.



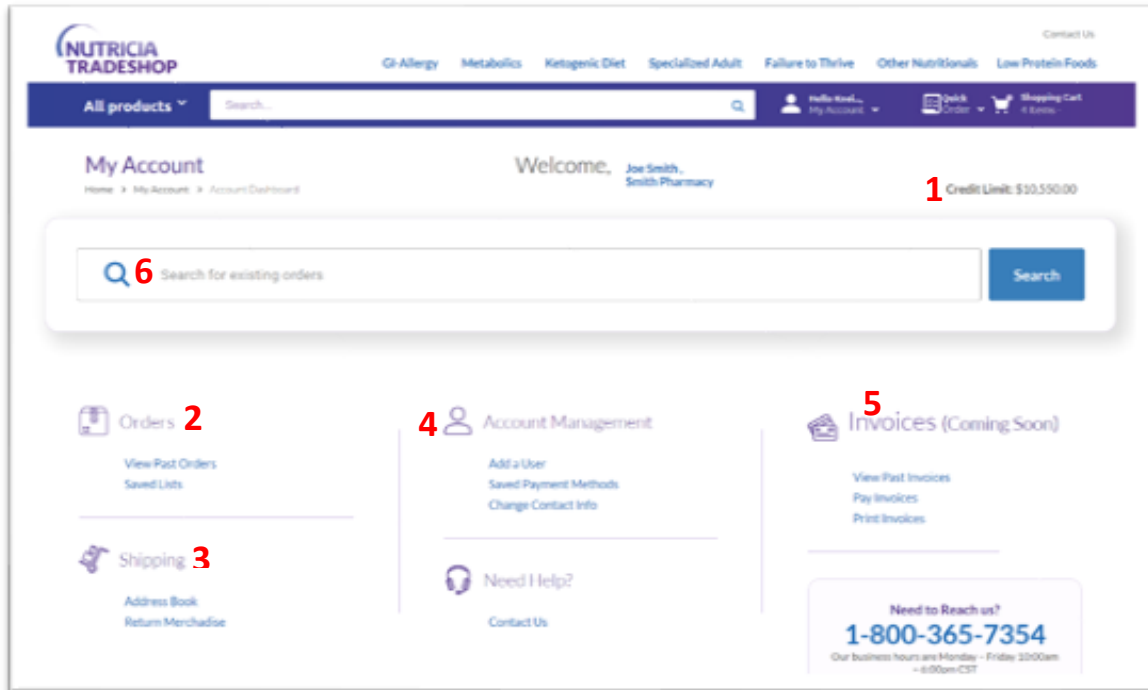
HOW TO VIEW MY ACCOUNT

- “My account” section allows users the ability to manage your Nutricia account settings such as: adding users, payment methods, contact information, and much more.
- To access the My Account page, please follow make one of the selections as outlined in the below illustration.

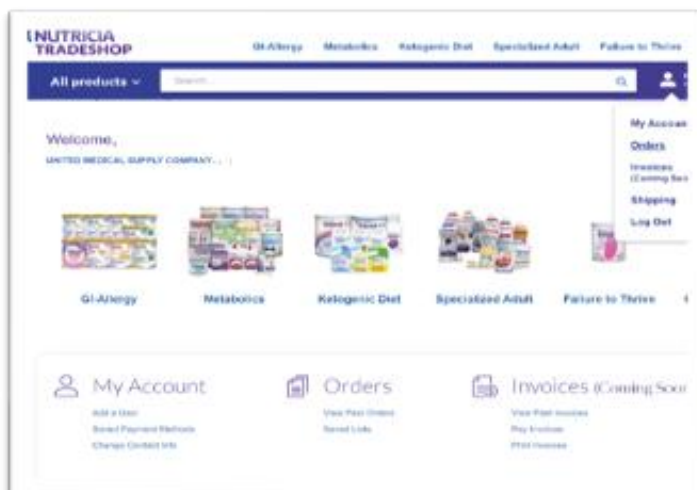


My Account can be accessed from the Main Navigation.

- Once selected users will then be redirected to the My Account section as captured in the below screenshot.
- Within the “My Account” section you several available fields of information. Please reference the below numbered breakdown.



1. **Credit Limit:** Credit limit that has been established for company account (please note, this is the *full credit limit*, NOT remaining balance)
2. **Orders:** For users who have used the site before, they can access (see Orders documentation for more details):
 - Orders: Past Orders (see Orders training module for more info)
 - Saved Lists: Access products that have been saved to a wish list
3. **Shipping:** From the **shipping area**, users can access (See **Address Book** for more info)
 - Address Book: For adding, editing, deleting Ship-To addresses
 - Return Merchandise (see Forms for more information about RMA forms)
4. **Account Management:** Account management activities, including:
 - Adding a user
 - Reviewing and editing saved credit cards
 - Changing Contact Information (see Forms for more info about Changing Contact info)
5. **Invoices (coming soon):**
 - Users will have the ability to view, print and pay Invoices (see Invoices for more information)
6. **Search:** The Search bar allows users to search for Past Orders



HOW TO NAVIGATE THE ORDER HISTORY PAGE

- “Orders” section allows users the ability to view current, past orders, and save lists

ORDER HISTORY PAGE

- Users can navigate to the Order History page from a couple of ways...
- From the Main Navigation (available on almost every page) and home page...

Select 'ORDERS' from the My Account drop-down

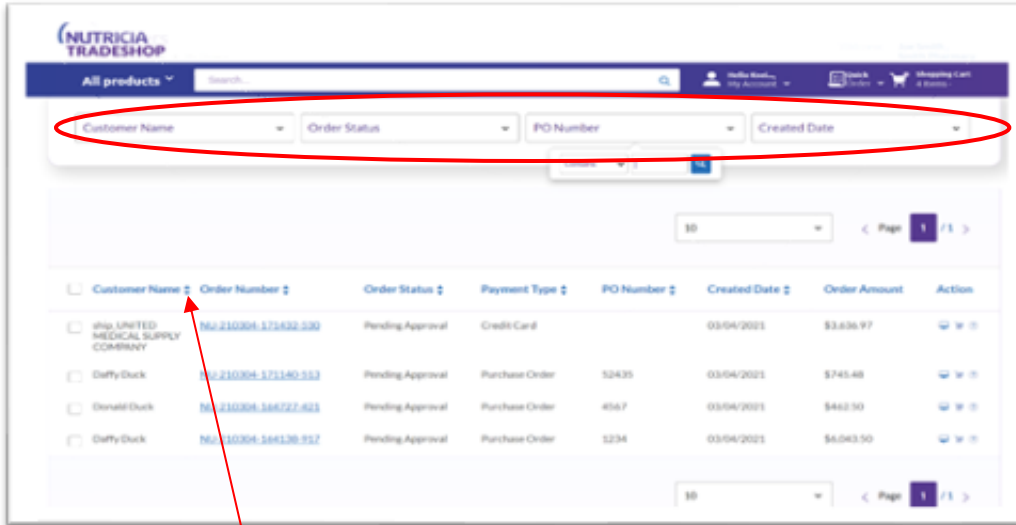
Select 'View All Orders' button at the bottom of the home page (NOTE: You must have 1 order in history to view)

HOW TO VIEW, REORDER AND NAVIGATE TO ORDER DETAIL PAGE

- From the Order History Page users can perform multiple functions including:
 1. Search – Specific orders can be located using search boxes or column toggle
 2. Order Detail page – access more-detailed information about an order
 3. Adding products from an order to the Shopping Cart
 - (NOTE: Selecting 'Re-Order' places ALL products from prior order in the Cart)
 4. Return Process – initiate return process for items within an order

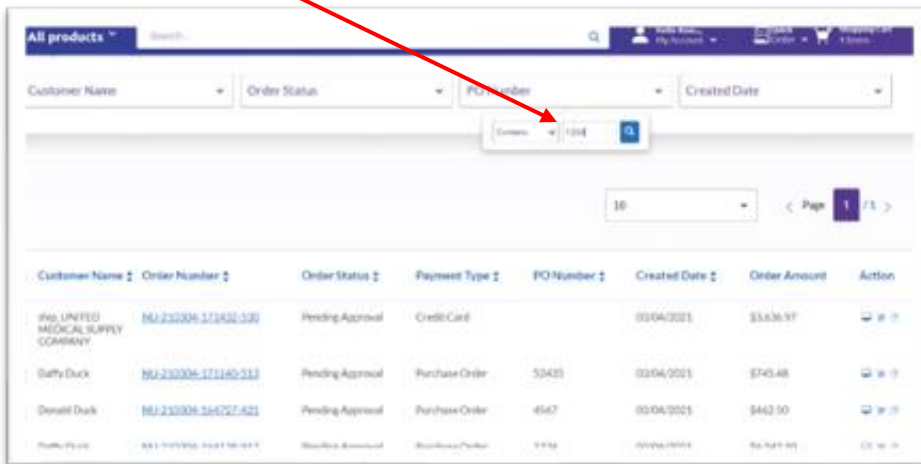
How to Search for Order

- Customers with many orders may find it valuable to utilize the 'Search' and 'Toggle' functionality to find specific orders.

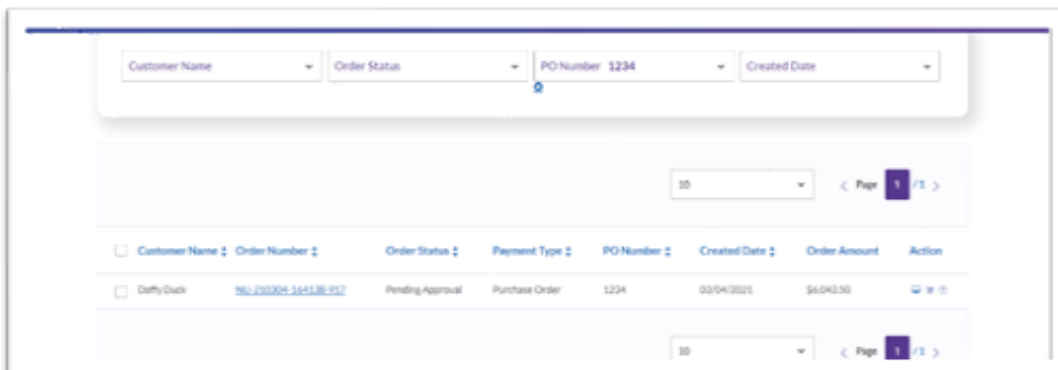


FYI: Users may 'SEARCH' for specific values among Customer Name, Order Number, PO Number and Date

- **Toggle:** Users may use the up/down arrows for Customer, Order Number, PO Number, etc. to SORT orders from first to last (alphabetically, numerically, by date, etc.)
- **Search by category** – simply enter a value (ie. PO Number, Date, etc.) in the corresponding search box and select the magnifying glass or hit ENTER. Results will be sorted accordingly



- **Search Entering value**—in this case, a P.O. Number—delivers search results including only this value (see below)



How to Navigate to Order Detail Page

- To view more details for a specific order, users may wish to navigate to the Order Detail page.
 - To access click on the Order Number hyperlink or the Screen Icon adjacent respective order

Customer Name	Order Number	Order Status	Payment Type	PO Number	Created Date	Order Amount	Action
Wilo UNITED MEDICAL SUPPLY COMPANY	NU-210304-171632-530	Pending Approval	Credit Card		03/04/2021	\$3,636.97	
Duffy Duck	NU-210304-171140-513	Pending Approval	Purchase Order	52435	03/04/2021	\$745.48	
Donald Duck	NU-210304-161727-421	Pending Approval	Purchase Order	4567	03/04/2021	\$462.50	
Duffy Duck	NU-210304-164138-917	Pending Approval	Purchase Order	1234	03/04/2021	\$6,043.50	

How to Reorder from Order History Page

- From the Order History page, users can Re-Order all products that were included in the order.
- Simply click the SHOPPING CART ICON adjacent to any order.
 - Note: This places ALL items included in specified order into the Cart

Payment Type	PO Number	Created Date	Order Amount	Action
Credit Card		03/04/2021	\$3,636.97	
Purchase Order	52435	03/04/2021	\$745.48	
Purchase Order	4567	03/04/2021	\$462.50	
Purchase Order	1234	03/04/2021	\$6,043.50	

Add to Cart

- Selecting on the Shopping Cart Icon adjacent to any order places ALL ITEMS from that Order into the cart.

	Payment Type	PO Number	Created Date	Order Amount	Action
val	Credit Card		03/04/2021	\$3,636.97	
val	Purchase Order	52435	03/04/2021	\$745.48	
val	Purchase Order	4567	03/04/2021	\$462.50	
val	Purchase Order	1234	03/04/2021	\$6,043.50	

How to create Returns/RMA:

- Selecting the Question Mark(‘?’) Icon allows users to navigate to the RMA Initiation form.
- From the Order History Page users can begin the RMA process by selecting the Question Mark(?) Icon adjacent each Order. *Please reference Forms*

ORDER DETAIL PAGE

- The Order Detail page contains specific information about the order placed. Please reference screen captures below.

1 Order #NU-210304-171432-530

3 [Create Return](#)

2 **Details**

Date: 03/04/2021
 Order NU-210304-171432-530
 Payment: Credit Card
 Tracking Number: 1117319002345

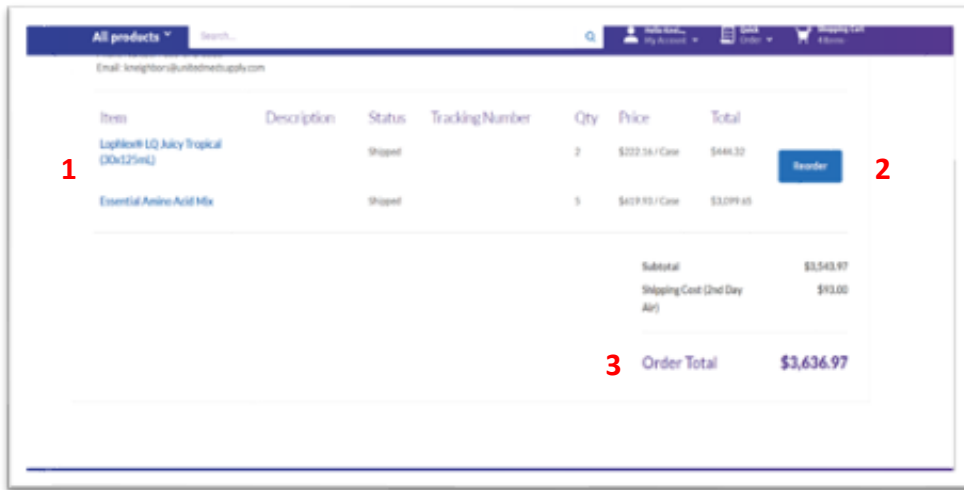
4 **Billing To**

UNITED MEDICAL SUPPLY COMPANY
 708 MARKS ROAD SUITE 308
 VALLEY CITY
 OH
 44280
 US
 Phone Number: 866-678-8633

5 **Shipping To**

UNITED MEDICAL SUPPLY COMPANY
 708 MARKS ROAD SUITE 308
 VALLEY CITY
 OH
 44280
 US
 Phone Number: 866-678-8633
 Email: amight@unimedmedsupply.com

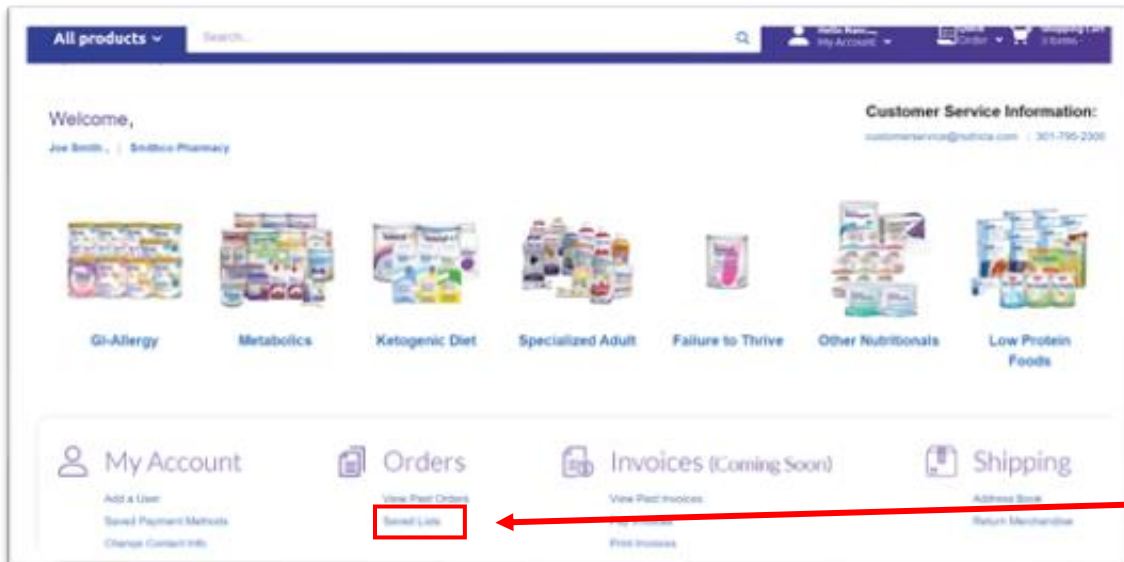
1: Znode Order Number
2: Order Details including Date, Payment Method and Tracking #
3: RMA Button to initiate RMA (see Forms)
4: Billing info (Tradeshop Account)
5: Shipping information



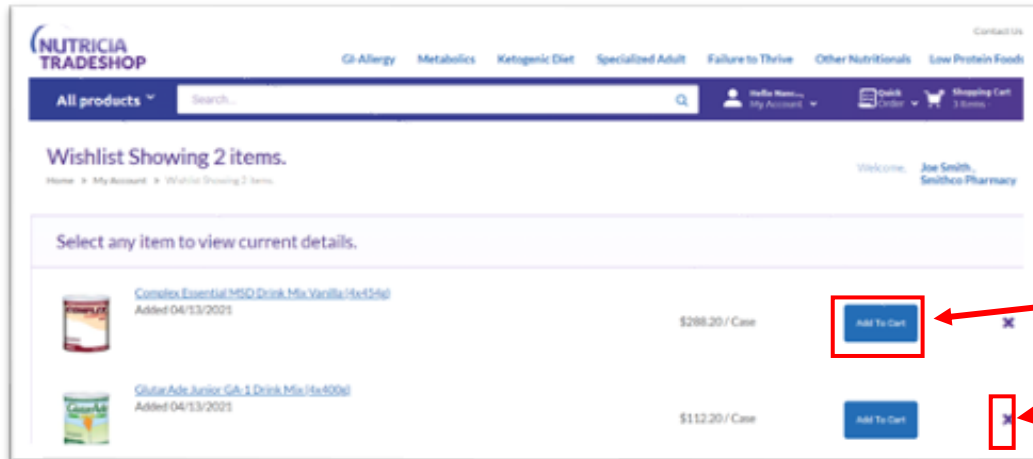
- 1: Products included in order (lines)
- 2: Reorder Button (places ALL products in Cart)
- 3: Product total, shipping and order total

HOW TO SAVE PRODUCTS TO FAVORITES

- Users can save products to their List/Favorites from Product Pages throughout the site (see Products & Search documentation for further details).
- Once products have been added to Lists, these products can be viewed by navigating to the 'Saved Lists' area of My Account or from the Home page (under Orders).



- Once selected, users can navigate to the Saved Lists page where products can be: Added/Deleted from the list or the Cart.



Add to Cart

Select 'x' to delete

HOW TO ADD NEW SHIPPING ADDRESS:

- You can add a new shipping address by click on the “Address Book” under shipping tab at the bottom on the right corner.
- After clicking the address book tab, you will then click Add New Shipping Location
- Fill out the form with then click “Save Changes”

Primary Shipping ✎ Edit ✖ Delete

SABRA INC
SABRA INC
4024 N HIGHLAND AVE
ARLINGTON HEIGHTS, IL US 60004
Phone Number: 847-644-7443

[Add New Shipping Location](#)

Primary Billing

SABRA INC
SABRA INC
4024 N HIGHLAND AVE
ARLINGTON HEIGHTS, IL US 60004
Phone Number: 847-644-7443

Add Address
Home > My Account > Address Book > Add Address

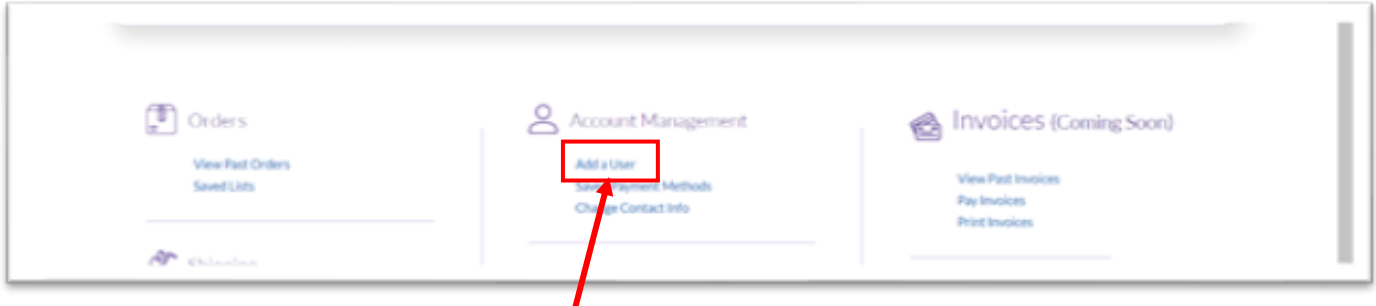
Display Name * <small>Example: Home, Grandma, Dad, Aunt Sally</small>	Phone Number *
First Name *	Company Name
Last Name *	City *
Street Address *	State * <small>Alabama</small>
	Postal Code *
	Country * <small>United States</small>

Set as default

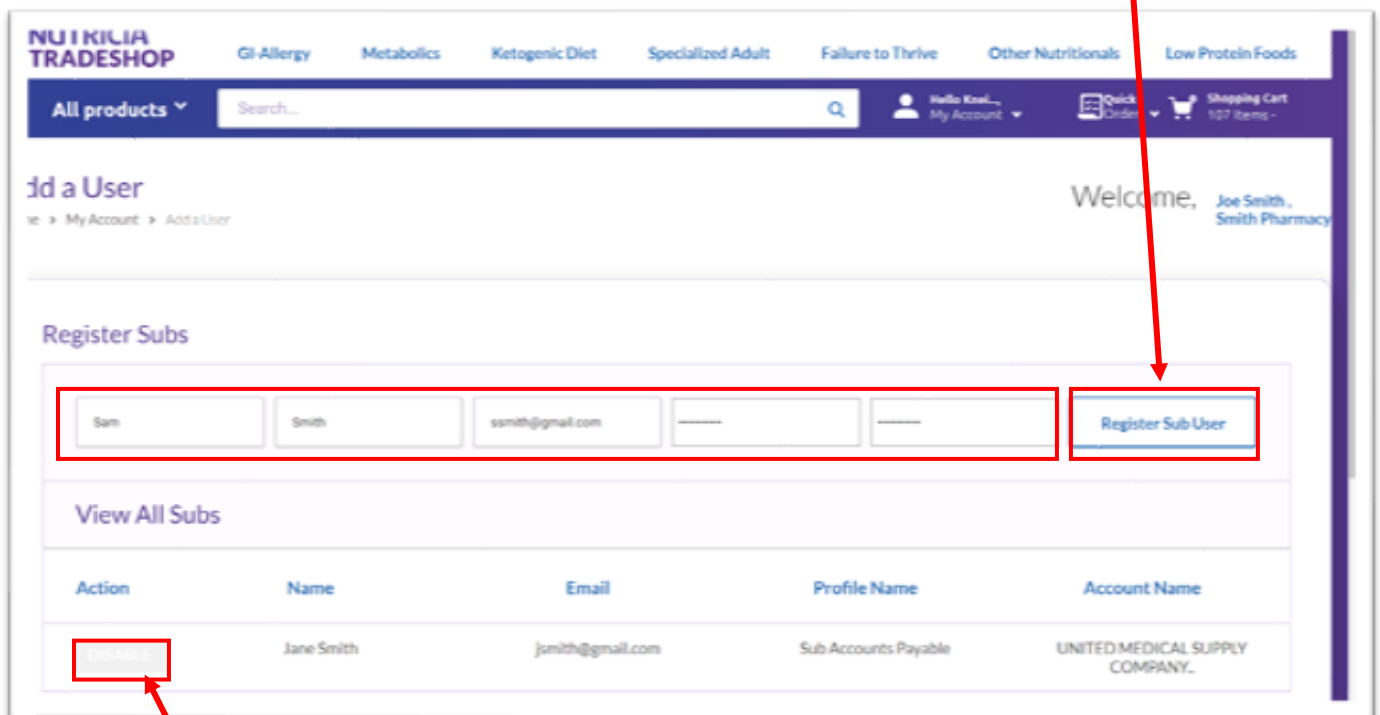
Save Changes
Cancel

HOW TO ADD A USER (OR SUB-ACCOUNT)

- Users are assigned a profile in Tradeshop, based on their status in SAP.
 - Note: Tradeshop users can use Sub-Accounts to create accounts for additional users.
- To, begin, select the 'Add a User' link from the My Account page...



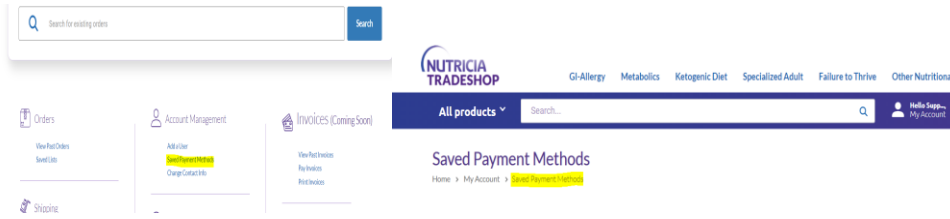
- Select 'Add a User' from Account Management area
- Next, enter First Name, Last Name, Email Address and Password (2x) and then click 'Register Sub-User' button.
- Once the user has been created, they will receive an email confirming their account and be able to login with username and password created here.



- Select "DISABLE" button to delete the sub user.

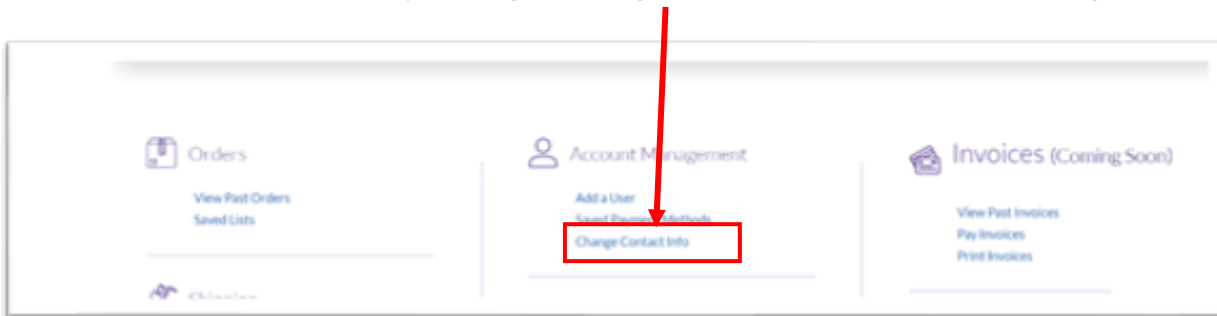
HOW TO SAVE PAYMENT METHODS

- Begin by selecting 'Saved Payment Methods' from the My Account page
- View, Edit Saved Payment Methods



How to CHANGE CONTACT INFORMATION

- Users can update their information by completing the Customer Update Form
- This is available by selecting the “Change Contact Info’ link within Account Management



- Once selected, users can complete the ‘Update Account Information’ page on the Tradeshop site by filling out all relevant fields that need to be *updated* (others can remain blank).

The screenshot shows the 'Update Account Information' form. The 'Business Account' section includes the following fields: 'Legal Business Name', 'DBA Name', 'Billing Address', and 'City'. Each field is represented by a text input box.

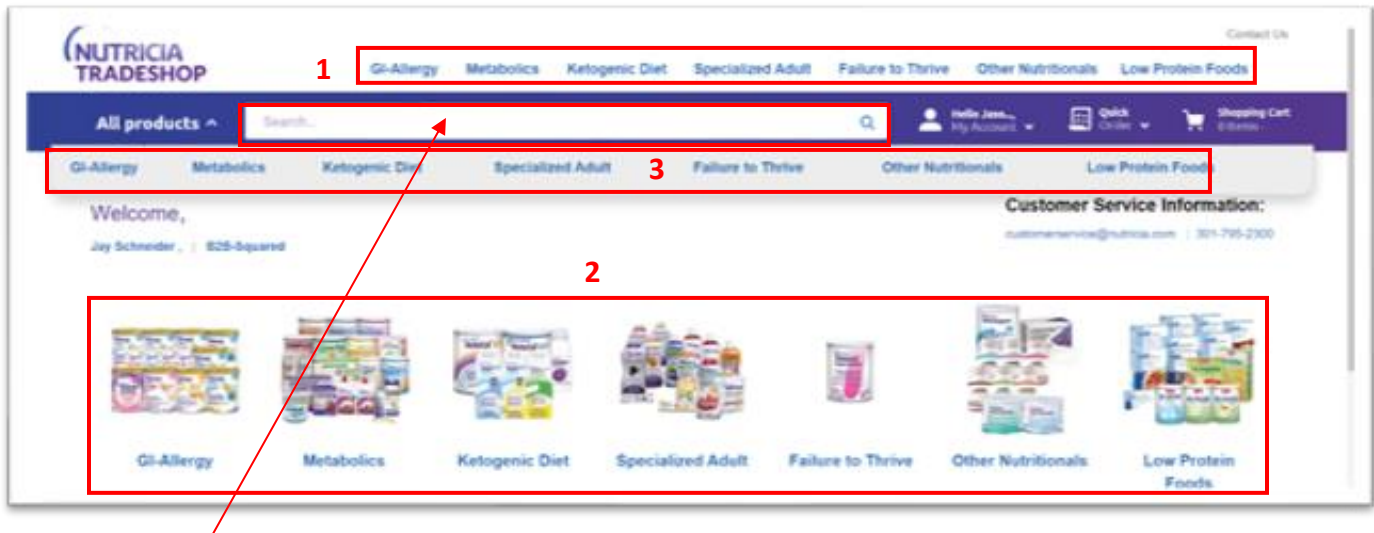
This screenshot shows the lower portion of the 'Update Account Information' form. It includes the following fields: 'Phone Number', 'Dun and Bradstreet #', 'FEN (Federal Tax Identification No.)', and 'Business Type'. The 'Business Type' field is a dropdown menu. Below these fields are radio buttons for 'Sales Tax Exemption Certificate' with options 'Yes' and 'No' (selected). A red oval highlights the 'Phone Number', 'Dun and Bradstreet #', and 'FEN' fields. At the bottom, there is a 'Submit Form' button.

- Once form request has been completed, click on ‘Submit Form’ button to send updates to Nutricia.

HOW TO SEARCH FOR PRODUCTS

There are a variety of ways users may search for products in Tradeshop, including:

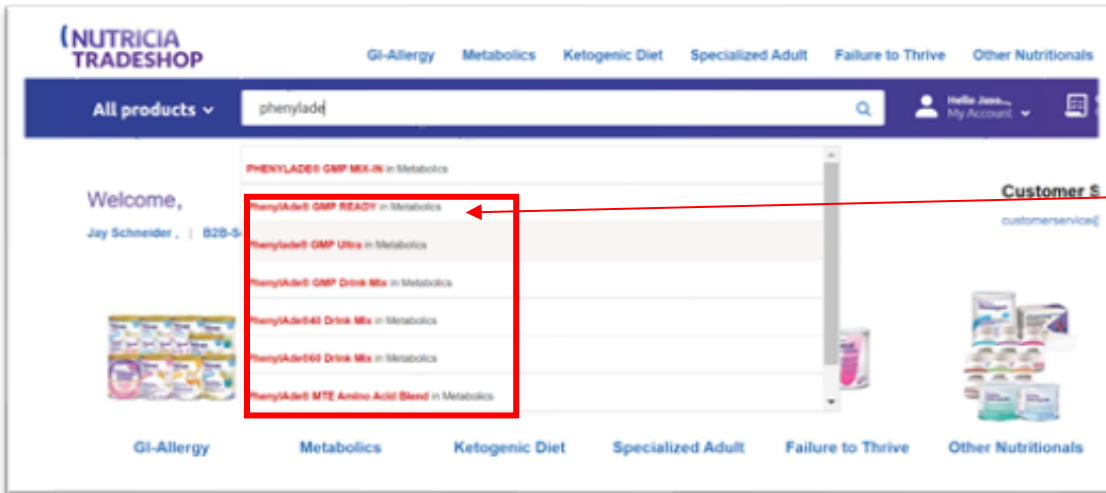
- **Search Bar:** The text search box on the main navigation bar, accessible throughout the site
- **Category/Product Family:** Products are organized within Nutricia’s 7 product categories
- **Filtering:** Within a Product Listing Page, users can select product attributes that will reduce or ‘filter’ products available



- The text search box allows users to search for products by name
- Product categories can be found:
 1. Above Main Navigation bar
 2. By selecting a Category picture or
 3. By clicking on the ‘All Products’ drop-down on Main Navigation bar

Using the Search Bar

- Many users who know what they are looking for will find it helpful to use the Search box.
- The Search box includes type-ahead search—which shows potential matches as users are typing.
- The Search box allows users to search by:
 - **Product/Brand Name:** The title of the product or the brand—ie, Neocate
 - **Product Code:** The Product Code (or Material ID) is the number Nutricia designates for each product
 - **Product ID:** Some users may still be accustomed to Nutricia’s former product identification system; In these cases, they can still find the appropriate product by search by the old product identifier
 - **UPC Code:** Users may also choose to search by the UPC code
 - **Description/Term:** Users may also enter a term—ie, ‘low-protein pasta’ into the search bar, as Tradeshop also searches the product description
- To begin using the search box users simply begin typing one of the search items listed above (product name, product code, product ID, etc.)
- As users type their selection, type-ahead results appear below the search box, indicating products that match the typed term or number.
- Users can select one of the product suggestions or simply finish typing and hit Enter



As user types – results will populate

Using the Product Categories (or Families)

- To begin searching via product Category, users can simply click on one of the Category sections—ie, metabolic, Gi-Allergy, etc. (see above).
- Using the Search Bar or Product Category will navigate users to a Product Listing Page (see below for more info).

PRODUCT LISTING PAGE

- The Product Listing Page (PLP) provides number of features allowing users to:
 - Navigate to the products that most closely define prior selection (ie, Category or Search box)
 - Further narrow a product search
 - Compare products
 - Learn which products may be in or out-of-stock
 - And, if desired, add products directly to the cart

Note: The PLP is, essentially, Search results from the previous page selection; As such, whatever products MOST CLOSELY match the defined search will appear FIRST. So, if 'Phenylade GMP' was selected from the type-ahead search box, the Parent and Child products associated will appear FIRST on the Product Listing Page.

- It is important to note that there are two types of Product Listings on the PLP:
 1. **Parent Products:** These are, essentially, the Master product or Product TYPE.
 - Imagine a product that has multiple flavors—plain, vanilla, chocolate, etc.—and multiple packages—ie, pouch or can.
 - Parent Products allow users to navigate to a Product Display Page (see below) that will allow for selecting specific Variants (ie, flavor, packaging).
 - Users will know Parent Products, as they do not have a specific Product ID or Inventory associated.
 2. **Child Products:** These are SPECIFIC products—ie, Neocate Junior, Strawberry (available in can).
 - As such, these products will have Product Codes, relevant price, and indication of In Stock or Temporarily Unavailable.
 - Child Products can be added directly to the Cart if users choose.



Milupa Ip-fruity Apple-Banana 1x300g

SKU: 53933_PC

Out of Stock
Price: \$10.00 / Piece

UOM: Can

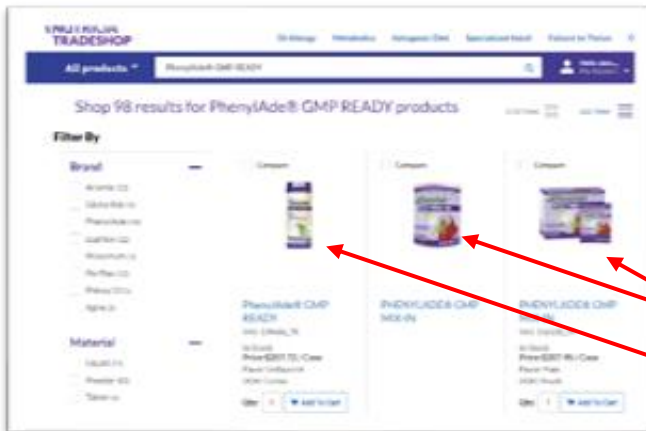
Qty:

OUT OF STOCK PRODUCTS

- When a product is out of stock, there will be a message letting you know that the product is out of stock prior adding it to the shopping chart. Please see the attached screenshots. And even though a product is out of stock, customers will still be able to place the order and the item out of stock and it will ship out as soon as it becomes available. Customers would need to call customer service to find more information about the availability of the product.

Please note that Milupa Ip-fruity Apple-Banana 1x300g; is temporarily unavailable. Should you wish to continue checkout with this product, we will ship it to you as soon as it becomes available.

Click on the preferred shipping method



Users can see relevant Product information—Price, Stock status, Product Code, etc.—for CHILD products on the PLP and add these products directly to the cart.

Choosing a Parent Product will navigate users to a Product Display Page where they can select variants (i.e. flavor, packaging).

Parent Product

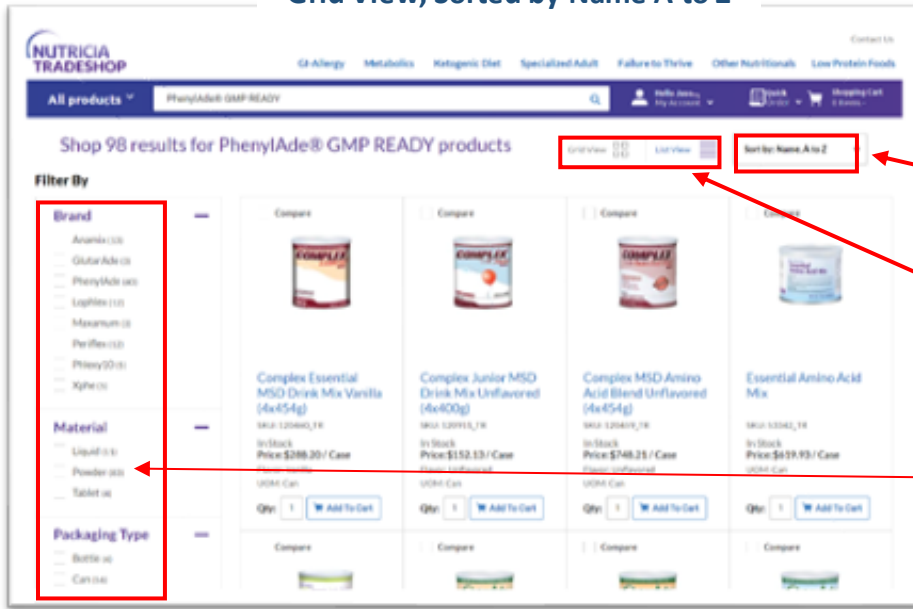
Child Products

Refining Product Search

- The PLP enables users a few ways to further locate products, including:
 - Grid/List View:** Users can change from a Grid View to List View and vice-versa

- **Sort By:** Allows users to Sort by Name (A-to-Z or Z-to-A) or Product Code (First-to-Last or Last-to-First)
- **Filter:** Users can select the Brand (i.e., Phenylade, Periflex, etc.), Material (i.e., Powder, Liquid, etc.), Packaging (ie, Bottle, Can, etc.) or Flavor (ie, Vanilla, Plain, etc.);
 - These options can be selected in the 'Filter By' area on the left-hand side of the page

Grid View, Sorted by Name A to Z

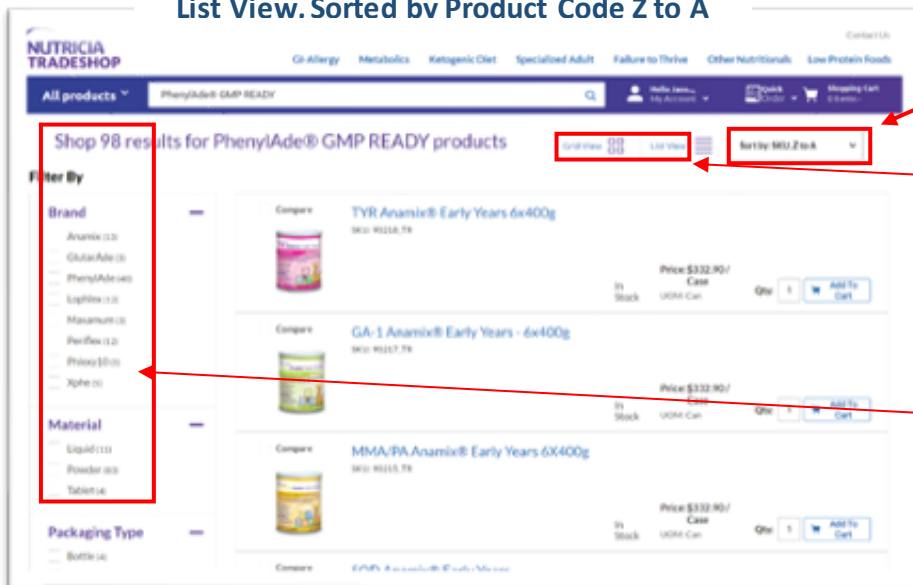


Sort by: A to Z; Z to A

Grid/List View

Filters: Brand, Material, Packaging, Flavor

List View, Sorted by Product Code Z to A

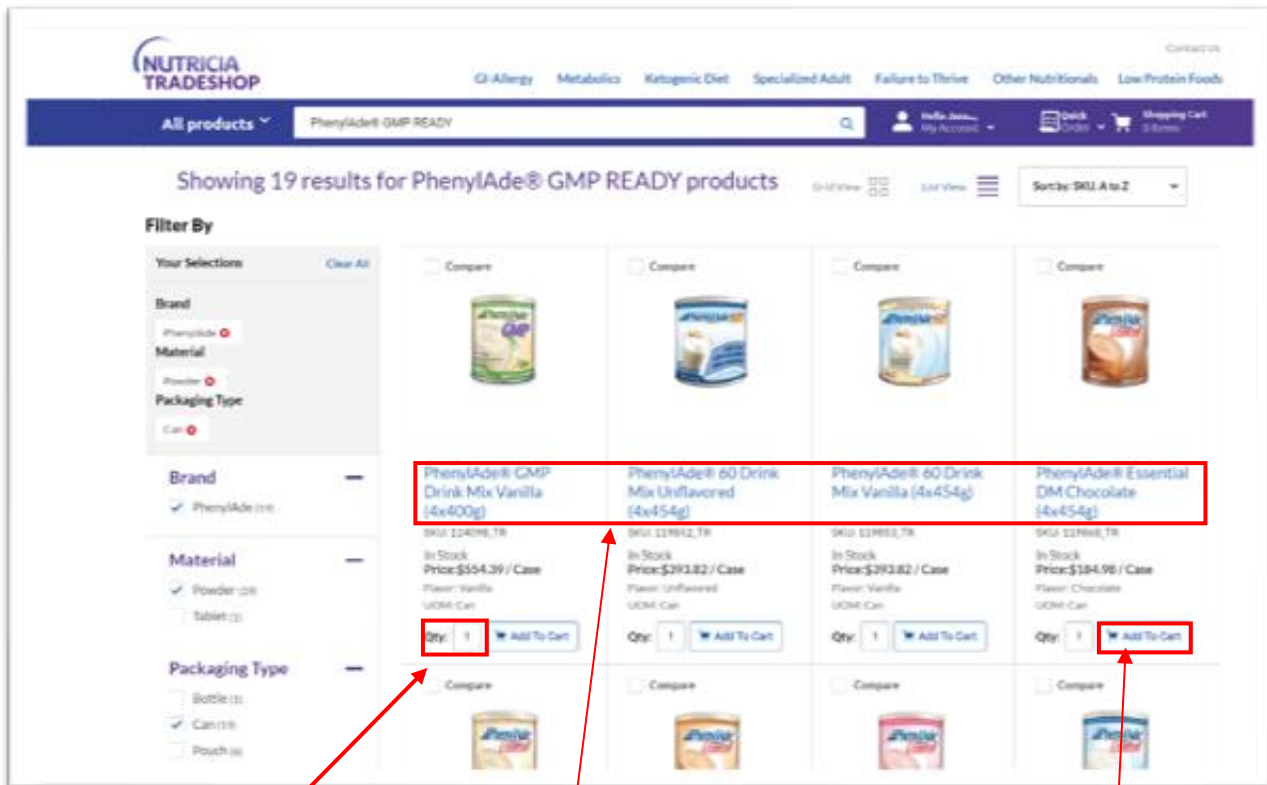


Sort by: A to Z; Z to A

Grid/List View

Filters: Brand, Material, Packaging, Flavor

- While users can use the Sort by and Grid/List view to change the way the listings are organized, Filtering will reduce the number of products shown (see below).



Users can select quantity

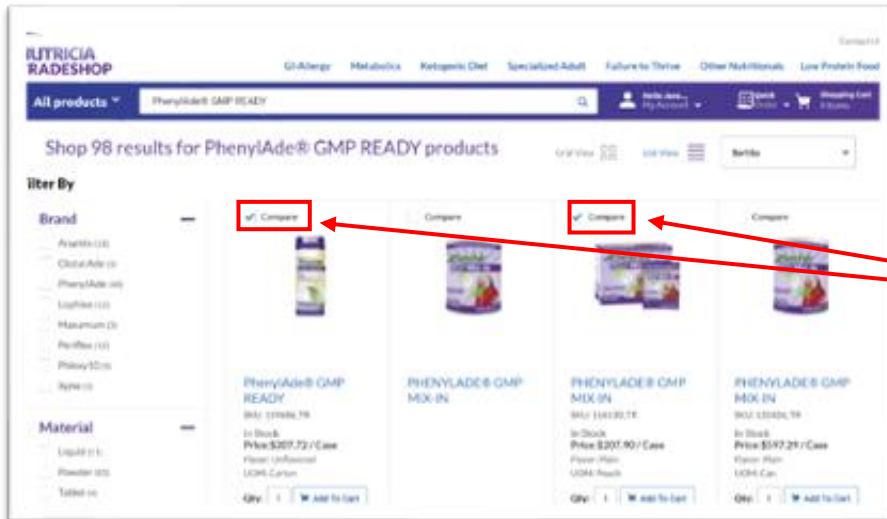
Users can navigate to Product Display Page by selecting Product

Users can Add Products to Cart

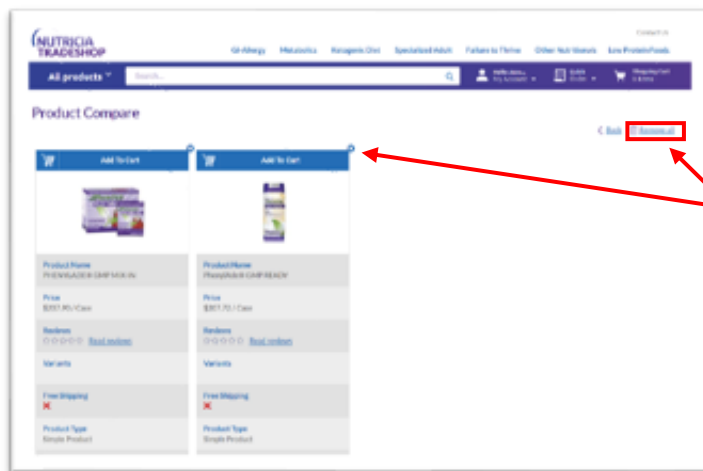
When a product is out of stock, there will be a message letting you know that the product is out of stock prior adding it to the shopping chart. Please the attached screenshots. And Even though a product is out of stock, customers will still be able to place the order and the item out of stock and it will ship out as soon as it becomes available. Customers would need to call customer service to find more information about the availability of the product.

How to Compare Products

- Users who wish to compare products can accomplish this by selecting the 'Compare' box with each relevant product.
- After clicking the 'Compare' box, users will be asked to 'Add More Products' or 'View Comparison'



Selecting multiple 'Compare' boxes allows users to compare products



Product Comparison

Once the user has finished Comparison, they can select 'Remove All' or click the 'x' in upper right corner of each product to remove product comparison and the 'Back' link to go back to the Product Listing Page.

HOW TO VIEW PRODUCT DISPLAY PAGE

- The Product Display Page (PDP) gives detailed information about a specific Product.
- This information includes HCPC code, UPC, Reimbursement code, customer pricing, available flavors, a summary description of the product and indications for which the product is used.
- As a reminder selecting Parent Product will navigate to a PDP that allows users to select desired Variants (ie, flavor, packaging, etc.).
- Users can select the appropriate Flavor (ie, Chocolate, Plain, etc.) and Packaging (ie, Can, Pouch).
 - The quantity can be adjusted, and the product Added to the Cart.

PhenylAde® Essential DM Chocolate (4x454g)

Material ID: 117660_TR

Price: \$184.98 / Case

Flavor: Chocolate

Packaging Type: Can

UDM: Can
 Flavors: Chocolate, Vanilla, Strawberry, Unflavored, Orange
 Qty per UDM: 454 g x 4
 Reimbursement: 00847-0950-32
 HCPCS: B4157, B4162
 UPC Code: 7008479-50123

Quantity: 1

Add to Cart

Save To List

Flavor and Packaging dropdown

Save to List

Customer-specific pricing

Product Information

Quantity

Add to Cart

Product Summary Indication Product Guide

Product Summary

A phenylethanol free, powdered medical food for the dietary management of phenylketonuria (PKU) in children and adults, including pregnant women and women of child bearing age.

Features:
 1) Complete with essential vitamins and minerals

PhenylAde® Essential Drink Mix is a specially formulated medical food and should only be used under medical supervision.

Indication

→ Phenylketonuria

Product Summary and Indication