



AT HOME PLUS

How-To Guide

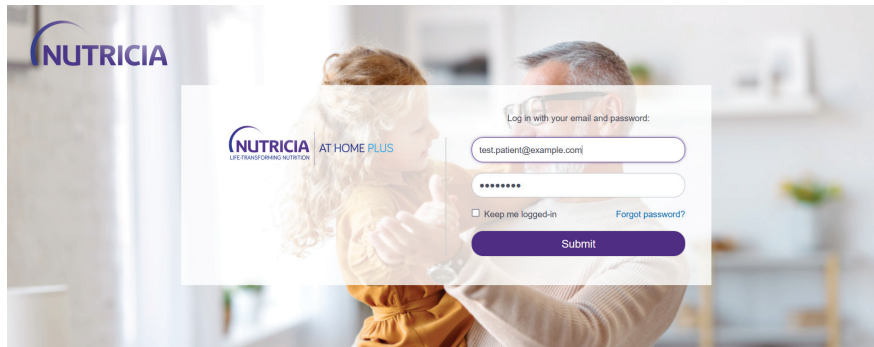
for Patients



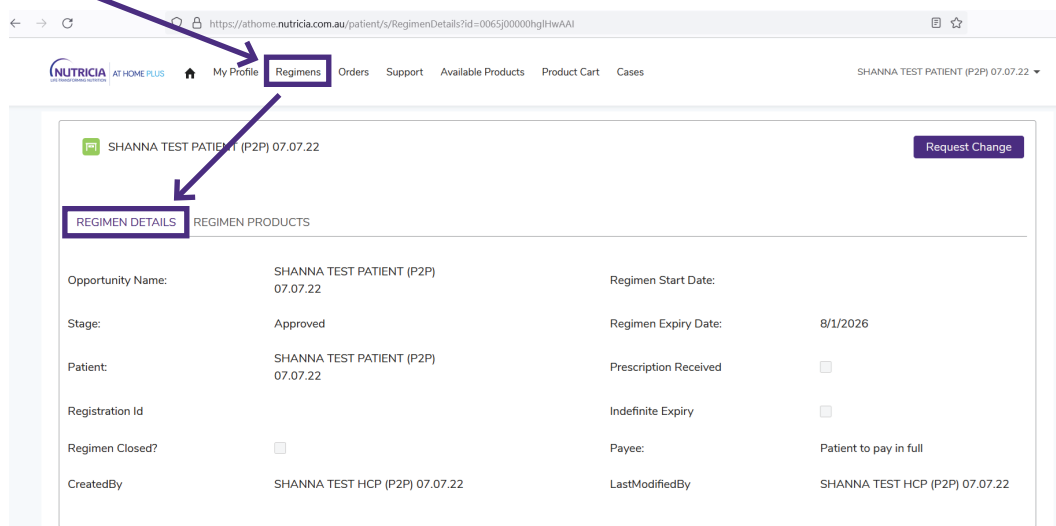
How to Place an Order on Nutricia at Home PLUS

1. Once you are registered by your healthcare professional, you will receive an email with your login details.
 - a. Follow the link to the portal
 - b. Input your email address
 - c. TYPE the provided password.

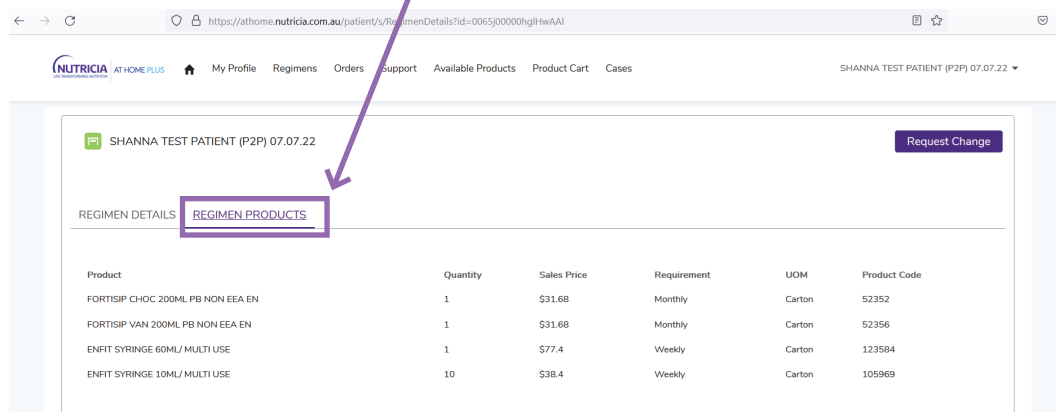
Note: if you copy and paste directly from the email, please delete the space at the end of the password.



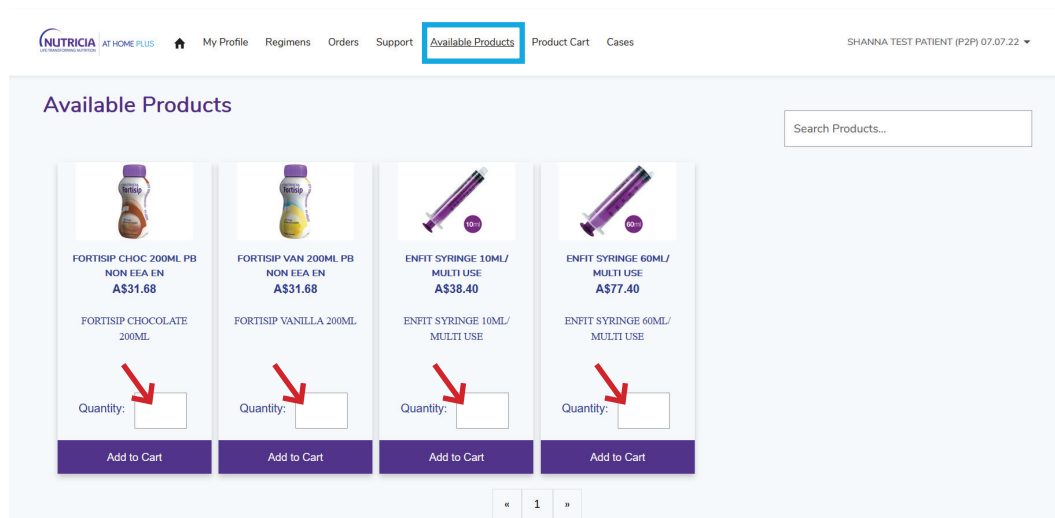
2. Click on **Regimens** to see details.



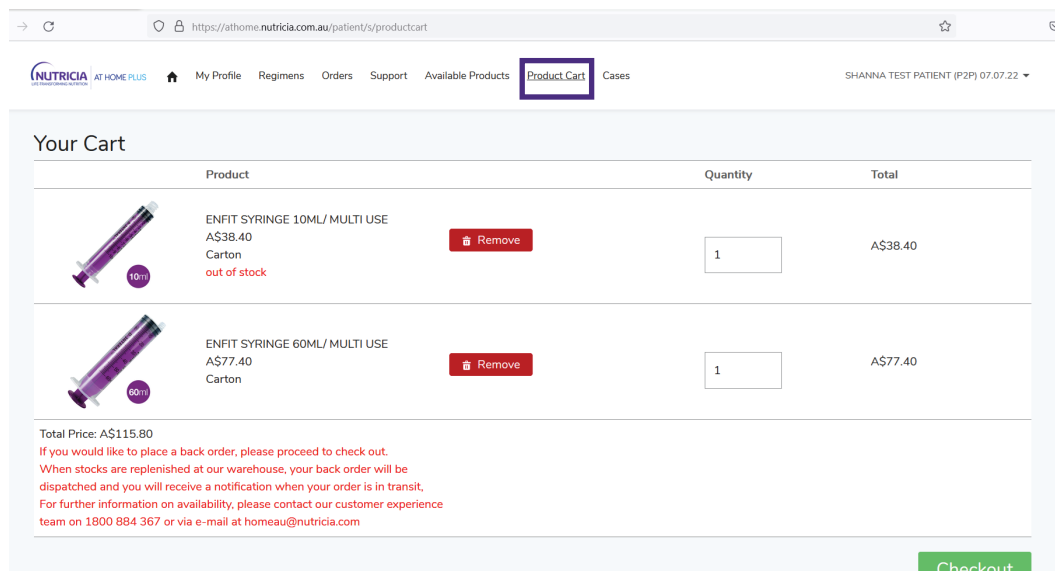
3. While in Regimens, click on **REGIMEN PRODUCTS**. This will show your recommended products and quantities as approved by your healthcare professional.



4. To place an order, go to **Available Products**
 - a. Add your **Quantity**.
Note: you cannot order more than is allocated on your regimen.
 - b. Click **Add to Cart** for each item.



5. Proceed to **Product Cart**
 - a. Check quantity and price
 - b. If the product is **out of stock**, you will see a message here. You can proceed with the purchase, however, you will not receive the out of stock product until it is replenished at the warehouse.
**Contact your Healthcare Professional if a change of regimen/alternative product is needed*
 - c. Once the product and quantities are confirmed, proceed to **Checkout**.



6. Checkout —

Review and confirm the following details:

- Order number for payment and order reference
- Total cost
- Back-order status
- Shipping Address - Click on pencil to change address (this will auto fill as you type)
- Tick box **PLEASE LEAVE DELIVERIES AT THE FRONT DOOR** for Authority to Leave -- If not ticked, your order will be taken to the Post office for collection if you are not home.
- Check all information is correct. Then click **Proceed to For Payment**

***Note: if you need to pay by EFT, you can go out of this page and look at *Orders*

See Step 8 for information on EFT (Electronic Fund Transfer) payments (& MQs - Manual Quote)

Order 0000168

Account Name: SHANNA TEST PATIENT (P2P) 07.07.22
Order Start Date: 8/4/2022
Status: Draft
Order Amount: \$115.80
Delivery Charges: \$0.00
Grand Total: \$115.80

Order Details Products

Account Name: SHANNA TEST PATIENT (P2P) 07.07.22
Customer Portal Name: Patient
PO Number:
Status: Draft
Payment Status: Pending
Is Back Order? Yes
Grand Total: \$115.80

Order Amount Details

Order Amount: \$115.80
Delivery Charges: \$0.00
Grand Total: \$115.80

Delivery Details

Delivery Number / Tracking Number:
Delivery Type: Standard
Delivery Status:
Bill To ID: 950279140
Ship To Id: 950279140

SAP Details

Created By: SHANNA TEST PATIENT (P2P) 07.07.22, 8/4/2022, 7:27 PM
Order Start Date: 8/4/2022
Last Modified By: SHANNA TEST PATIENT (P2P) 07.07.22, 8/4/2022, 7:27 PM

Billing Address
Building D, Level 4 12-24 Talavera Rd, MACQUARIE PARK, NSW, 2113

Shipping Address
Building D, Level 4 12-24 Talavera Rd, MACQUARIE PARK, NSW, 2113

☐ PLEASE LEAVE DELIVERIES AT THE FRONT DOOR

Choose Payment Method
Credit Card
Proceed For Payment

7. Order Confirmation and Payment:

If all details are correct, add your credit card details and click **Pay**.

Your Order Information

Order Number: 0000168
Shipping Address: Building D, Level 4 12-24 Talavera Rd MACQUARIE PARK NSW 2113
Billing Address: Building D, Level 4 12-24 Talavera Rd MACQUARIE PARK NSW 2113

Your Cart

Product	Unit Price	Quantity	Total
ENFIT SYRINGE 10ML/ MULTI USE Back Order	A\$38.40	1.00	A\$38.40
ENFIT SYRINGE 60ML/ MULTI USE Processed	A\$77.40	1.00	A\$77.40
Amount			A\$115.80
Delivery Charges			A\$0.00
Total Amount			A\$115.80

Credit Card

Card number: 1234 5678 9012 3456
Expiry date: MM/YY
CVC / CW: 3 digits
Pay \$115.80

Note: If you need help, please contact the Nutricia at Home Customer Care via email at homeau@nutricia.com or by phone on 1800 884 367 Monday to Friday between 9am and 5pm (AEST).

8. View your order(s)

- To view orders for EFT payment or status, go to **Orders**.
- Use the **Order Number** for a reference when calling or emailing for more information.
- Use the **Order Number** to request MQ (Manual Quote) for EFT (Electronic Fund Transfer) payment.

Orders Recently Viewed

3 Items • Updated a few seconds ago

	Order Number	Account Name	Order Amount	Order Start Date	Status	Payment Status
1	00000168	SHANNA TEST PATIENT (P2P) 07.07.22	\$115.80	8/4/2022	Draft	Pending
2	00000163	SHANNA TEST PATIENT (P2P) 07.07.22	\$38.40	7/7/2022	In-process	Paid
3	00000160	SHANNA TEST PATIENT (P2P) 07.07.22	\$63.36	7/6/2022	Cancelled	Pending

*For any questions or concerns, please contact our **Customer Experience team on 1800 884 367** or via homeau@nutricia.com