

# Cook Medical online ordering step-by-step instructions

## Step 1: Visit [www.cookmedical.com/onlineordering](http://www.cookmedical.com/onlineordering)

The screenshot shows the Cook Medical Online Ordering homepage. At the top is the Cook Medical logo and the text "Online Ordering". To the right are links for "Cart" and "Sign In". Below this is a navigation bar with links: Home, Search, Browse, Order History, Contact, and Help. The main content area is divided into three columns. The left column contains links: "Read our Ordering Details", "Access our Product Support Information", "Understand GPN/RPN", "Read Shipping Terms & Options", "View Our Return Policy", and "Electronic Data Interchange". The middle column is titled "Create Client Login" and contains a paragraph: "Thank you for your interest in the Cook Medical online ordering system. Should you need to create an online ordering account, please visit our [Contact Page](#) to reach the Cook Medical Service Center for your area. Please have your Cook Customer Number and e-mail address ready." The right column is titled "Existing Client Login" and contains a form with "Email:" and "Password:" fields, a "Remember Email" checkbox, and a "Login" button. Below the form is a "Forgot Password" link. At the bottom, there are sections for "PRODUCTS" and "SUPPORT" with various links, and a footer with copyright information and additional links.

## Step 2: Login

- a. Current users login with email and password.

The screenshot shows the "Existing Client Login" form. It has a title "Existing Client Login". Below the title are two input fields: "Email:" and "Password:". Below the "Password:" field is a checkbox labeled "Remember Email" and a "Login" button. At the bottom right of the form is a "Forgot Password" link.

- b. New users click the "Contact Page" link to begin the process of requesting an account.

### Create Client Login

Thank you for your interest in the Cook Medical online ordering system. Should you need to create an online ordering account, please visit our [Contact Page](#) to reach the Cook Medical Service Center for your area. Please have your Cook Customer Number and e-mail address ready.



- c. Please fill out the Contact Customer Service form to begin the request of a new account.
- Once the form is submitted, Cook customer support will reply with a request for more information.

The screenshot shows the 'Contact Customer Service' page on the Cook Medical Online Ordering website. The page has a blue header with the 'COOK MEDICAL' logo and 'Online Ordering' text. A navigation bar includes links for Home, Search, Browse, Order History, Contact, and Help. In the top right corner, there are links for 'Cart' and 'Sign In'. The main content area is titled 'Contact Customer Service' and includes a sub-header 'Contact Us By Phone'. Below this, there is a 'Select Country' dropdown menu set to 'US / Canada', followed by phone and fax numbers. A note states that customer service lines are available weekdays between 8:00 a.m. and 7:00 p.m. EST. The 'Contact Us Online' section follows, with a note that more information increases the accuracy of the response. It contains a 'Country' dropdown (set to 'US / Canada'), an 'Email' field, a 'Phone' field, an 'Order Number' field, and a 'Questions or Comments' text area. A 'Submit' button is at the bottom of the form. The footer contains links for 'PRODUCTS' (Home, Search, Browse), 'SUPPORT' (Order History, Contact, Help, Ordering Details, Product Support Information, Understanding GPN/RPN, Shipping Terms & Conditions, Return Policy, Electronic Data Interchange), and copyright information for 2014 Cook Medical.

### Step 3: Begin ordering

- a. Confirm the shipping account, by clicking the hyperlinked facility location name, to proceed forward to search for products.

The screenshot shows a box titled 'Shipping Accounts'. Inside, it says 'To continue, please select a shipping location:' followed by a blue hyperlinked text 'FACILITY LOCATION NAME'. Below this, it lists '123 Street Address' and 'City, St., Zip Code, Country'.

### Step 4: Enter product information

- a. Search by RPN/GPN/GTIN or by product description.

The screenshot shows a 'Search' form. It has two input fields: 'RPN / GPN / GTIN' with a question mark icon, and 'Product Description'. To the right of the 'Product Description' field is a blue 'Search' button. Further right is a checkbox labeled 'Exclude Non-Stock Items'.

## Step 5: Confirm product information and unit of measure

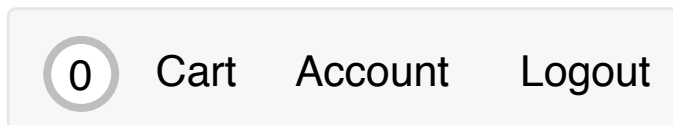
- a. To view product availability, click the “check quantity available” link.

MEDIUM PRESSURE CONNECTING TUBE;G00030;Length 15 cm;French Size 5.3 Fr;Lumen Diameter .086 mm;Fittings Plastic ;Connections FM ;Maximum Pressure 800 (56) psi(bar)				
<small>PERIPHERAL INTERVENTION &gt; ACCESSORIES &gt; CONNECTING TUBES &gt; NOT APPLICABLE</small>				
<small>GTIN: 00827002000308</small>				
GPN G00030	RPN DPT5.3-15-P-FM	Status Stock	Availability <a href="#">Check Quantity Available</a>	UOM: EA Qty. <input type="text" value="2"/> <a href="#">ADD</a> <a href="#">More Details / Image [+]</a>

- b. Enter quantity and select “Add”.



- c. Add additional products or click “Cart” in upper right corner when finished.



## Step 6: Order placement

Subtotal: \$0.00 (1 items)		<a href="#">Add More Products</a>	<a href="#">Checkout</a>
⊗ MEDIUM PRESSURE CONNECTING TUBE;G00030;Length 15 cm;French Size 5.3 Fr;Lumen Diameter .086 mm;Fittings Plastic ;Connections FM ;Maximum Pressure 800 (56) psi(bar)		Quantity	
GTIN: 00827002000308		<input type="text" value="1"/>	
RPN: DPT5.3-15-P-FM		<a href="#">Update</a>	
Price: \$0.00 EA			
Item Subtotal: \$0.00			
Subtotal: \$0.00 (1 items)		<a href="#">Add More Products</a>	<a href="#">Checkout</a>

- a. Click the blue “Checkout” button to begin the checkout process.
- b. Addresses
- Review the shipping and billing address.
  - In the “Attention To:” box, please provide a recipient name.
- c. Shipping method
- Choose the carrier and shipping delivery method.
  - Note “B/R” = Bill Recipient.
- d. Payment method
- Invoice: enter purchase order number.
  - Credit card: enter credit card information.
- e. Order review
- Confirm information and go back to cart if changes to items are needed.

## Step 7: Click “Place Order”

Success! You will receive a confirmation email from Cook Medical.