GENERAL OVERVIEW AND INTRODUCTION

Dr. Comfort® Site

- Self-service website where enabled DRC® Provider Customers can place orders
- Support options to track orders and invoices
- Contact customer care directly from the site, just click the "NEED HELP?" link on the right side of the page

What is not in-scope today?

- Paying invoices
  - Still handled through current methods
GENERAL OVERVIEW AND INTRODUCTION
KEY FEATURES & BENEFITS

Sales
• Place orders for Dr. Comfort® products, excluding custom inserts
• Pricing and freight policies pulled directly from your account
• Ship-To, Bill-To pulled from your Dr. Comfort account with the ability to select from your list of current ship to addresses or create new ones

Support
• Track Orders
• View Order History
• View/Print Invoices
1. Login to your account
2. Forgot Password - click link for a reset
3. Sign up to become a Dr. Comfort® Provider and get an account and access to our online portal
4. Existing Accounts can request access to the site (see next page for what is needed to gain access)

* When not logged in you may view the Product catalog but no pricing is shown
LOGIN VS. ANONYMOUS USAGE

• Home Page → Request Access: the following information is needed
  • First Name
  • Last Name
  • Phone
  • Email
  • Account #
LOGIN: HOMEPAGE

- Your homepage is your Dashboard Page
**LOGIN: ACCOUNT**

- List of actions you can take in the menu on the left side of page

---

### My Dashboard

**Account No. [redacted]**

#### Recent Orders

<table>
<thead>
<tr>
<th>Web Order #</th>
<th>Order #</th>
<th>Date</th>
<th>Ship To</th>
<th>Order Total</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000117234</td>
<td>8765941</td>
<td>12/5/18</td>
<td>[redacted]</td>
<td>$93.60</td>
<td>Pending</td>
<td>View Order</td>
</tr>
<tr>
<td>2000117233</td>
<td>8765935</td>
<td>12/5/18</td>
<td>[redacted]</td>
<td>$92.60</td>
<td>Pending</td>
<td>View Order</td>
</tr>
<tr>
<td>2000091809</td>
<td>8345035</td>
<td>7/30/18</td>
<td>[redacted]</td>
<td>$12.25</td>
<td>Pending</td>
<td>View Order</td>
</tr>
<tr>
<td>2000080842</td>
<td>8106118</td>
<td>5/9/18</td>
<td>[redacted]</td>
<td>$31.23</td>
<td>Pending</td>
<td>View Order</td>
</tr>
<tr>
<td>2000079973</td>
<td>8081447</td>
<td>5/2/18</td>
<td>[redacted]</td>
<td>$96.15</td>
<td>Pending</td>
<td>View Order</td>
</tr>
</tbody>
</table>

#### Address Book

- Default Billing Address
- Default Shipping Address

---

Copyright © Dr. Comfort®
LOGIN: ACCOUNT

• Additional Resources: includes several trainings, information about Medicare and creating sub-accounts.
Additional Resources: How to add sub-accounts
PLACING ORDERS: NAVIGATING THE PRODUCT CATALOG

- Clicking on the top navigation gives you the options to quickly get to a Product Category.
ORDERING: PRODUCT DETAIL PAGE

All selections need to be made, even if only 1 selection is available

1. Select Color
2. Select Size
3. Select Width
4. Select Variation
5. Click Add to Cart
QUICK ORDERING

You can place orders by going to ‘Place An Order’ page from your Dashboard or Homepage.
QUICK ORDERING

After entering the item, a pop-up will appear to select the details to the item.

You have to make a selection in each category to add to cart.
ORDERING:
OPTION TO ORDER BY PART NUMBER

Search Options:
Category or Part Number

*Search by part # is NOT enabled at this time.
ORDERING: CHECKOUT

STEP 1 & 2
Shipping

STEP 3
Payment Information (enter PO or CC)

STEP 4
Order review and place order
FAQ’S

Q: I’m having an issue logging in. What’s wrong?

Q: How do I change my billing address on my account?
A: To change your billing address, please call Customer Care at 800-556-5572

Q: Why doesn’t my web order total include tax?
A: If your account is tax eligible, Tax will be calculated once your order flows into our order management system.

Q: Why am I seeing an error in the checkout screen?
A: This could be related to the web browser you are using, we recommend using Google Chrome or Firefox.
THANK YOU!

For Questions:
Reach out to your Dr. Comfort® Sales Representative or please call 800-556-5572 to Sign Up for a New Business Account.