



Everything Dental.™

Quick Guide for the Sullivan-Schein Dental Website

GET STARTED

To get started, go to our website homepage at www.sullivanschein.com.

REGISTER

To access our Web Site ordering features, you will need to register.

1. Click **Register** on the top of any page.
2. Enter all required information.
3. Upon completion of registration, a welcome screen will be displayed providing descriptions and links for the customer features of our site.

NOTE: If anyone from your organization has previously registered on our Web Site, please do not register again. Instead, ask the registrant to add you to the account.

LOGIN

At the start of every visit to our Web Site, registered customers should login first to access their specific account information.

1. You can login from the home page or click **Login** on the top of any page.
2. Enter your **User ID**.
3. Enter your **Password**.
4. Select **Web Site Page** to view.
5. Click **Login**.

TIP: To have your User Id already entered for you the next time you login, Click **Save my User Id on this computer**.

QUICK ORDER

When you know a product's item code, use the Quick Order to add products to your current order in one step.

1. Enter an **item code** and **quantity** in the Quick Order area (Customer Menu) on the left column of any page.
2. Click the **arrow** to add the product to your current order.
3. To enter more than one item, click **Enter More**.
 - a. Enter the **item codes** and **quantities**.
 - b. Click **add to order** to add the products to your current order.

REORDER FROM PURCHASE HISTORY

Purchase History is a list of all the products you have purchased from us in the past.

1. Click **Purchase History** (Customer Menu) on the left column of any page.
2. Select a product from the pages shown. Click the page number at the top to change the page, if necessary.
3. Enter the **quantity** next to each product you need.
4. Click **Add to Order**.
5. Repeat Steps 2, 3 and 4 for each product you need.

SEARCH THE CATALOG (PRODUCT SEARCH)

Use Product Search to find a product you have not ordered previously.

1. Enter a **search term or terms** in the Product Search area (Customer Menu) on the left column of any page. You can enter any of the following types of search information: Product Name, Product Description, Manufacturer Name or Manufacturer Item Code.
2. Click the **arrow** to submit your search request and view the Search Results Screen.
3. Enter the **item quantity**.
4. Click **add to order** to add the product to your current order.

TIP: If you cannot find an item, start with a broad search request, then narrow your search using the **Search Within Results** field. To add more search options, click **Advanced Search**.

BROWSE PRODUCTS

Use Browse Products to find a product by category or subcategory.

1. Click **Browse Products** (Customer Menu) on the left column or at the top of any page.
2. Select **Category or Subcategory** to view products.
3. Enter the **item quantity**.
4. Click **add to order** to add the product to your current order.

PLACE AN ORDER

Your Current Order, or unplaced order, will be saved for you each time you visit the Web Site. When you are ready to send your order:

1. Click **Current Order** (Customer Menu) on the left column of any page.
2. Click **Checkout** to start the three-step check out process.
3. Verify your billing and shipping address, select shipment type, and enter your purchase order number (if needed), then click **Continue**.
4. Verify your order once more, then click **Submit Order**.
5. Click **printable page** to see a printable order confirmation page.

TRACK AN ORDER

You can access your submitted orders under Order History.

1. Click **Order History** (Customer Menu) on the left column of any page.
2. You will see all orders placed for your current location within the last month.
3. Click **View Details** for an order to see its contents, or enter different order search criteria.

LOGOUT

At the end of each visit, logout for your security.

1. Click **Logout** on the top of any page.
2. Close the browser window for your security.

NEED HELP? For immediate assistance, call 1-800-711-6032, Monday through Friday 8am–8pm EST.