

-  New
-  Hospital buyer
-  Surgeon
-  Theatre staff
-  Hospital store R&D colleagues
-  Hospital accounts team

Inquiry

Access to sales reps and customer service

- Customer service is available to answer questions about products, services and alternatives.



Available to Promise (ATP)

- Product specific, real-time ATP is now available in the Customer Connect Portal.



Customer Connect Portal

- The Customer Connect Portal has a new look.
- Kit codes for all Orthokits have been moved to a standard naming convention.
 - Your favourite kits will still be visible in the Customer Connect Portal.
 - You can continue to check prices of products through the Customer Connect Portal.



Quotation based orders

- Quotation orders can be processed directly from the quotation reference, making it much quicker and easier.



Ordering

Automatic ordering via EDI

- Our automatic data interfaces have been upgraded and tested against yours, so there should be no impact.
- Exception** | The Ethistock system will be replaced by eSIMS. You can also order via EDI or in the Customer Connect Portal.



Ordering via customer service phone line

- Kit codes for all Orthokits have been moved to a standard naming convention.
 - Our team will be happy to assist with your order request either by phone or email.



Order confirmations

- All order confirmations are available in the Customer Connect Portal.



Delivery

Delivery and delivery status

- All Orthokits and all samples (except FOC) will now be delivered directly from our warehouse to you.
- For safety reasons, sales reps are no longer able to hold kits for you or deliver them personally.
- There is a new format for delivery note for all products shipped from our Swiss warehouse. Over time, other delivery note formats will be replaced by this new global standard.
- Real-time carrier information will be available in the Customer Connect Portal.



Delivery note

- Labels have a new look and will show consolidated POs.



Payment

Invoice

- Invoices have a new look.
- Amounts on invoice will no longer be rounded to the closest 5 rappen.
- We can now create 1 invoice per PO.

