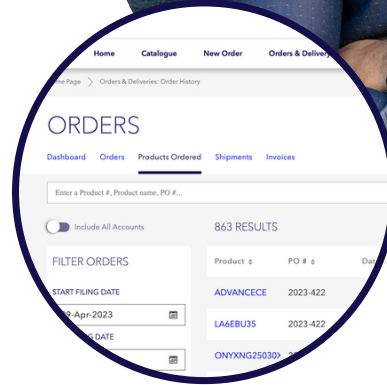


Medtronic

Engineering the extraordinary

WELCOME TO CONNECT E-STORE USER GUIDE

This guide is designed to provide you with comprehensive information on using the Connect E-Store platform. It will help you learn how to use the system's functionalities to make your experience completely successful.



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Introduction

Simplify your order management process

Dear Customer,

Creating an account on Connect E-Store will unlock a world of brand-new functionalities that will significantly benefit you and your organization:

- **Order Visibility:** Gain real-time insights into the status of your orders, enabling you to track and manage them efficiently.
- **24/7 Availability:** Enjoy round-the-clock access to our services, allowing you to place orders and access critical information at your convenience.
- **Order Products:** Easily browse our extensive catalog and order products directly from the platform, reducing the time and effort spent on traditional ordering methods.
- **Streamlined Catalogue Search:** Find the products you need with our intuitive search function, saving you valuable time.
- **Invoice Management:** View and download invoices directly from the platform, ensuring accurate and hassle-free billing processes.

By utilizing Connect E-Store, you will not only simplify your order management process but also unlock new possibilities for your organization's growth. Imagine the time and resources you can save, allowing you to focus more on patient care and driving innovation in your field.

Medtronic Connect E-Store Team



How to Access

Accessing Connect E-Store

To access our Connect E-Store platform, you will need a computer, tablet, or smartphone with an internet connection and a compatible web browser. The platform is optimized for all modern browsers, ensuring a smooth and user-friendly experience.

New User

- 1 Click [here](#) to initiate the registration process online.
- 2 You will be directed to the registration page, where you need to fill in the required information. Please ensure you provide accurate information to facilitate a smooth onboarding process.
- 3 Once you have filled in all the necessary information and agreed to the terms, click the "Submit" button to complete the registration process.

Congratulations! You are now a registered member of Connect E-Store. You will receive a confirmation email in a couple of days with your login credentials and additional instructions to get started.

If you already have an account, simply click [here](#) and use your login credentials (username and password) to log in to your account.

Medtronic Connect eStore Registration

Register below to get access to Medtronic Connect eStore

Your details

Please fill in required fields (*)

EMAIL ADDRESS*	<input type="text"/>
FIRST NAME*	<input type="text"/>
LAST NAME*	<input type="text"/>
JOB ROLE*	<input type="text"/>
JOB SPECIALTY*	<input type="text"/>
HOSPITAL*	<input type="text"/>
COUNTRY/REGION*	<input type="text"/>
POST CODE/ZIP CODE*	<input type="text"/>
YOUR MESSAGE	<input type="text"/>

How should we contact you?

Please choose at least one form of contact

Site Navigation

Navigating the Connect E-Store is easy!

At Connect E-Store, we understand the importance of providing a seamless and enjoyable user experience. With that in mind, we design our navigation to empower you with an easy way to navigate our platform confidently, making your shopping journey delightful and hassle-free.



1 Home: Our home page serves as the gateway to your personalized shopping experience. Here you can access directly to Quick Orders.

2 Catalogue: Explore our catalogue of products, with intuitive filters and search functionality, finding our products has never been easier.

3 New Order: Ready to make a purchase? The New Order section allows you to effortlessly create a new order, see you draft orders, and manage your shopping lists.

4 Orders & Delivery: Stay informed about the status of your orders and track their delivery progress with ease.

5 Finance: Managing your account is made simple through the Connect E-Store platform. Here, you can view and track your transactions, invoices, and payment history.

6 Support: In the Support section, you can access FAQs, user guides, and reach out to our dedicated support team for any queries or assistance.

7 My Profile: Customize your experience and manage your account effortlessly in the My Profile section. Update your personal information, preferences, and communication settings, ensuring that our platform caters to your individual needs.



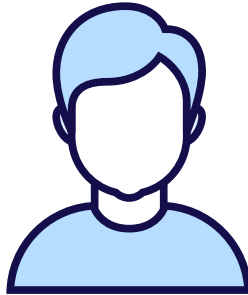
If you have more than one account in your Medtronic Connect E-Store Profile. You can select the drop-down menu in the right-hand corner of the top blue banner and change the account.

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User Roles

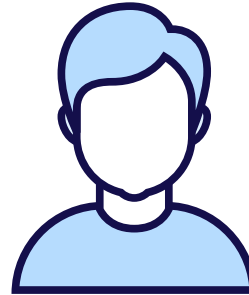
Designed to empower you with the right tools

At Connect E-Store, we aim to provide a seamless and efficient shopping experience. With this objective in mind, we have designed user roles to empower you with the right tools. Our current user roles are; Viewer, Purchaser, or Account Payable.



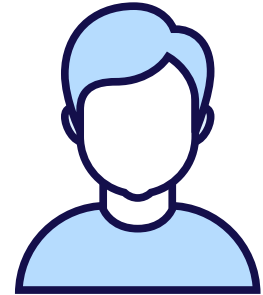
Viewer

As a viewer, you can explore our extensive product catalog, and access detailed information about each item. This role enables you to make well-informed decisions and compare products effortlessly, saving you valuable time and ensuring that you find the perfect fit for your needs.



Purchaser

As a purchaser on our platform, you gain access to a streamlined checkout process, secure payment options, and real-time order tracking. This means you can easily complete transactions and have the peace of mind that your purchases are in safe hands, with updates on their status available at your fingertips.



Account Payable

The account payable role enables you to track and manage all your financial transactions, invoices, and payments in a centralized and organized manner. You can review past purchases, and even receive notifications to ensure timely payments and maintain healthy financial relationships.

Unleashing the Power of Our Product Catalog

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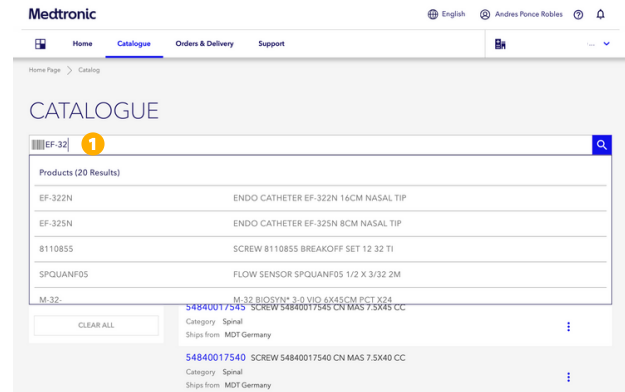
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Navigating the Connect E-Store is a breeze!

Whether searching for a specific product or just browsing for inspiration, our intuitive interface ensures you'll quickly find what you're looking for.

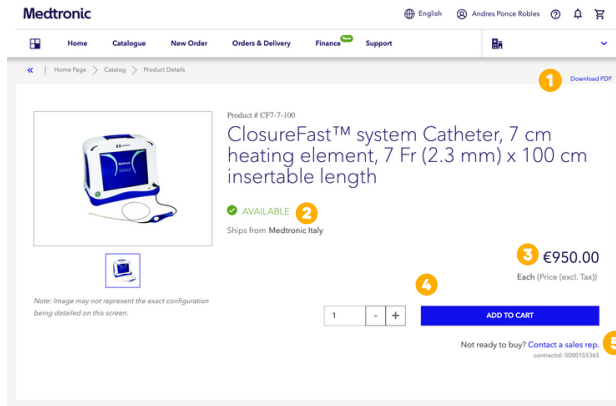
- 1 Type the product name or reference number (CFN), and our dynamic search feature will fetch a product that matches your query in real-time.



If you type the first four letters of the product name or the four numbers of the CFN of the product you are looking for, a list of possible choices will appear in the dynamic search.

Product Information at Your Fingertips

We understand the importance of informed decision-making, and that's why Connect E-Store provides comprehensive product information. From detailed descriptions and specifications to high-resolution images, you can explore every aspect of a product, ensuring that it meets your requirements.



- 1 We offer the option to download a PDF version of any product page for your convenience. Now, you can review your desired items even when you're not connected to the internet.
- 2 Check product availability. Our Connect E-Store keeps inventory records, ensuring that you're always aware of product availability.
- 3 We believe in transparency, which is why you'll find our pricing straightforward and easy to understand. The listed prices are excl. tax.
- 4 When you've found that perfect product, the "Add to Cart" option is just a click away.
- 5 In case you have any questions about the product or doubts you can always find the Sales Rep information by clicking "Contact a Sales Rep".



Questions or doubts about the product? No problem, you can click on "Contact a Sales Rep," and you will get all information about how to contact your Sales Rep.

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How to Place an Order

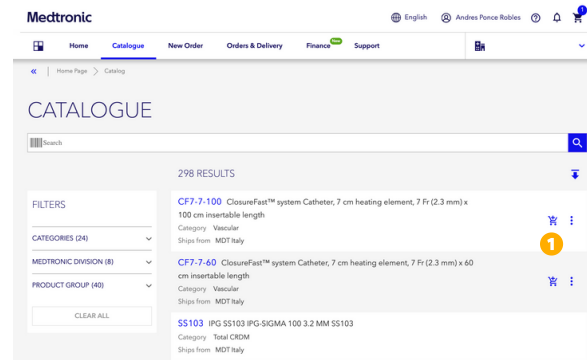
Mastering the Art of Effortless Ordering!



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The purchasing process can be complex, particularly for businesses with unique requirements. That's why our platform offers an intuitive interface that allows you to browse our collection of products and add them to your cart with just a few clicks.



1 The easiest way to create an order is directly from the search results. You will see a small add-to-cart button that you can use directly on the results to create an order.



On the left of the results search you have a filter, there, you can filter your results by, categories, division, and product group to show the results you are looking for.

Quick Order

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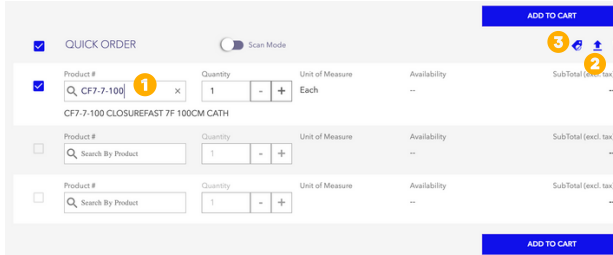
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Proceed to checkout in record time

For our busy customers on the go, we've designed the Quick Orders feature to expedite your shopping experience. With just a few simple steps, you can reorder your frequently purchased items in no time. Time-saving and efficient, this feature is perfect for those who require a prompt and reliable way to restock their inventory.



The screenshot shows the 'QUICK ORDER' interface. At the top, there is a 'QUICK ORDER' checkbox and a 'Scan Mode' toggle. Below this is a table with columns for 'Product #', 'Quantity', 'Unit of Measure', 'Availability', and 'SubTotal (excl. tax)'. The first row is selected and shows 'CF7-7-100' with a quantity of 1 and unit 'Each'. A search bar is visible above the table. A '3' icon in a blue circle is in the top right corner, and a '2' icon in a blue circle is next to the first row. An 'ADD TO CART' button is at the bottom right.

- 1 Search the product using the product name or reference number in the dynamic search bar or switch on the "Scan mode" toggle to scan your product.
- 2 If you wish to upload a list of products from an excel file directly just click on the arrow icon, and then drag and drop your xls file into the window.
- 3 On the price icon you can always check the price in real time for the products.



**QUICK
TIPS**

If you wish to order many different products at a time (500 products maximum), you can upload a list of products from an Excel file directly via the arrow icon. Just drag and drop your xls file into the window.

Shopping List

Stay organised with Shopping List



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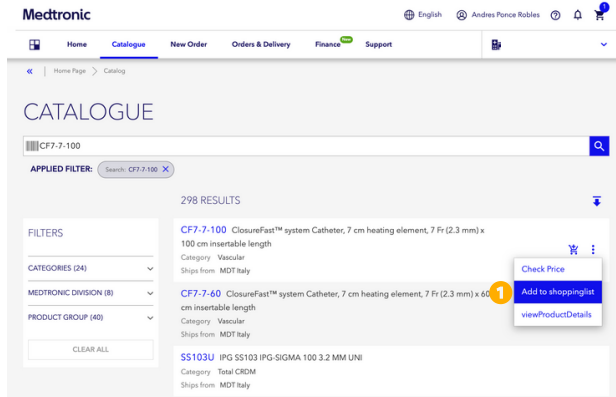
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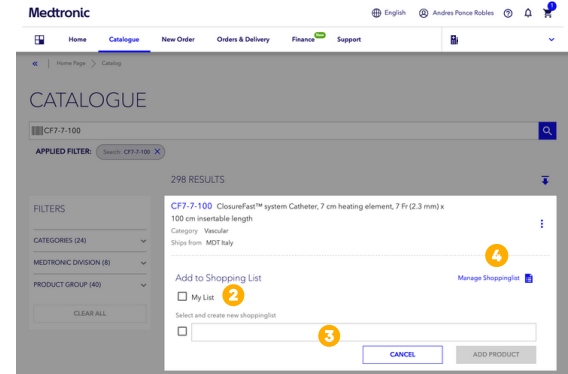
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Creating a shopping list tailored to your specific needs has always been challenging. Connect E-Store's Shopping List feature lets you compile your favorite products, ensuring you get all the essentials. Click the Shopping List button on the navigation and start your list.



1 One easy way to add products to you Shopping List is adding them by your search results, simply click the option "Add to Shopping List" this will open a pop up with the information you need to select to include this product on your Shopping List.



2 In this pop up you will be able to select the Shopping List where you want to add the product.

3 In case you want to create an specific Shopping List for this products you can specify the name and create a new Shopping list in one click.

4 And last but not less important, you can also manage your Shopping List on this link.

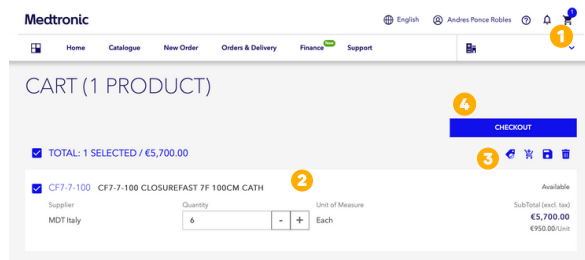


By clicking on a specific shopping list, you can see what it contains, adjust product quantities, add a new product (+ icon), or delete a product.

Checkout an Order

Checkout an Order

The checkout process on Connect E-Store is designed to be straightforward and secure, providing you with a seamless experience from start to finish:



- 1 To review your selections, click the shopping cart icon at the screen's top-right corner. This will redirect you to your shopping Cart.
- 2 You can review your selections, modify quantities, remove items, and verify your selected products.
- 3 You also have several options here like checking prices, save the order, and deleted.
- 4 If everything looks good, click the "CheckOut" button to continue placing your order. You will advance to the shipping step.



Remember that before you checkout, verify all your quantities for each product you want to order.

Checkout an Order

Shipping Details

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In the second step, you'll be prompted to provide your shipping information at the checkout process. Please ensure that you select the correct shipping location to prevent any delivery delays.

- 1 Here you can select your shipping location, if you have several addresses be sure you select the correct one.
- 2 In this input box you can share any comment or instruction related to the shipping.
- 3 Once you are ready will your shipping options you can continue the Checkout clicking on the "Continue" button.



Before you send your order, please verify that you have selected the right address.

Checkout an Order

Billing Information



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In the third step, you'll be prompted to verify your billing information and provide a PO to be able to more easily follow your order. Please ensure that the information you provide is correct.

Medtronic English Andres Ponce Robles

Home Catalogue New Order Orders & Delivery Finance Support

CHECKOUT

ORDER TYPE: STANDARD ORDER

Billing Info		SubTotal	€5,700.00
		Tax	€1,254.00
		Total (incl. Tax)	€6,954.00

SOLD-TO	SHIPPING	BILLING
Address	Shipping Method	

I accept the Terms of Sale

EXIT CHECKOUT NOTES **SUBMIT**

- 1 You can write your PO number in this input box to follow your order more easily, the system will save this information in your order.
- 2 If you need to make changes during the checkout process, or cancel the checkout you have both options.
- 3 Once you are ready to continue you can click on the "Continue" button.

- 4 In this last screen, you will see all your order information summarized. Please, check that all the information is correct.
- 5 In case all information is correct you just need to accept the terms of sale and click on "Submit" button, and we will receive the order.



In this screen, you can check that all information for shipping and billing is correct before you send the order.

Track your Orders

Dashboard

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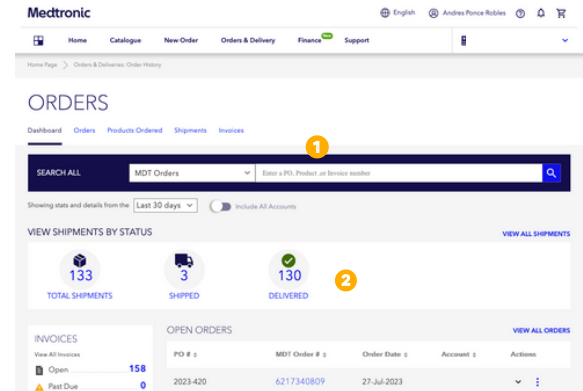
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The Dashboard will be your central hub for all order-related activities. It presents an overview of your recent orders, shipment status, invoices, and return status. The Dashboard serves as your command center, allowing you to access critical order information at a glance.



- 1 You can search for your orders on the dynamic search bar by PO, Product or invoice number.
- 2 In this section of the Dashboard you will see the shipment status of all your orders.



In the Dashboard, you can see your history (1-year history) of your orders at a glance through this overview.

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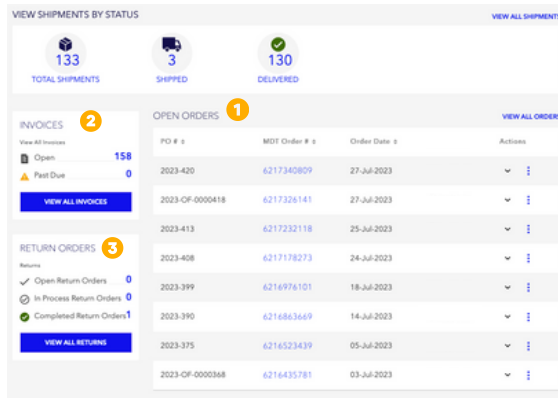
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Dashboard

At the bottom of the dashboard page, you can track your order's journey from our warehouse to your doorstep in the Shipment section. You can monitor your order status, estimated delivery date, and shipping updates from a single location.



VIEW SHIPMENTS BY STATUS

- 133 TOTAL SHIPMENTS
- 3 SHIPPED
- 130 DELIVERED

INVOICES 2

View All Invoices

- Open 158
- Past Due 0

[VIEW ALL INVOICES](#)

OPEN ORDERS 1

PO # s	MOF Order # s	Order Date s	Actions
2023-420	6217340809	27-Jul-2023	⌵ ⌵ ⌵
2023-OF-0000418	6217326141	27-Jul-2023	⌵ ⌵ ⌵
2023-413	6217232118	25-Jul-2023	⌵ ⌵ ⌵
2023-408	6217178273	24-Jul-2023	⌵ ⌵ ⌵
2023-399	6216976101	18-Jul-2023	⌵ ⌵ ⌵
2023-390	6216863669	14-Jul-2023	⌵ ⌵ ⌵
2023-375	6216523439	05-Jul-2023	⌵ ⌵ ⌵
2023-OF-0000368	6216435781	03-Jul-2023	⌵ ⌵ ⌵

[VIEW ALL ORDERS](#)

RETURN ORDERS 3

Returns

- Open Return Orders 0
- In Process Return Orders 0
- Completed Return Orders 1

[VIEW ALL RETURNS](#)

- 1 Down below the page you will see all your open orders.
- 2 In this section you will see all open and past due invoices.
- 3 In this last section you will see the status of all return orders, open, in process, and completed returns.



In the Dashboard, you can see your history (1-year history) of your orders at a glance through this overview.

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Orders



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In the Orders section, you will access your complete order history, including the details of each purchase, tracking information, and delivery status. You will have all the relevant information about your past orders with a few clicks.

- 1 In this search bar you can search orders by PO, MDT Order, Product, and Invoice.
- 2 You can download your order history directly as an Excel file if you click this icon.
- 3 Check your order status at a glance or deep dive into a specific order by clicking on the MDT Order number. This will open up the Order Detail page below
- 4 This tab shows orders placed in the last 90 days, open orders, completed, in process, and canceled.
- 5 In this tab, you can filter orders by date, order status, channel (E-Store, EDI, Fax...) and type (Direct sales order, Consignment order, etc).

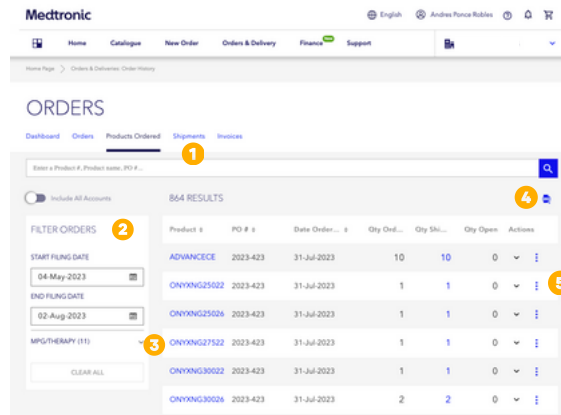


Now in orders and deliveries, you can find all information about past orders and all the products you have ordered.

Track your Orders

Products Ordered

Products Ordered provides a comprehensive overview of your past purchases, enabling you to easily access your product order history.



The screenshot shows the Medtronic user interface for 'Products Ordered'. It features a search bar at the top (1), a filter section on the left (2), a table of order results (3) with a download icon (4), and a dropdown arrow on a table row (5).

Filter Orders	Product #	PO #	Date Order	Qty Ord	Qty Shd	Qty Open	Actions
START FILING DATE 04 May 2023	ADVANCECE	2023-423	31-Jul-2023	10	10	0	⋮
END FILING DATE 02 Aug 2023	ONYKNG25022	2023-423	31-Jul-2023	1	1	0	⋮
MFG/THERAPY (11)	ONYKNG25024	2023-423	31-Jul-2023	1	1	0	⋮
CLEAR ALL	ONYKNG27522	2023-423	31-Jul-2023	1	1	0	⋮
	ONYKNG30022	2023-423	31-Jul-2023	1	1	0	⋮
	ONYKNG30026	2023-423	31-Jul-2023	2	2	0	⋮

- 1 In this search bar, you can search products by product name, product number, and PO.
- 2 In this tab, you can filter your search and products view by date, and therapy area.
- 3 If you click on the product name, you will be redirected to the product information page, where you will find all the information about the product.
- 4 You can download your products ordered history directly as an Excel file if you click this icon.
- 5 Check your order information in detail or deep dive into a specific order by clicking on the down arrow. This will open up the Order Detail page below.



Don't forget to use the filter on the left to refine your search.

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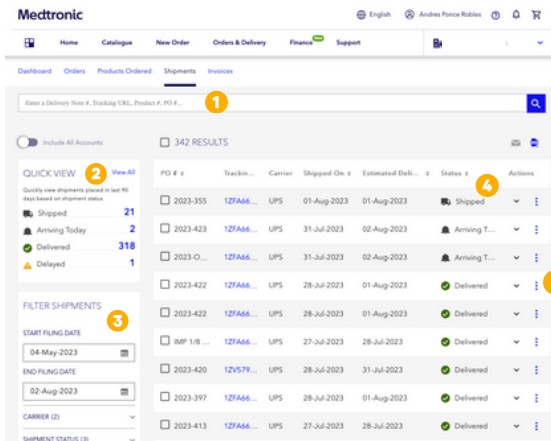
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With the "Shipments" section, we have gone above and beyond to ensure that you have complete visibility and control over your orders from when they leave our warehouse until they arrive at your doorstep.



- 1 You can search shipments by delivery note number, tracking URL, product number, and PO in this search bar.
- 2 In this tab, you can filter your shipments by shipped, arriving today, delivered, and delayed.
- 3 In this tab, you can filter your view by date range, carrier, shipment status, and therapy area.
- 4 Here you can see the status of every shipment in detail showing you if the shipment is shipped, arriving today, delivered, or delayed.
- 5 Here you can view Medtronic Delivery Notes for specific shipments, from the actions button on the right.

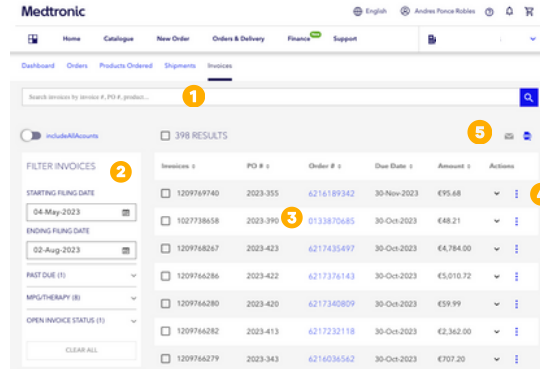


The estimated delivery date is giving you the best estimate our carrier has given us. It is automatically updated and becomes more and more precise, as the product approaches its final delivery destination.

Track your Orders

Invoices

In the "Invoices" section, you can easily access and manage all your purchase records in one place. This centralized hub allows you to view and download your invoices effortlessly. No more sifting through emails or searching for paper receipts. Everything is just a few clicks away.



- 1 You can search invoices by invoice number, PO, and product name in this search bar.
- 2 In this tab, you can filter your view by date range, invoice status, and therapy area.
- 3 You can review Order details by clicking on the order number in the list if needed.
- 4 Check your invoice information in detail by clicking on the down arrow. This will open up the Invoice detail page below.
- 5 In this two icons you can first send all selected invoices by email to your self, and with the second icon you can download your current view in a Excel file

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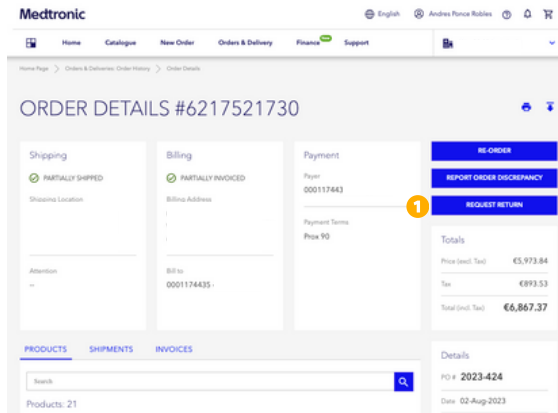


Don't forget to combine your search and filter on the left bar. Mixing both ways will search faster.

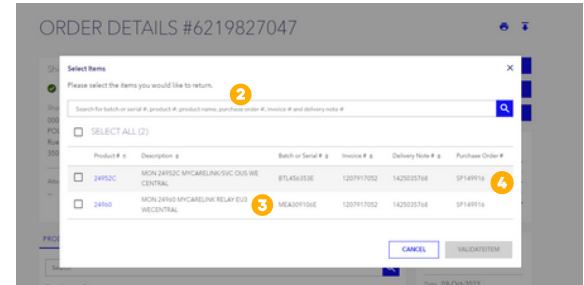
Return Wizard

Designed to simplify the returns process

Our Returns Wizard is designed to streamline and simplify the returns process, making it hassle-free for you. We acknowledge that returning products can sometimes be daunting, but with the Returns Wizard, you can bid farewell to the usual complexities.



1 When you open an order and see the details you have the option to click on the button "Request Return" to initiate a return.



2 After you initiate the return you will see this pop up. Here you can search for the products you want to return.

3 Here you can see the detailed products in the order and can select them by their name.

4 Here you can select the amount of products you wish to return. Once you are ready with your selected products you can click on "Continue" button.



Double-check that the products and quantities are correct selected for the return.

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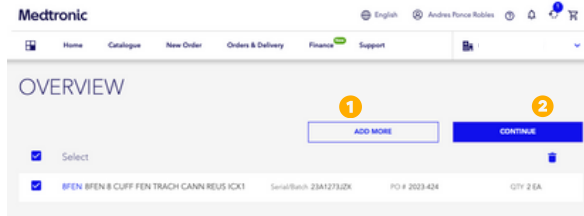
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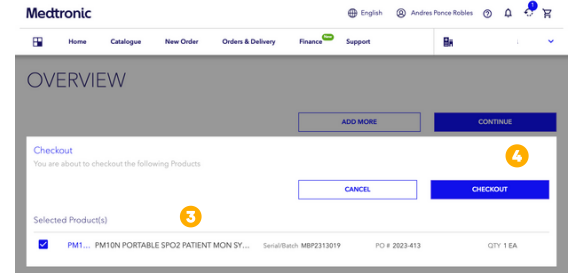
Return Wizard

Designed to simplify the returns process

On this screen, you will see the summary of the products you want to return.



- 1 Here you can add more products to return in case you didn't in the previous screen.
- 2 If everything is correct and the products you want to return are completed you can click on the "Continue" button.



- 3 In this next screen, you can see the detailed products in the order and quantity you selected to return.
- 4 Once you are ready with your selected products you can click on "Checkout" button to continue the process.



Remember you can add more products to return in this stage with the add more button on the pop up window.

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Return Wizard

Designed to simplify the returns process



On this screen, you will be asked to write your contact details and specify a return reason.

The screenshot shows the 'Return Wizard' form with the following sections:

- CONTACT**: Name (Andres Ponce Robles), Phone Number (+34689041059), Email (andres.a.ponce@medtronic.com).
- SHIPPING**: Pickup Address, Pickup Date Request.
- BILLING**: Billing Address (0001174435), Payer (000117643).
- CONTACT PERSON** (1): Name (Andres Ponce Robles), Contact Number (+34689041059), Email (andres.a.ponce@medtronic.com).
- RETURN REASON** (2): Select Return Reason (Incorrect Product Received).

Buttons: CANCEL, CONTINUE.

- 1 Please verify and provide us your contact information, name, contact number, and email.
- 2 In this dropdown, you must select the reason for the return you have several options and need to select one.

The screenshot shows the 'Return Wizard' summary screen with the following sections:

- ORDER TYPE: CR**
- CONTACT**: Name (Andres Ponce Robles), Phone Number (+34689041059), Email (andres.a.ponce@medtronic.com), Return Reason (Incorrect Product Received).
- SHIPPING**: Pickup Address, Pickup Date Request (3).
- BILLING**: Billing Address, Payer.
- 1 PRODUCT** (4): PM10N PARTON PORTABLE SPO2 PATIENT MON (PDK1), Contract (0000155345), Quantity (1), Unit of Measure (Each), SubTotal (€1,050.00), Tax (€231.00), Total (€1,281.00).

Buttons: CANCEL, NOTES, SUBMIT. A checkbox for 'I accept the Terms of Sale' is checked.

- 3 Please verify that all your information is correct in this summary.
- 4 When you are done with the verification you can click on "Submit" button to send your return request. You will receive an email confirming that the return is received by us.



Please, double-check that your contact information and the summary contains all information correctly.

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Financial Module



History Report

The Financial Module is the backbone of our Connect E-Store platform, offering a wealth of features that optimize your financial processes.

History report is a section designed to show all transactions (open and closed) in your account in the last 12 months and review their status.

The screenshot displays the 'HISTORY REPORT' page. At the top, there are navigation tabs: Home, Catalogue, New Order, Orders & Delivery, Finance, and Support. Below the navigation, there are filters for 'From Date' and 'To Date', both set to '02-Aug-2022'. A search bar is located below the filters. The main content area shows a table of transactions. The table has columns for 'Type', 'Document #', 'PDF #', 'Creation...', 'Due Date', 'Original...', 'Open A...', and 'Status'. There are four rows of data, each representing an invoice. The first row is highlighted. To the right of the table, there are buttons for 'FILTER', 'DOWNLOAD', and 'EMAIL'. The interface is annotated with numbered callouts: 1 points to the search bar, 2 points to the date filters, 3 points to the table, 4 points to the first row of the table, and 5 points to the 'DOWNLOAD' button.

- 1 You can search invoices by invoice number, and order number in this search bar.
- 2 In this tab, you can filter your view by date range.
- 3 Here you have four options. First, you can select only to see invoices. You also have a button to filter the view by type (credit note or invoice), status, and dispute status. You can download your history report in PDF, Excel, or CSV. And Email your history report also by PDF, Excel, and CVS file
- 4 Here you can see the payment details of every invoice in detail.
- 5 If you click in the document number you will be able to see the invoice information in detail.

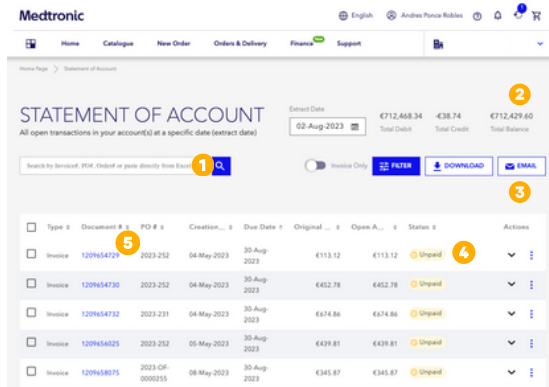


In this page you will have access to all transactions (including paid and closed) in the last 12 months

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Statement of Account

The "Statement of Account" is an overview of all open transactions in the payer account at key date (which can be modified), offering also the opportunity to look at captures of the account up to 12 months back.



- 1 You can search invoices by invoice number, PO, and order number in this search bar.
- 2 Here you have a small balance of total debit, total credit, and total balance in one view.
- 3 Here you have four options. First, you can select only to see invoices. You also have a button to filter the view by type (credit note or invoice), status, and dispute status. You can download your history report in PDF, Excel, or CSV. And Email your history report also by PDF, Excel, and CVS file
- 4 From any transaction you have the possibility to retrieve and download all relevant documents associated to it such as purchase order, delivery note, proof and delivery and invoice copy. Additionally the status of any transaction offers visibility of any pending dispute.
- 5 If you click in the document number you will be able to see the invoice information in detail.



In the statement of acc, you can see your history (1-year history) of your orders at a glance through this overview.

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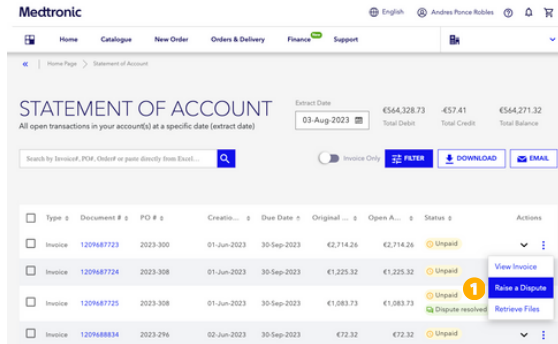
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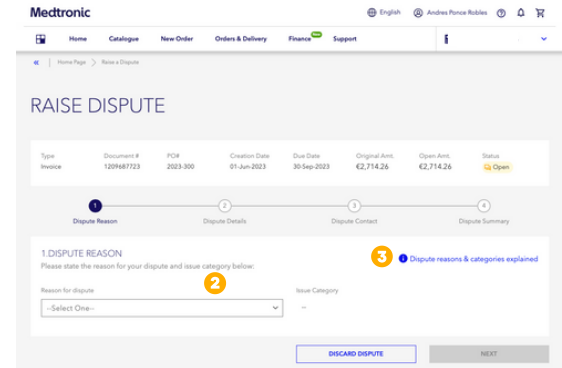
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Raise a Dispute

Disputes always bring complexities through multiple channels or worry about delays in communication. In Connect E-Store, raising a dispute is very easy and convenient, providing you with real-time updates, direct contact with us, and clear visibility into the progress of your dispute.



1 Both in your Statement of Account and History Report you have the option to raise a dispute, you just need to click on the point line on the right and the option will appear.



2 Once you click on raise a dispute, you will see this page, and the first option is to select a dispute reason. After this, you can click on the next button.

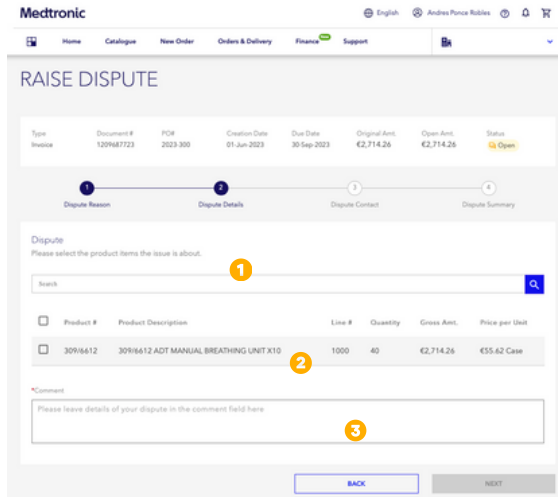
3 In this link, you can see the dispute reasons & categories explained so you can always check the information.



Don't forget to check that information of the invoice is the correct one where you are raising the dispute.

Raise a Dispute

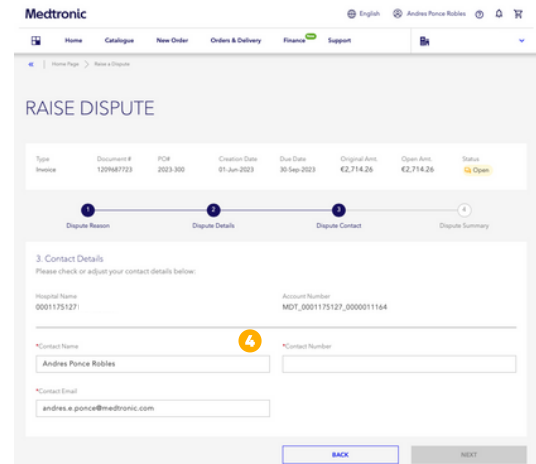
In the second step of raising a dispute you will find the following screen;



1 In this search bar you can search for the products items the issue is about. You can search by product name or number.

2 In this line will appear the products so you can select the ones you have an issue with.

3 In this comment box, you should write the details about your dispute. It is essential that you specify all the reasons related to the dispute. After all these fields are filled, you can click on the next button.



4 In this third screen you will be asked for your contact details, please be sure that you provide your contact name, contact email, and contact phone number.



Don't forget to check that all information provided is correct.

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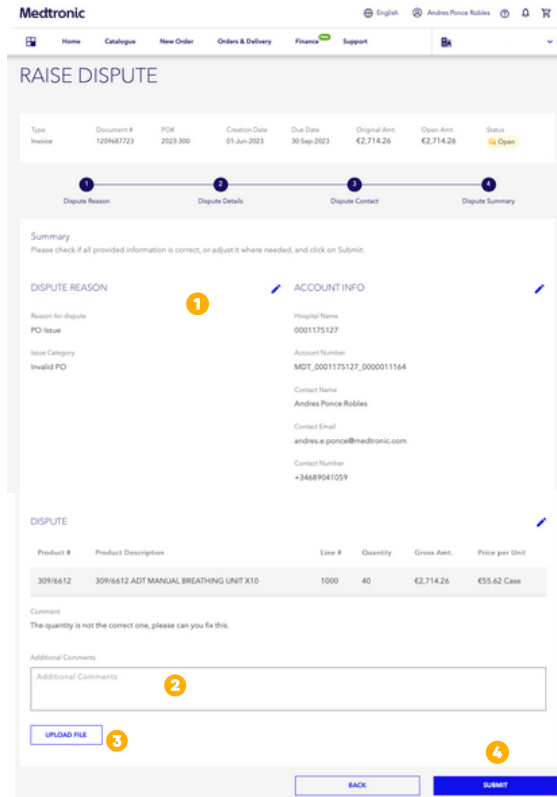
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Raise a Dispute



RAISE DISPUTE

Summary

Type: Invoice | Document #: 1201687723 | PO#: 2023-300 | Creation Date: 01 Jun 2023 | Due Date: 30 Sep 2023 | Original Amt: €2,714.26 | Open Amt: €2,714.26 | Status: Open

1 Dispute Reason | 2 Dispute Details | 3 Dispute Contact | 4 Dispute Summary

DISPUTE REASON

Reason for dispute: PO Issue

Invalid PO

ACCOUNT INFO

Hospital Name: 0001175127

Account Number: MDT_0001175127_0000011164

Contact Name: Andres Ponce Robles

Contact Email: andres.a.ponce@medtronic.com

Contact Number: +34689041059

DISPUTE

Product #	Product Description	Line #	Quantity	Gross Amt.	Price per Unit
3091612	3091612 ADIT MANUAL BREATHING UNIT X10	1000	40	€2,714.26	€55.62 Case

Comment: The quantity is not the correct one, please can you fix this.

Additional Comments

UPLOAD FILE

BACK | Submit

In this last screen you will see a dispute summary, please check if all provided information is correct, or adjust it where is needed.

- 1 In this section, you will see the dispute summary with all your information.
- 2 You can also include here additional comments in case you forgot to write them in previous pages.
- 3 In this button, we also provide you with the possibility to add any file that you may think will help to understand the reason for the dispute.
- 4 When you are ready with your dispute information you can click on the submit button. After this action you will see this dispute in you disputes overview.



Don't forget to check that all information provided is correct.

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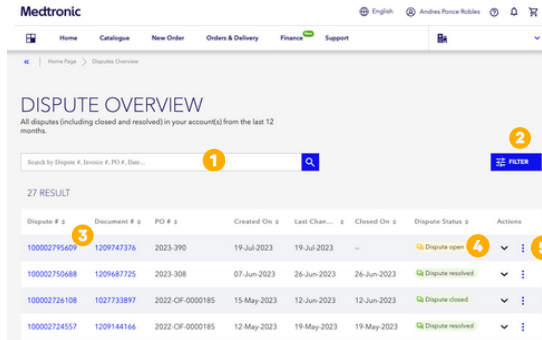
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Disputes Overview

The Dispute Overview section provides you full transparency on dispute status, resolution details and related documents such as credit notes, invoice rebilled or communication sent to you by our Dispute team. It is an overview listing all the disputes that were opened in your account in the last 12 months, including resolved and open ones.



- 1 In this search bar, you can search disputes by dispute number, invoice number, PO, and date.
- 2 Here you can filter the view by category, reason, and status. You can also view all accounts if you have multiple accounts.
- 3 If you click in the dispute number you can view the complete information of the dispute. In case you want to see the invoice information you can also click on the document number.
- 4 Here you can see the dispute status of every dispute in detail.
- 5 Check your dispute information in detail by clicking on the down arrow. This will open up the dispute detail page below.



In this page you will have access to all disputes (including open and resolved) in the last 12 months

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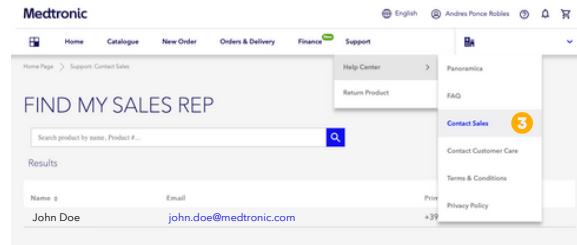
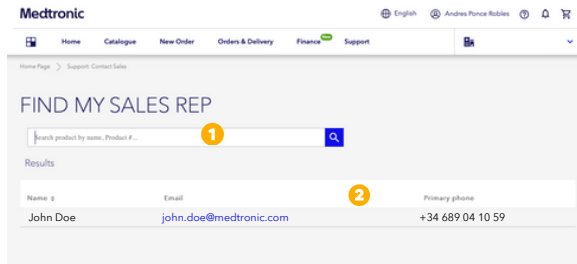
Find your Sales Rep

Empowers personalized connections



With the "Find My Sales Rep" section, you can bid farewell to faceless transactions and experience a new level of customer care. Simply enter the product name or number, and our platform will match you with the most suitable sales representative.

- 1 In this search bar, you can find your Sales Rep by product number, or name.
- 2 Once you search, the results will appear on this part of the page, detailing the name, email, and phone number of the Sales Rep who can help you with your questions.
- 3 You can access the Find my Sale Rep function from the main menu, support, and click the "Contact Sales" option.



You can also get this information from the product catalog by directly clicking "Contact a Sales Rep". You will then see the reps name and contact information.

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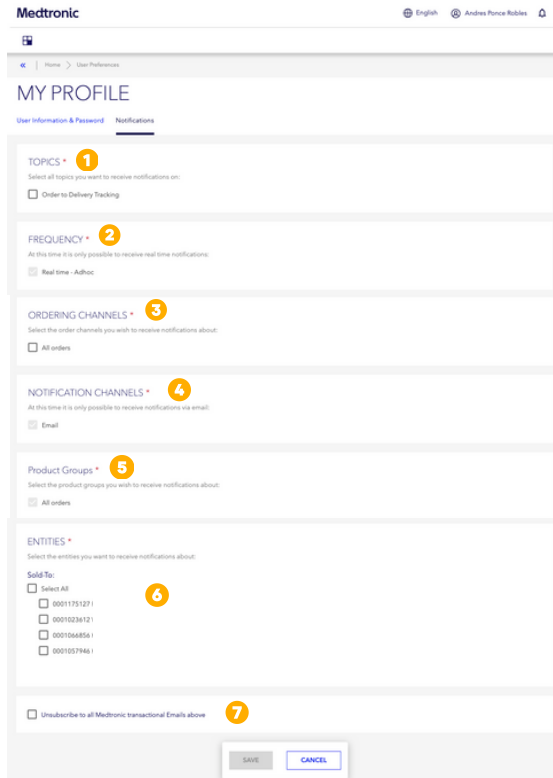
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Medtronic English Andrew Forcer-Robles

Home > User Preferences

MY PROFILE

User Information & Password Notifications

TOPICS 1
Select all topics you want to receive notifications on:
 Order to Delivery Tracking

FREQUENCY 2
At this time it is only possible to receive real time notifications:
 Real time - Adhoc

ORDERING CHANNELS 3
Select the order channels you wish to receive notifications about:
 All orders

NOTIFICATION CHANNELS 4
At this time it is only possible to receive notifications via email:
 Email

Product Groups 5
Select the product groups you wish to receive notifications about:
 All orders

ENTITIES 6
Select the entities you want to receive notifications about:
Sold To:
 Select All
 00011731271
 00010236121
 00010648561
 00010579461

Unsubscribe to all Medtronic transactional Emails above 7

SAVE CANCEL

In this fast-paced digital era, staying informed about your purchases is crucial. With our Notifications feature, you are now empowered like never before. Our platform ensures you are always in the loop, making your shopping journey more enjoyable and stress-free.

- 1 In the first section you can select the topics you want to receive notifications about.
- 2 In the frequency section you can select how often you want to receive your notifications.
- 3 In the ordering channels section, you can select by which channel you want to receive your notifications.
- 4 At this time it is only possible to receive notifications via email, in the future we will add more channels.
- 5 In this section you can also choose by product groups.
- 6 In case you have more than one account you can also select the accounts you want to receive notifications about.
- 7 Of course you can also choose to unsubscribe to all Medtronic transactional Emails.



You can always change your notifications settings to be sure you get the information you need.

Help & Support

Your success is our success

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We understand that even the best platforms sometimes present challenges, but do not worry. We are here to help you every step of the way.

Whether you're facing technical difficulties, need guidance on using specific features, or simply seeking advice to optimize your experience, we've got you covered.

To get in touch with us, please access our Connect E-Store [here](#). All help and support materials to solve your questions are available online.

For those who prefer real-time assistance, you will also find a phone number depending on your based country during business hours.

We are committed to providing timely and effective solutions to all your concerns, ensuring that your business continues to thrive with Connect E-Store.

Your success is our success, and we look forward to assisting you in any way we can.

Thank you for choosing Connect E-Store!

Medtronic Connect E-Store Team

Welcome to our Frequently Asked Questions (FAQ)

Our resource for quick and comprehensive answers to common inquiries. Here, we have compiled a list of our Connect E-Store's most frequently asked questions. By addressing these questions proactively, we can empower you to navigate our Connect E-Store efficiently.

How do I reset my password?

If you are logged into your Medtronic Connect account, click "my account," View profile / Edit password, and follow the instructions to register a new password. If you have difficulties logging into your user account, click "Forgot your password?" On the login page. Enter your email address and click on "Reset password." You should then be sent an email with a link to click on to reset your password.

How do I change user roles/access in my user account?

Please contact Medtronic Customer Care. This can be done under the site's Help/Contact Us section.

How can I add an additional shipping address to my user account?

Please contact Medtronic Customer Care. This can be done under the site's Help/Contact Us section.

Can I place orders online outside of business/opening hours?

You can order online 24/7. Online orders placed after 4:00 p.m. will be processed the next business day. The operating hours of the customer service are Monday-Friday from 8:30 a.m. to 5:00 p.m. (except for public holidays).

Can I track a consignment order on Connect E-Store, even if it was not ordered via Connect E-Store?

Yes, absolutely. You can track your consignment orders, no matter what order channel you used (E-Store, EDI, E-mail...). Go to Order history and use filter by order type (right-hand side) / select "consignment" or "KB" order. You can then check the status of your shipments on the Order detail page.

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How do I initiate a return?

To initiate a return, visit our website and navigate to the "Returns Wizard" section. There, you will find a step-by-step guide on how to start the return process. You may need to provide some information, such as your order number and the reason for the return. Once your request is submitted, we will provide you with further instructions.

What items are eligible for return?

Most products purchased from Medtronic are eligible for a return, provided they meet the criteria mentioned in our return policy. Please refer to our return policy or contact customer support for specific product eligibility.

What is your return policy?

Our return policy is available [here](#).

How can I track the status of my return?

Once you initiate a return and it is processed, we will provide you with a return tracking number. You can use this tracking number to ask for the progress of your return. You may contact our customer support team for assistance tracking your return's status.

How can I receive collection labels?

Your labels will be sent to you via e-mail by our Customer Care team within 48 hours from the start of your return process.

What do I do if I receive a damaged or defective product?

If you receive a damaged product, please contact our customer care immediately. We apologize for any inconvenience caused and will promptly assist you in resolving the issue. Our dedicated team will guide you through the necessary steps, which may involve providing photos or additional information to process a replacement or refund. If you see the product damaged immediately after the delivery, you should not accept the product and tell the carrier to return the product.

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Can I return products in open packs or part of a pack?

According to our return policy, products must be in their original packaging and unused to be returned. Please contact your sales representative if there is an exception to returning unpackaged products or products not in their original packaging.

Can I return the pallets?

Yes, you can return the pallets. Once you initiate the return, you will have the option to choose the pallet in the form. Please ensure that the goods to be returned are organized on the pallets and that the pallet is available to pick up from the ground floor from an easily accessible courier location.

Are there any return shipping fees?

There are no return shipping fees. The details regarding return shipping can be found in our return policy or during the return initiation process. We strive to provide transparent information to help you make informed decisions.

When will I receive credit for returned goods?

When you initiate a return, the products are received by our warehouse. As a result of the necessary examinations, the product is accepted and registered. Upon completing these procedures, your credit will be received in a period of max 17 days.

What should I do if the carrier gets some delay picking up my returned goods?

Sometimes our carriers are very busy, we apologize for that, and in some cases, our carrier may not be able to pick up products on a planned schedule. If this happens, please be aware that they are constantly monitoring these cases, and we will take action to plan a new pick-up in the coming days.

How long does it take to process a return?

Once we receive your returned item, our team will carefully inspect it to ensure it meets the return criteria. The processing time can vary, but we strive to complete the process in 17 business days.

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Can I exchange an item instead of returning it?

You cannot exchange an item for a different product or model. You need to process the return first, as we usually do.

Do you know if I have further questions or need assistance?

If you have more questions or concerns or need help with your return, our friendly customer care team is here to help! Please contact us via email or phone during our business hours. We value your satisfaction and will gladly answer any other questions or issues you may have.

What items are listed in my Statement of Account?

The Statement of Account provides a comprehensive view of all the ongoing transactions within the payer account/s linked to your user. It enables you to access a detailed list of these transactions visually.

What items are listed in my History report?

The History report provides a comprehensive record of all transactions conducted within the payer account/s associated with your user profile over the past 12 months. This report encompasses the currently closed or paid transactions and includes any other transactions during this period.

What items are listed in my Dispute Overview?

The History report presents a comprehensive list of all disputes initiated within the payer account/s linked to your user profile over the previous 12-month period. This report encompasses the currently closed or resolved disputes and any other disputes during this timeframe.

What document types can I find in my Statement of Account and History report?

There are three primary types of documents: Invoice, Credit, and Payment. An Invoice serves as a bill that records the debt owed by the Customer's Payer to Medtronic. It pertains to the purchase of products or services. On the other hand, a Credit is a document issued in favor of the Customer's Payer, which can be used to offset existing or future debts. Typically, it is provided when there is a dispute regarding an invoice or when goods are returned.

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A Payment refers to an amount, either a credit or debit, resulting from an issue in payment allocation. The user can access specific details about the case by hovering over the line item Status. If you require further clarification or assistance regarding this matter, please don't hesitate to contact our finance department.

Why can I not retrieve the document number/s input in the search bar?

In the Statement of Account, you can search for active documents in the Payer account linked to your user. We suggest checking the History report to determine the item's current status to ensure accuracy.

Regarding the History report, the portal's retention policy permits users to access and view information about transactions that fall under the following categories:

- Transactions are presently active in the Payer's account(s).
- Transactions closed or paid within two years before the current date.

Whom should I contact if I have questions about a document/line item in the Statement of Account, History report, or Dispute overview page?

We kindly encourage you to reach out to our finance department without any hesitation if you require additional clarification or assistance regarding the information displayed on the Finance page of the Medtronic Connect portal. Our team is readily available to provide you with further explanations and support.

How can I extract my statement of account or history report? In which formats?

The user is presented with two alternatives: they can either choose to save or share the generated lists by clicking on the Download or Email buttons. Saving allows the lists to be stored on the user's computer, while sharing enables them to be forwarded to the email address provided during registration. There are three formats to choose from: PDF, Excel, and CSV.

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I have sent the payment to Medtronic for an invoice, but I still see that it appears to be open in my statement of account. Why?

Occasionally, there may be a delay in the allocation of payments, resulting in a few days' wait. If it has been over 48 hours since the payment was made, it is possible that an issue occurred during the payment allocation process. To investigate this, kindly visit your account statement page and ensure that there are no entries labeled "Payment" with the status "Unallocated payment." If you come across an unallocated payment, we request that you contact our finance team so that they can provide you with the necessary instructions for allocating the payment correctly.

How far back can I track my orders on the E-Store?

You can track your orders within a 12 months period in the order history.

The required item or product is not available or does not appear in the product catalog.

Contact our sales team for products you are still looking for in the online catalog, CFN questions, or any other product questions you may have.