



# ***User Guide***

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## Overview

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This document contains instructions on how to use the CH2 Direct order processing website.

CH2 Direct is A simple and intuitive web-based customer ordering system – CH2 Direct® lets you easily manage your ordering, providing direct access to our extensive product range.

The following customers are able to use CH2 direct:

- New cash customers who pay by credit card are able to create an account online and receive an email confirming their login details.
- Existing commercial accounts can enable their account by providing the account number, contact name, email address and password.
- The customer's login ID is the account number or email address. A parent can login and place orders on behalf of multiple child accounts.
- The password, email address and contact name can be updated by the customer. Instructions for doing so follow later in this document.

## Create a New Cash Account

- Firstly select 'Create a New Cash Account' as circled in the screen shot below.

The screenshot shows the CH2 Direct website home page. The header includes the CH2 Direct logo and the tagline 'ENABLING AUSTRALIAN HEALTHCARE'. Below the header is a navigation bar with a search box and dropdown menus for 'Category' and 'Sub Category'. The main content area features a welcome message and instructions on how to browse the product catalogue. On the right side, there is a login section with fields for 'Username' and 'Password', and a 'Login' button. Below the login section, there are three buttons: 'Create a New Account' (circled in red), 'Sign up for a new CH2 Commercial Account', and 'Enable an Existing CH2 Commercial Account'.

- The below screen will then be displayed
- The fields marked with \* are required fields and must contain data. The contact name is not required but is used to mark emails to the attention of this person.
- Complete all required fields and click Submit.
- An email containing the account number and login details will be sent within a few minutes. You can then login and place an order.

The screenshot shows the 'Cash Account Creation' form on the CH2 Direct website. The form includes the following fields:

- Business / Personal name \*
- Contact Name
- Bus/Home Phone
- Mobile
- Email address \*
- Address Line 1 \*
- Address Line 2
- Postcode \*
- Suburb \*
- Delivery option (dropdown menu with 'No Special Instructions' selected)
- Packaging option (dropdown menu with 'No Special Instructions' selected)
- Password \*
- Verify Password \*

Below the form, there is a note: '\* Indicates a required field. No fields may contain the following characters < > # \* ; % & , ( or )'. There is also a checkbox for 'I agree to receive marketing material' and a 'submit' button.

## Enable an Existing Commercial Account

Customers who currently have a commercial account with CH2 can create a CH2 Direct login and place orders online.

- Select 'Enable an Existing CH2 Commercial Account' as per the screen shot below

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

Home

Search for  Search within Category  Sub Category  Go Sort by Product

**Welcome to CH2 Direct Web ordering system - Simple, Intuitive, Fast**

You can browse our online product catalogue using the search box and dropdown menus above.  
Pricing, product availability and ordering is only available for existing online account holders who are logged in.

**To setup a CH2 Direct account:**

- Existing CH2 Customers can enable their online account by clicking on the 'Enable an Existing CH2 Commercial' account tab to the right. Or contact your CH2 Account representative directly, or call (03) 9554 0490 (quoting your customer number)
- New customers can create a new CH2 account by clicking on the 'Sign up for a new CH2 Commercial Account' tab on the right, or by contacting the CH2 Accounts Department at [chaccounts@ch2.net.au](mailto:chaccounts@ch2.net.au)
- Members of public can click the 'Create New Cash Account' option to the right

**FEATURED**

**Enable an Existing CH2 Commercial Account**  
for existing CH2 account holders who wish to create an online account

- The below screen will then pop up.
- Fill in all fields then click submit, please note the password must be at least 6 characters and contain at least one numeric.
- An email containing your login details will be sent within a few minutes, you can then login and place orders.

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

**Please enter your existing CH2 Account number**

**Commercial account**  
An account that is subject to specific trading terms, which generally offers credit facilities and multiple payment methods. These accounts offer greater flexibility and may be better suited to those with requirements for larger or more frequent purchases.

CH2 account number \*

contact name \*

email address \*

password \*

verify password \*

\* Indicates a required field  
No fields may contain the following characters < > # \* " ; % & , ( or )

## Logging into CH2 Direct

- To log onto CH2 direct simply type in <http://direct.ch2.net.au/> into your web browser and Enter your customer number or email address in the Username Fields circled below Enter your password and click Login.

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

Home

Search for  Search within  Category  Sub Category  Go Sort by

**Welcome to CH2 Direct Web ordering system - Simple, Intuitive, Fast**

You can browse our online product catalogue using the search box and dropdown menus above.

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- Members of public can click the 'Create New Cash Account' option to the right

**FEATURED**

**Username:**  
(your account number or email address)

**Password:**

Forgotten your password?

**Login**

**Create a New Account**  
For new customers who will pay by credit card

**Sign up for a new CH2 Commercial Account**

**Enable an Existing CH2 Commercial Account**  
for existing CH2 account holders who wish to create an online account

- When logged in as a parent account, all child accounts are listed for your selection as per the below screen shot. Only when a child account has been selected, can you perform searches and place orders.
- When logged in as a single account, this page will not be displayed.

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

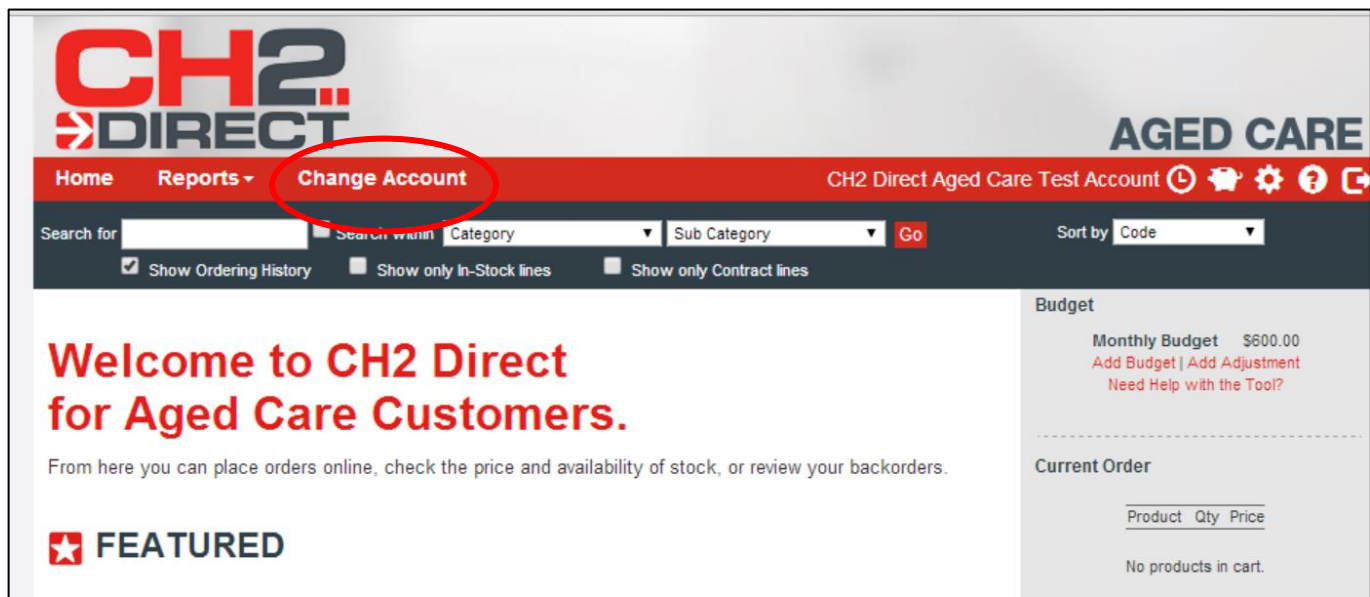
Please select your account from the list below.

Account	Account Name / Address	Branch	Backorder Status
999803 CH2 Direct Aged Care Test Account	Leah Coghlan 60 South Park Drive	310 - Melbourne	Yes
999811 CH2 Direct Allied Health Test Account	Dandenong South, VIC Leah Coghlan 60 South Park Drive	310 - Melbourne	Yes

Logged in as a Parent Account  
CH2 Direct Parent Test Account : 999810  
[Logout](#)



When logged in as a parent account, the child account can be changed by clicking “Change account” as per the below screen shot.

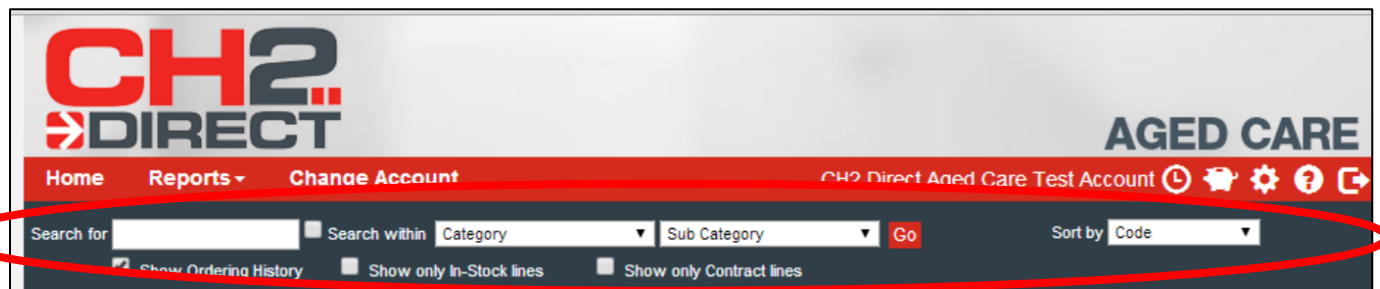


## Searching for Products

Products can be found using the following methods:

- Choose a category from the drop down list, click **Go**
- Choose a category and a sub category from the drop down lists, click **Go**
- Use a keyword, click **Go**
- To use a Keywords in conjunction with category and sub category, select , **Search within**, click **Go**
- Keywords can be part of a description and do not require wildcards Inclusive search - When searching for supplier part number of 08-888, 08-888NP products will be found.
- Plural search - So that glove finds gloves and vice versa
- Logical and - "nitrile gloves" will return a result where both words appear somewhere together in any searched field.





CH2 DIRECT AGED CARE

Home Reports ▾ Change Account CH2 Direct Aged Care Test Account ⌚ 🛒 ⚙️ ⓘ ➦

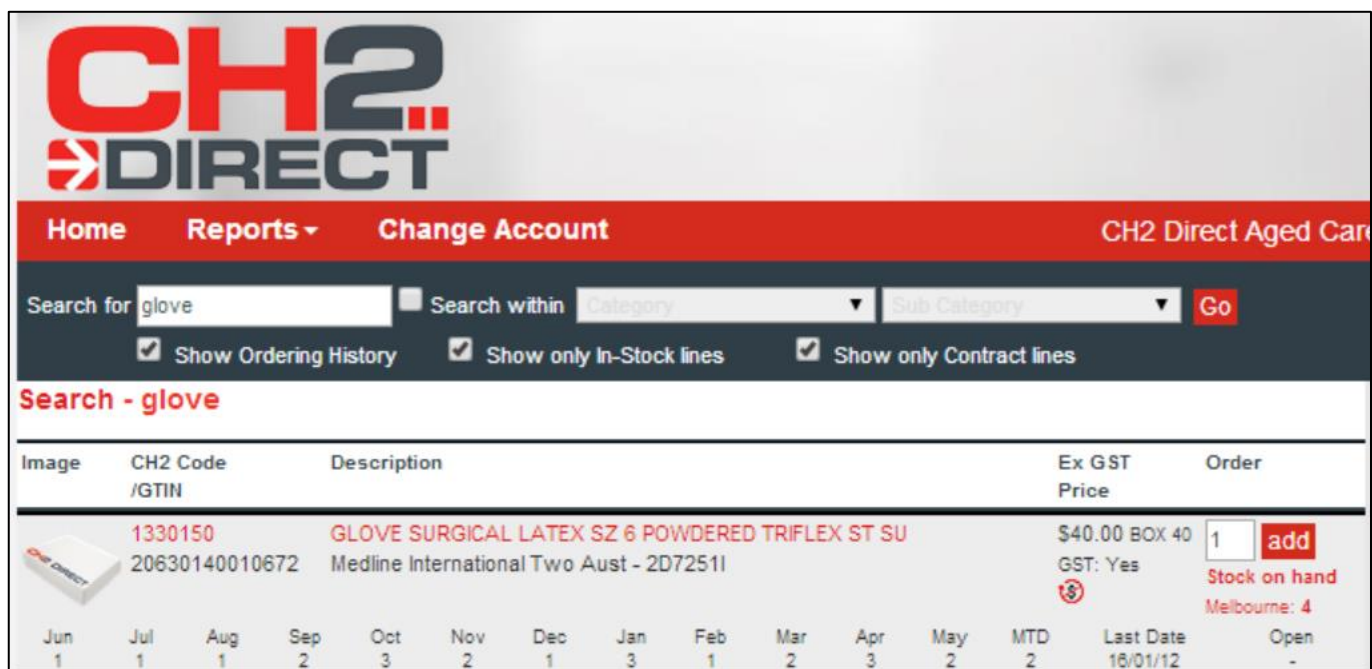
Search for  Search within  Category ▾ Sub Category ▾ Go Sort by  Code ▾

☐ Show Ordering History ☐ Show only In-Stock lines ☐ Show only Contract lines

Check boxes allow you to display:

- Order History
- Only in Stock Lines
- Only Contract lines

The example below shows all three check boxes checked.




CH2 DIRECT AGED CARE

Home Reports ▾ Change Account CH2 Direct Aged Care

Search for  glove Search within  Category ▾ Sub Category ▾ Go

☒ Show Ordering History ☒ Show only In-Stock lines ☒ Show only Contract lines

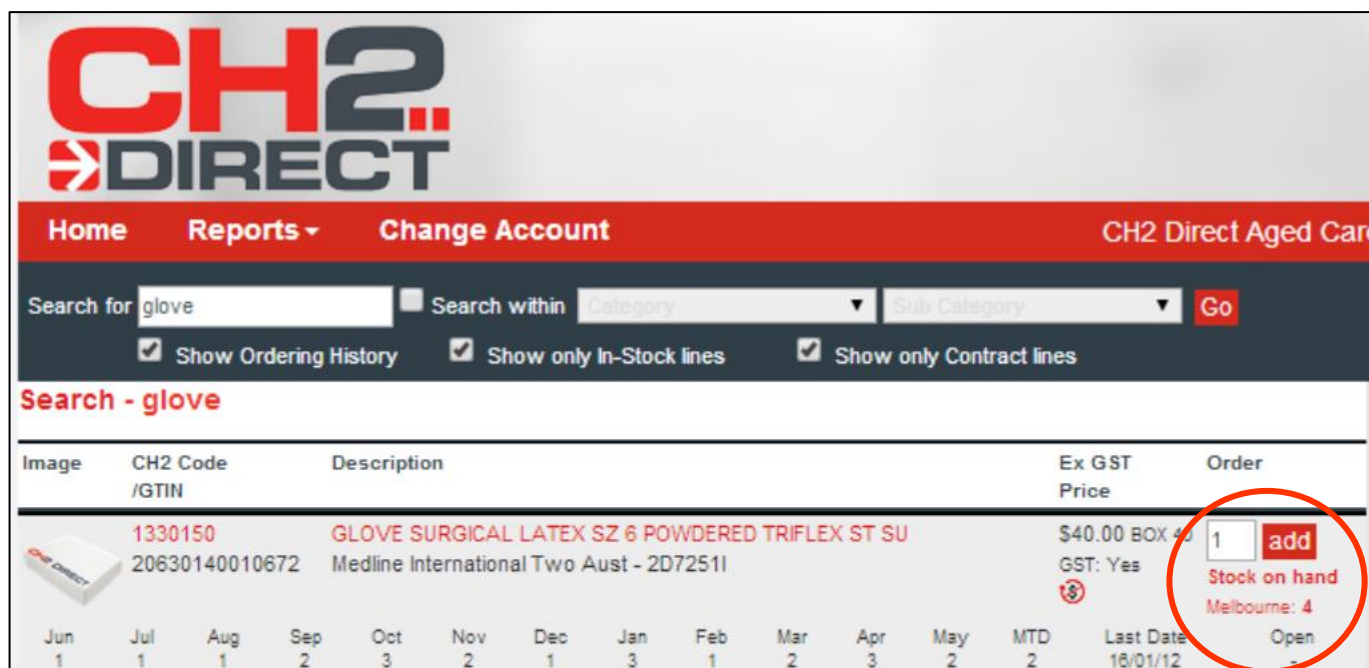
**Search - glove**

Image	CH2 Code /GTIN	Description	Ex GST Price	Order										
	1330150 20630140010672	GLOVE SURGICAL LATEX SZ 6 POWDERED TRIFLEX ST SU Medline International Two Aust - 2D7251I	\$40.00 BOX 40 GST: Yes Ⓢ	1 <input type="button" value="add"/> Stock on hand Melbourne: 4										
Jun 1	Jul 1	Aug 1	Sep 2	Oct 3	Nov 2	Dec 1	Jan 3	Feb 1	Mar 2	Apr 3	May 2	MTD 2	Last Date 16/01/12	Open -




## Quantity Available

The quantity available and status of: 'Available', 'On Order' or 'Non Stock Line' are displayed against each product. The quantity available is updated every 5 minutes.



The screenshot shows the CH2 Direct website interface. At the top, there's a navigation bar with 'Home', 'Reports', and 'Change Account'. A search bar contains 'glove'. Below the search bar, there are checkboxes for 'Show Ordering History', 'Show only In-Stock lines', and 'Show only Contract lines'. The search results are displayed in a table with columns: Image, CH2 Code /GTIN, Description, Ex GST Price, and Order. The first product is 'GLOVE SURGICAL LATEX SZ 6 POWDERED TRIFLEX ST SU' with a price of \$40.00 BOX 48. The 'Order' column shows a quantity of 1 and an 'add' button. A red circle highlights the 'add' button and the text 'Stock on hand Melbourne: 4'.

Image	CH2 Code /GTIN	Description	Ex GST Price	Order
	1330150 20630140010672	GLOVE SURGICAL LATEX SZ 6 POWDERED TRIFLEX ST SU Medline International Two Aust - 2D72511	\$40.00 BOX 48 GST: Yes	1 add Stock on hand Melbourne: 4

## Minimum Quantities








If a product has a minimum order quantity set, the default quantity shown here will reflect that quantity. The default quantity will also take into account any remnants currently in stock. An order can be placed for a quantity up to the available quantity and then in multiples of the minimum quantity.



The screenshot shows the CH2 Direct website interface with search results for 'glove'. The table displays two products. The first product is 'GLOVE CHEMICAL RESIST 7-7.5 SOL-VEX NITRILE' with a price of \$50.00 PKT 12. The second product is 'GLOVE HEAT RESISTANT MEDIUM CRUSADER FLEX GAUNTLET PAIR' with a price of \$21.50 EACH. Both products have a quantity of 1 and an 'add' button. A red circle highlights the 'add' button and the text 'Stock on hand Melbourne: 0' for the second product.

	1275754 10076490000421	GLOVE CHEMICAL RESIST 7-7.5 SOL-VEX NITRILE FLOCKLINED PR ANSELL INTERNATIONAL - 37-175-7	\$50.00 PKT 12 GST: Yes	1 add Stock on hand Melbourne: 0
	1276317	GLOVE HEAT RESISTANT MEDIUM CRUSADER FLEX GAUNTLET PAIR ANSELL INTERNATIONAL - 42-474-9	\$21.50 EACH GST: Yes	12 add Stock on hand Melbourne: 0 Non-Stock Line

When an incorrect quantity is added to the cart and an error message is displayed, explaining what the correct quantity should be as per screen shot below. This must be corrected before proceeding.

Image	CH2 Code /GTIN	Description	Ex GST Price	Order
	1066831 19310201039616	GLOVE H/HOLD SILVERLINED SMALL ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3961	\$16.60 PKT 12 GST: Yes	1 <input type="text"/> <b>add</b> Stock on hand Melbourne: 28
	1066848 19310201039630	GLOVE H/HOLD SILVERLINED MED ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3963	\$16.60 PKT 12 GST: Yes	1 <input type="text"/> <b>add</b> Stock on hand Melbourne: 88
	1066855 19310201039654	GLOVE H/HOLD SILVERLINED LARGE ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3965	\$16.60 PKT 12 GST: Yes	1 <input type="text"/> <b>add</b> Stock on hand Melbourne: 16/06/2017
	1067241 09310201073910	GLOVE HEAVY DUTY LATEX SMALL HI-CARE COTTON KNIT BLUE ANSELL INTERNATIONAL - 7391	\$10.20 EACH GST: Yes	<input type="text"/> <b>add</b> Stock on hand Melbourne: 0 Non-Stock Line
	1067258 09310201073934	GLOVE HEAVY DUTY LATEX MEDIUM HI-CARE COTTON KNIT BLUE ANSELL INTERNATIONAL - 7393	\$10.20 EACH GST: Yes	72 <input type="text"/> <b>add</b> Stock on hand Melbourne: 0 Non-Stock Line
	1067265 09310201073958	GLOVE HEAVY DUTY LATEX LARGE HI-CARE COTTON KNIT BLUE ANSELL INTERNATIONAL - 7395	\$10.20 EACH GST: Yes	72 <input type="text"/> <b>add</b> Stock on hand Melbourne: 0 Non-Stock Line
	1067434	GLOVE MULTI-PURPOSE 40CM PVC RED MENS E.D.OATES PTY LTD - R-33	\$6.70 EACH GST: Yes	48 <input type="text"/> <b>add</b> Stock on hand

Add Budget | Add Adjustment  
Need Help with the Tool?

---

**Current Order**

Product	Qty	Price
1. 1275318 GLOVE CHEMICAL RES- P12 IST 10	1	\$48.70 X
Invalid order qty: This item is affected by a minimum order quantity and is currently out of stock. To purchase this product you must order in multiples of 12. Your closest valid order quantity is 12.		
Please adjust your cart and click Update Pricing.		
2. 1067241 GLOVE HEAVY DUTY LATEX SMALL	5 EA	\$51.00 X
Invalid order qty: This item is affected by a minimum order quantity and is currently out of stock. To purchase this product you must order in multiples of 72. Your closest valid order quantity is 72.		
Please adjust your cart and click Update Pricing.		

## Product Details

Click on the product description in the search screen to display the full details for a product. This includes s image (if available), your purchasing history, and related and alternative products. Items can be added to the cart from this screen or you can choose to 'Back to Search'.

**Display Item - 1066855**

**GLOVE H/HOLD SILVERLINED LARGE ULTRAGRIP YELLOW PAIR**


UOM: PKT 12  
Supplier: ANSELL INTERNATIONAL  
Part Number: 3965  
GTIN: 19310201039654

Price Ex GST: \$16.60  
GST Applicable: Yes  
On Contract: No  
On Special: No

Available: 0  
Next ETA Dta: ETA: 16/06/2017  
Multiple Order Qty: 1

Non-Returnable: No  
Refrigerated Item: No  
Drug Schedule:

1  **add**



[Back to Search](#)

**Your purchasing history for this item**

Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	MTD	Last Date	Open
-	1	-	-	-	-	1	-	-	-	-	-	-	1/07/11	-

## Placing an Order

Once the required product has been located, change the quantity if necessary and click the **Add** button next to that product. The product will appear in a list under '**Current Order**'.

Continue adding products and when finished, click '**Checkout**'

**Note:** Products can be deleted from the '**Current Order**' by clicking on the cross to the right of the product or click **Empty Cart** to delete all items from the cart.

**CH2 DIRECT** **AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for glove Search within Category Sub Category Go Sort by Code

☒ Show Ordering History ☐ Show only In-Stock lines ☐ Show only Contract lines

**Search - glove**

Image	CH2 Code /GTIN	Description	Ex GST Price	Order
	1066831 19310201039616	GLOVE H/HOLD SILVERLINED SMALL ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3961	\$16.60 PKT 12 GST: Yes	<input type="text" value="12"/> <b>add</b> Stock on hand Melbourne: 28
	1066848 19310201039630	GLOVE H/HOLD SILVERLINED MED ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3963	\$16.60 PKT 12 GST: Yes	<input type="text" value="12"/> <b>add</b> Stock on hand Melbourne: 88
	1066855 19310201039654	GLOVE H/HOLD SILVERLINED LARGE ULTRAGRIP YELLOW PAIR ANSELL INTERNATIONAL - 3965	\$16.60 PKT 12 GST: Yes	<input type="text" value="12"/> <b>add</b> Stock on hand Melbourne: 0 Next Stock: 16/06/2017
	1067241 09310201073910	GLOVE HEAVY DUTY LATEX SMALL HI-CARE COTTON KNIT BLUE ANSELL INTERNATIONAL - 7391	\$10.20 EACH GST: Yes	<input type="text" value="72"/> <b>add</b> Stock on hand Melbourne: 0 Non-Stock Line
	1067258 09310201073934	GLOVE HEAVY DUTY LATEX MEDIUM HI-CARE COTTON KNIT BLUE ANSELL INTERNATIONAL - 7393	\$10.20 EACH GST: Yes	<input type="text" value="72"/> <b>add</b> Stock on hand

**Budget**

Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

**Current Order**

Product	Qty	Price
1. 1066831 GLOVE H/HOLD SILVE- RLINED SMALL	<input type="text" value="10"/>	\$166.00 X
Subtotal: \$166.00		
GST: \$16.60		
<b>TOTAL: \$182.60</b>		

Click the 'X' to remove an item from your order

Warning - Freight fees of \$9.09+GST may apply on orders when the ex tax value of goods is less than \$200.00

**View Order** **Update Pricing**  
**Export to Excel** **Empty Cart**  
**Checkout**

## Checkout Screen – Commercial Account

The order confirmation screen is displayed, showing the customer and order information.

Enter the Customer PO (Purchase Order) field, this is a mandatory field, but if you don't use PO numbers, may be a date, or name of the ordering person (or anything else that assists both you and CH2 to identify the order).

Enter Delivery Instructions if required. This can be up to 28

characters per line. Click **Submit Order**

**CH2 DIRECT PRIMARY CARE**  
OUR PRIMARY CARE IS YOU

Home Reports Change Account

Keyword  Search within Category Sub Category Go Sort By Product

☐ Show Ordering History ☐ Show Only In-Stock Lines ☐ Show Only Contract Lines

**Check Out** [Continue Shopping](#)

**Order Conditions:**

- THIS ORDER CONTAINS NON-RETURNABLE ITEMS.

**Customer Information**

Customer PO:  Required

Delivery instructions:

Name: Annette ODea  
Account: CH2 Direct Primary Care Test Customer  
Phone: 02 4978 5338

Address: 60 South Park Drive  
Suburb: Dandenong South  
State: VIC  
Post Code: 3175  
Country: Australia

Email: annette.odea@ch2.net.au

[Continue Shopping](#) **Submit Order**

**Logged in:** CH2 Direct Primary Care Test Customer [Logged in as Parent: 999810]  
Account: 999804  
Branch: 310 - Melbourne  
Accept Backorders: Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

**Current Order**

Product	Qty	Price
1. 1757021 GLOVE EXAM LATEX STERILE P/F	4	\$157.60 B100
2. 1560483 GLOVE EXAM LATEX STERILE X-SML	20	\$98.00 B50
<b>EX GST SUB-TOTAL:</b>		<b>\$255.60</b>
<b>GST:</b>		<b>\$25.56</b>
<b>TOTAL:</b>		<b>\$281.16</b>

**Order Templates** [Create/Modify](#)

Select...

**Documents**

[CH2 Direct User Guide](#)  
[CH2 Equipment Catalogue](#)

A confirmation email will be sent to the customer. It will contain details of exactly what products are available for delivery. When a parent is placing an order on behalf of a child account, the confirmation email will be sent to both the parent and child unless the email addresses are the same.

After submitting an order, a summary of your order can be printed



**CH2 DIRECT** **PRIMARY CARE**  
OUR PRIMARY CARE IS YOU

Home Reports Change Account

Keyword  Search within  Category  Sub Category  Go

☐ Show Ordering History ☐ Show Only In-Stock Lines ☐ Show Only Contract Lines

Sort By  Product

**Order Sent**

Thank you for ordering from our website. You should receive confirmation of your order via email in the next few minutes. Your order has been placed and it will be processed soon.

We will let you know as soon as your order is shipped.

Click here to [view your order summary](#).

Click here to [build a template from this order](#).

CH2 | 1300 720 274 | marketing@ch2.net.au | copyright 2012 | web design image / ben fitzhardinge

**Logged in:** CH2 Direct Primary Care Test Customer [Logged in as Parent: 999810]  
**Account:** 999804  
**Branch:** 310 - Melbourne  
**Accept Backorders:** Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

**Current Order**

Product	Qty	Price
1. 1757021 GLOVE EXAM LATEX STERILE P/F	4	\$157.60
2. 1560483 GLOVE EXAM LATEX STERILE X-SML	20	\$98.00
<b>EX GST SUB-TOTAL:</b>		<b>\$255.60</b>
<b>GST:</b>		<b>\$25.56</b>
<b>TOTAL:</b>		<b>\$281.16</b>

Select the 'Home' button to return to the start

## Checkout Screen – Cash Customer

**CH2 DIRECT** **PRIMARY CARE**  
OUR PRIMARY CARE IS YOU

Home Reports Change Account

**Check Out** [Continue Shopping](#)

Line Item	Description	UoM	Qty	Unit Price	Unit GST	TOTAL GST	TOTAL INC TAX
1	1741521 AVAGARD HAND RUB 125ML CHG 0.5% WV ETHANOL 70%	EACH	1	\$5.60	\$0.56	\$0.56	\$6.16
2	1258808 MICROSHIELD HANDWASH 500ML	CTN 12 no	1	\$134.70	\$13.47	\$13.47	\$148.17
3	1258895 MICROSHIELD SKINCARE CLEANSER 5L	EACH	2	\$148.70	\$14.87	\$29.74	\$327.14
4	2022043 TORK PREMIUM FOAM MILD HAND S1	CTN 6 no	1	\$143.23	\$14.32	\$14.32	\$157.55
5	2022051 TORK PREMIUM FOAM MILD HAND S1	EACH	6	\$24.13	\$2.41	\$14.48	\$159.26
	Credit Card Transaction Fee (1.65%)			\$13.17	\$0.00	\$0.00	\$13.17
	<b>ORDER TOTAL</b>					<b>\$72.57</b>	<b>\$811.45</b>

**Order Conditions:**

- THIS ORDER CONTAINS NON-RETURNABLE ITEMS.

**Customer Information**

Customer Reference \*

Card Holders Name \*

Email \*  annette.odea@ch2.net.au

Phone  03 9554 0500

Address \*  60 Southpark Drive

Address line 2

Postcode \*  3175

Country  Australia

Delivery option  Deliver to green door

Packaging option  Discrete Wrapping

Make this your new default shipping address ☐ Yes ☒ No

\* Indicates a required field  
No fields may contain the following characters < > # " ' ; % & , ( or )

[Continue Shopping](#) OR [Pay via Credit Card](#)

**Current Order**

Logged in: CH2 Direct Cash Test Customer  
Account: 999812  
Branch: 310 - Melbourne  
Accept Backorders: Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

Product	Qty	Price
1. 1741521 AVAGARD HAND RUB 125ML CHG	1	\$5.60
2. 1258808 MICROSHIELD HANDWA- C12 SH 500ML	1	\$134.70
3. 1258895 MICROSHIELD SKINCA- RE CLEANSER	2	\$297.40
4. 2022043 TORK PREMIUM FOAM MILD HAND	1	\$143.23
5. 2022051 TORK PREMIUM FOAM MILD HAND	6	\$144.78
<b>EX GST SUB-TOTAL:</b>		<b>\$725.71</b>
<b>GST:</b>		<b>\$72.57</b>
<b>TOTAL:</b>		<b>\$798.28</b>

**Order Templates**

[Create/Modify](#)

Select...

**Documents**

[CH2 Direct User Guide](#)


[CH2 Equipment Catalogue](#)

A summary of the products purchased and any additional charges such as freight and merchant fee are displayed at the top of the screen.


Complete the customer reference (this can be anything up to 25 characters that identifies

### CH2 Direct Website Customer User

your order) and the Card Holders Name; click '**Pay via Credit Card**'.



 **CLIFFORD HALLAM HEALTHCARE**



**Please enter your credit card details below**

Note: your credit card payment will be made to 'Clifford Hallam Healthcare', please note this when reviewing your credit card statement.

**Invoice / Reference Number** 171

**Card Holder Name** Annette ODea


**Description** CH2 Direct Order: Test 0808-03

**Email Address ( for receipt )** annette.odea@ch2.net.au

**Card Number**  **CVC2**

**Card Expiry ( MM/YY )**

**Amount** **AUD\$811.45**

Enter your credit card details on the St George payments page and click '**Submit Payment**'.

A receipt will be emailed to the customer and displayed on the screen where it can be printed.



## Creating a New Order Template

The screenshot shows the CH2 Direct website homepage. The main content area features several product category tiles: 'SAVE NOW 3M' with various bottles, 'NUTRITION' with Ensure and Sustagen products, 'PADS, PANTS, & LINERS' with Tena products, 'INFECTION CONTROL' with Aquium and bare+medical products, 'UROLOGY PRODUCTS' with various medical devices, and 'PERSONAL CARE & EVERYDAY CONSUMABLES' with Gillette and other personal care items. At the bottom, there is a banner for 'bare+medical' with the text 'Check out our great range. Buy online.' The right sidebar contains links for 'Order Templates' (with a 'Create/Modify' link circled in red), 'Documents' (including 'CH2 Direct User Guide' and 'Web Browser Troubleshooting Guide'), and a 'Sale Items' button.

- Select 'Create/Modify' from beneath the 'Template' label

The screenshot shows the 'Template - Create/Modify' page on the CH2 Direct website. The page has a red header with the CH2 Direct logo and 'AGED CARE' text. Below the header is a navigation bar with 'Home', 'Reports', and 'Change Account' links. A search bar is present with a 'Go' button. The main content area is titled 'Template - Create/Modify' and features a dropdown menu for 'Select an existing template:' and a button labeled 'Create a new one' circled in red. The right sidebar contains a 'Budget' section with a 'Monthly Budget' of \$600.00 and a 'Current Order' section showing 'No products in cart.'

Select 'Create a new one'

**CH2 DIRECT AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for  Search within Category Sub Category Go Sort by Code

☒ Show Ordering History ☐ Show only In-Stock lines ☐ Show only Contract lines

Template - Create/Modify Template Name:  Sort by: Code next

Budget  
Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

Current Order

Product Qty Price

- Type a meaningful name in the Template Name field
- Select a sort sequence from the drop down list if required and click **Next**

**CH2 DIRECT AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for avagard Search within Category Sub Category Go Sort by Code

☒ Show Ordering History ☐ Show only In-Stock lines ☐ Show only Contract lines

Search - avagard

Image	CH2 Code /GTIN	Description	Ex GST Price	Order
	1587827 09310063037150	AVAGARD HAND & BODY WASH 500ML GENERAL WASH 3M AUSTRALIA - 9230-P	\$7.15 EACH GST: Yes	<input type="text"/> add Stock on hand Melbourne: 0 Next Stock: 12/06/2017
	1587835 09310063015882	AVAGARD HAND & BODY WASH 500ML CHG 2% W/W NOZZLE 3M AUSTRALIA - 9232-P	\$9.56 EACH GST: Yes	<input type="text"/> add Stock on hand Melbourne: 45
	1587851 09310063037471	AVAGARD SURG HAND SCRUB 500ML CHG 4% W/W NOZZLE 3M AUSTRALIA - 9241-P	\$12.43 EACH GST: Yes	<input type="text"/> add Stock on hand Melbourne: 20
	1587860 59310063016075	AVAGARD HAND RUB 500ML CHG 0.5% W/W NOZZLE 3M AUSTRALIA - 9250-P	\$9.65 EACH GST: Yes	<input type="text"/> add Stock on hand Melbourne: 1850
	1587886	AVAGARD BARRIER LOTION 500ML MOISTURISING BARRIER	\$8.22 EACH	<input type="text"/> add

Budget  
Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

Current Order

Product Qty Price

No products in cart.

Order Templates

Modify Template: Infection Control

Product Qty  
1. 1587827 AVAGARD HAND & BODY WASH 500ML 1 X

**Return to template editing**

- Search for products as shown above
- Amend the quantity if require and click add.
- Once all products have been added, click return to template editing then click save

## Creating a Template from an Order

- After an order has been submitted, the order contents can be used to create a template.

**CH2 DIRECT PRIMARY CARE**  
OUR PRIMARY CARE IS YOU

Home Reports Change Account

Keyword:  Search within:  Category:  Sub Category:  Go

☐ Show Ordering History ☐ Show Only In-Stock Lines ☐ Show Only Contract Lines

Order Sent

Thank you for ordering from our website. You should receive confirmation of your order via email in the next few minutes. Your order has been placed and it will be processed soon.

We will let you know as soon as your order is shipped.

Click here to [view your order summary](#).

Click here to [build a template from this order](#).

Logged in: CH2 Direct Primary Care Test Customer [Logged in as Parent: 999810]  
Account: 999804  
Branch: 310 - Melbourne  
Accept Backorders: Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

**Current Order**

Product	Qty	Price
1. 1723092 AVAGARD 125ML SKIN CLEANSER	40	\$156.00 EA
2. 1587843 AVAGARD HAND & BODY WASH 500ML	10	\$105.00 EA
3. 1562611 CLEANSER SKIN 500ML	6	\$53.40 EA
4. 1811761 DERMASOFT 1LT SANITISING	2	\$84.20 EA
5. 1856610 MICROSHIELD	6	\$188.40 EA

CH2 | 1300 720 274 | marketing@ch2.net.au | copyright 2012 | web design image / ben fitzharding

- Select 'Build a Template from this Order'

**CH2 DIRECT PRIMARY CARE**  
OUR PRIMARY CARE IS YOU

Home Reports Change Account

Keyword:  Search within:  Category:  Sub Category:  Go

☐ Show Ordering History ☐ Show Only In-Stock Lines ☐ Show Only Contract Lines

Use the product search navigation above to "Add" products to your template cart. [Cancel](#) [Add/Edit](#)

Template Name:  [X Delete This Template](#) | [Print All Items](#)

Sort By:

CODE	DESCRIPTION	SUPPLIER PART NO	LOCATION	ORDER
1723092	AVAGARD 125ML SKIN CLEANSER NON MEDICATED 3M AUSTRALIA	AH100018342	<input type="text"/>	40 delete
1587843	AVAGARD HAND & BODY WASH 500ML TRICLOSAN 1% WWV W/NOZZLE 3M AUSTRALIA	AH100010158	<input type="text"/>	10 delete
1562611	CLEANSER SKIN 500ML ANTIBACTERIAL KCC PROFESSIONAL	4355C	<input type="text"/>	6 delete
1811761	DERMASOFT 1LT SANITISING HAND GEL CAMPBELL BROTHERS	16458	<input type="text"/>	2 delete
1856610	MICROSHIELD LOTION 1.5L MOISTURISING JOHNSON & JOHNSON	61118	<input type="text"/>	6 delete
1431247	NUTRA GEL HAND CLEANER 5 LITRE HAMMERSLEY PRODUCT	NUTGEL5L	<input type="text"/>	2 delete
1123667	SOAP HAND LIQUID 5LT SOFT CARE ENHANCE JOHNSON DIVERSEY	3412545	<input type="text"/>	1 delete

Logged in: CH2 Direct Primary Care Test Customer [Logged in as Parent: 999810]  
Account: 999804  
Branch: 310 - Melbourne  
Accept Backorders: Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

**Current Order**

Product Qty Price

No products in cart.

**Order Templates**

[Create/Modify](#)

Select...

**Documents**

CH2 Direct User Guide

- You can add products, delete products and edit locations. Click Save



## Using a Template to Place an Order

- Select a template from the drop down list.

The screenshot displays the CH2 Direct website interface. On the left, there are six product category tiles: 'SAVE NOW' with a 3M logo, 'NUTRITION' featuring Sustagen and Ensure Plus, 'PADS, PANTS, & LINERS' with MoliCare products, 'INFECTION CONTROL' with Aquim disinfectant, 'UROLOGY PRODUCTS' showing various catheters, and 'PERSONAL CARE & EVERYDAY CONSUMABLES' with Gillette razors. Below these is a 'bare+medical' banner with the text 'Check out our great range. Buy online.' On the right sidebar, the 'Order Templates' section is highlighted with a red circle around a dropdown menu that currently shows 'Select...'. Above the dropdown is a red link 'Create/Modify'. Below the dropdown are links for 'Documents' including 'CH2 Direct User Guide' and 'Web Browser Troubleshooting Guide', and a red 'Sale Items' button.

**CH2 DIRECT** **AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for  Search within Category Sub Category Go

☒ Show Ordering History

**Template - Infection Control**

Load All Items | Print All Items Page 1

CODE/ GTIN	DESCRIPTION	SUPPLIER PART NO	PRICE	LOCATION	ORDER
1587827 09310063037150	AVAGARD HAND & BODY WASH 500ML GENERAL WASH 3M AUSTRALIA	9230-P	\$7.15 EACH GST: Yes		1 add 0 available ETA: 12/06/2017

Jun 16 Jul 34 Aug 20 Sep 18 Oct 50 Nov 20 Dec 18 Jan 10 Feb 12 Mar 46 Apr 5 May 20 MTD 10 Last Date 30/01/12 Open 10 Page 1

**Budget**

Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

**Current Order**

Product	Qty	Price
No products in cart.		

- The template details are then displayed. Alter the quantity if required
- Click 'add' against the required products or select the option to "Load All Items"; these will be added under 'Current Order'

**CH2 DIRECT** **AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for  Search within Category Sub Category Go

☒ Show Ordering History

**Template - Infection Control**

Load All Items | Print All Items Page 1

CODE/ GTIN	DESCRIPTION	SUPPLIER PART NO	PRICE	LOCATION	ORDER
1587827 09310063037150	AVAGARD HAND & BODY WASH 500ML GENERAL WASH 3M AUSTRALIA	9230-P	\$7.15 EACH GST: Yes		1 add 0 available ETA: 12/06/2017

Jun 16 Jul 34 Aug 20 Sep 18 Oct 50 Nov 20 Dec 18 Jan 10 Feb 12 Mar 46 Apr 5 May 20 MTD 10 Last Date 30/01/12 Open 10 Page 1

**Budget**

Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

**Current Order**

Product	Qty	Price
1. 1587827 AVAGARD HAND & BODY WASH 500ML	1 EA	\$7.15 X
Subtotal:		\$7.15
GST:		\$0.72
<b>TOTAL:</b>		<b>\$7.87</b>

Click the 'X' to remove an item from your order

Warning - Freight fees of \$9.09+GST may apply on orders when the ex tax value of goods is less than \$200.00

View Order Update Pricing  
Export to Excel Empty Cart  
Checkout

Your cart has been configured to block

- When all products have been added to the order, click 'Checkout'

## Export a Template to Excel

**CH2 DIRECT** **AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for  Search within Category Sub Category Go

☒ Show Ordering History

**Template - Infection Control**

Load All Items | Print All Items Page 1

CODE/ GTIN	DESCRIPTION	SUPPLIER PART NO	PRICE	LOCATION	ORDER
1587827 09310063037150	AVAGARD HAND & BODY WASH 500ML GENERAL WASH 3M AUSTRALIA	9230-P	\$7.15 EACH GST: Yes		<input type="checkbox"/> add 0 available ETA: 12/06/2017

Jun 16 Jul 34 Aug 20 Sep 18 Oct 50 Nov 20 Dec 18 Jan 10 Feb 12 Mar 46 Apr 5 May 20 MTD 10 Last Date 30/01/12 Open 10 Page 1

**Budget**

Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

**Current Order**

Product	Qty	Price
1. 1587827 AVAGARD HAND & BOD- Y WASH 500ML	1 EA	\$7.15 X

Subtotal: \$7.15  
GST: \$0.72  
**TOTAL: \$7.87**

Click the 'X' to remove an item from your order

Warning - Freight fees of \$9.09+GST may apply on orders when the ex tax value of goods is less than \$200.00

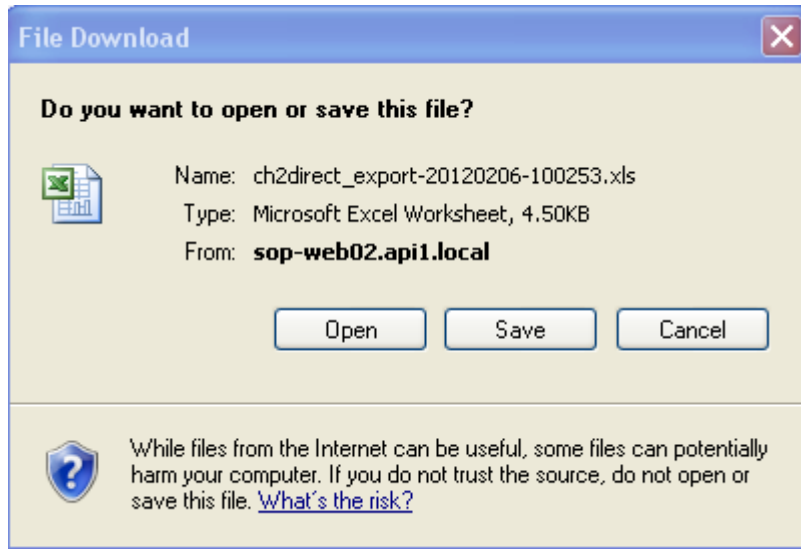
View Order Update Pricing  
**Export to Excel** Empty Cart

Your cart has been configured to block

- Select your order template, then click the button to the bottom right of the page "Export to Excel"



Click Export to MS Excel



Click Open or Save and name the file

<b>CH2 Direct Order Form</b>						
Report Date: 6/02/2012 10:57am						
Customer Account: 999801						
Account Name: CH2 Direct Vet Test Customer						
Template Name: Hand Hygiene						
Sort Order: Location						
CH2 Code	Order Qty	UOM	Description	Part Number	Unit Price	GST Location
1069197	20	EACH	CLEANSER HAND 500ML	ORION -HAND1476F	\$5.90	Y 10
1227917	6	EACH	MICROSHIELD 5 CONCENTRATE 5% 5L	J&J -60239	\$225.60	Y 20
1789883	1	CTN 12	CRYSTAL NON MEDICATED HAND WASH 750ML	ORION -ECO02228F	\$182.40	Y 50

## Export an Order to Excel

Current Order

Product	Qty	Price
1. 1069197 CLEANSER HAND 500M- L	<input type="text" value="20"/>	\$118.00 X EA
2. 1227917 MICROSHIELD 5 CONC- ENTRATE 5%	<input type="text" value="6"/>	\$1,353.60 X EA
3. 1789883 CRYSTAL NON MEDICA- TED HAND	<input type="text" value="1"/>	\$182.40 X C12
EX GST SUB-TOTAL: \$1,654.00		
GST: \$165.40		
TOTAL: \$1,819.40		

Click the 'X' to remove an item from your order

View Order

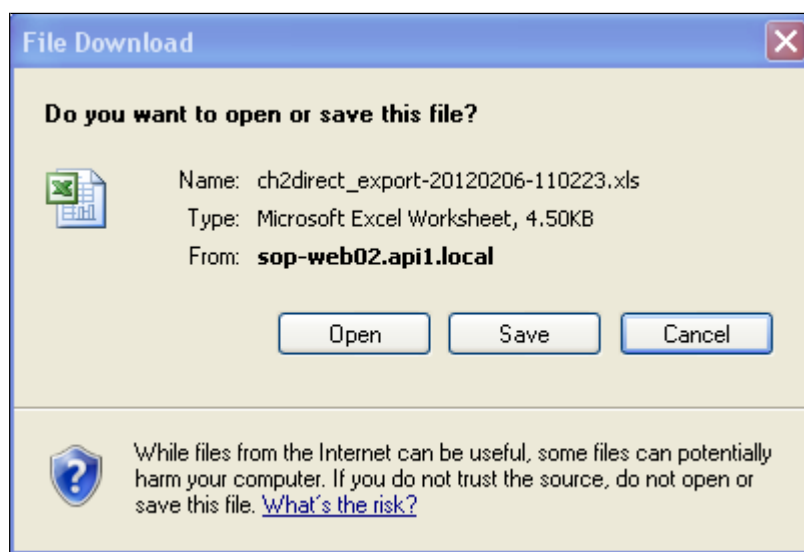
Update Pricing

Export to Excel

Empty Cart

Checkout

To export the current order to Excel, select the Export to Excel button



Select Open or Save and name the file

Order Cart from CH2 Direct: 6/02/2012 11:06am								
CH2 Code	Order Qty	UOM	Description	Part Number	Unit Price	GST	Extended GST Amount	Extended Amount inc GST
1069197	20	EA	CLEANSER HAND 500ML	ORION -HAND1476F	\$5.90	Y	\$11.80	\$129.80
1227917	6	EA	MICROSHIELD 5 CONCENTRATE 5% 5L	J&J -60239	\$225.60	Y	\$135.36	\$1488.96
1789883	1	C12	CRYSTAL NON MEDICATED HAND WASH 750ML	ORION -EC002228F	\$182.40	Y	\$18.24	\$200.64
Note: Order cart details are exported to Excel before the order is submitted to CH2. Final order details can vary from the details shown above.								

## Reports

There are 3 separate reports such as a back order report, open orders report and item history report available under the report section on CH2 direct.

**CH2 DIRECT** **AGED CARE**

Home Reports Change Account CH2 Direct Aged Care Test Account

Search for  within Category  Sub Category  Go Sort by Code

☒ Backorder Report  
☐ Open Orders Report  
☐ Item History Report

Show only In-Stock lines ☐ Show only Contract lines ☐

### Welcome to CH2 Direct for Aged Care Customers.

From here you can place orders online, check the price and availability of stock, or review your backorders.

#### ★ FEATURED

**SAVE NOW** **3M**

**NUTRITION**

**PADS, PANTS, & LINERS**

**Budget**

Monthly Budget \$600.00  
Add Budget | Add Adjustment  
Need Help with the Tool?

**Current Order**

Product	Qty	Price
No products in cart.		

**Order Templates**

Create/Modify

Select...

**Documents**

[CH2 Direct User Guide](#)  
[Web Browser Troubleshooting Guide](#)

## Open Orders Report

Track the progress of your orders. This is a list of all your open orders with CH2, recently placed orders may take up to an hour to appear on this report.

The Open Orders Report is displayed on screen and can be printed or exported to Excel.




**PRIMARY CARE**

OUR PRIMARY CARE IS YOU

[Home](#)
[Reports](#)

### CH2 Direct Open Orders Report

[Print](#) | [Excel](#)

**Logged in:** Doctors Cash Sales-Beresfield  
**Account:** 84715  
**Branch:** 335 - Newcastle  
**Accept Backorders:** Yes  
[CH2 Direct History](#) | [Settings](#) | [Logout](#)

Line	Code	Description	Qty	Unit Price	GST	Ext Price	Order_Status
<b>Order Details</b> Order Date: 14/07/11    CH2 Order No: 4814442    Your Reference: CONVATEC 140711							
1	1472308	TUBE CONNECTOR SMALL 4-7MM STERILE	233	\$1.10	\$25.63	\$281.93	Order On Hold
<b>Order Details</b> Order Date: 16/01/12    CH2 Order No: 5167436    Your Reference: DR SIMON MYLABATHULA 1912							
4	1277707	AIRWAY GUEDEL SIZE 3 - 90MM ADULT PLASTIC	1	\$1.30	\$0.00	\$1.30	Order On Hold
6	1277698	AIRWAY GUEDEL SIZE 4 - 100MM LARGE ADULT PLASTIC	1	\$1.30	\$0.00	\$1.30	Order On Hold
<b>Order Details</b> Order Date: 30/01/12    CH2 Order No: 5171671    Your Reference: dr cosmas eekezie							
1	1205407	STETHOSCOPE CLASSIC II SE LITTMANN BLACK 71CM	2	\$115.00	\$23.00	\$253.00	Order On Hold
2	1528512	STETHOSCOPE CARDIOLOGY III 27" LITTMANN BLACK	1	\$260.00	\$26.00	\$286.00	Order On Hold
3	1632190	DIAG SET PANOPTIC / MACROVIEW	1	\$1,350.00	\$135.00	\$1,485.00	Order On Hold

#### Current Order

[Product](#) [Qty](#) [Price](#)

No products in cart.

#### Order Templates

[Create/Modify](#)


Select...

#### Documents

## Item History Report

A full list of all items you have purchased through CH2 in the last 12 months, with month by month purchase quantities. Your last invoice date and supplier part number are also included. The 'View' option will only display usage for the last six months where the print and excel options have the full twelve months available.

If this report is large, or where sorting, searching or filter is required, then an export to Excel should be the option of choice.



**AGED CARE**

[Home](#)
[Reports](#)
[Change Account](#)

CH2 Direct Aged Care Test Account

[Print](#) | [Excel](#)

### CH2 Direct Item History Report

**Order Details**

Item	Description (supplier code)	UOM	Last Invoice	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	MTD
1762146	10 LEAD REPLACEABLE LEAD SET (401123)	PKT 10	12/10/11	0	0	0	0	0	1	0	0	0	1	0	0	0
1762138	10 LEAD REPLACEABLE LEAD SET (401129)	PKT 10	9/06/11	0	0	0	0	0	1	0	0	0	0	0	0	0
1985008	10MM KARMAN CATHETER (R57956)	EACH	19/01/12	0	0	0	0	0	0	0	0	0	0	4	6	40
1988987	10MM KARMAN TUBE SET (R57965)	BOX 10	6/01/12	0	0	0	0	0	0	0	0	0	0	0	2	1
1988887	120MM VERRES DISP NDL STOPCOCK (R57920)	BOX 20	16/11/11	0	0	0	0	0	0	0	0	0	0	1	0	0
1985278	12MM KARMAN CATHETER (R57958)	EACH	23/01/12	0	0	0	0	0	0	0	0	0	0	0	0	25
1988994	12MM KARMAN TUBE SET (R57966)	BOX 10	30/12/11	0	0	0	0	0	0	0	0	0	0	0	1	0
1988894	150MM VERRES DISP NDL STOPCOCK (R57921)	BOX 20	5/12/11	0	0	0	0	0	0	0	0	1	1	0	2	0
1857161	18FR. DILATOR-SIZER (BE2051)	EACH	17/11/11	0	0	0	1	0	1	0	0	1	0	1	0	0
1857170	22FR. DILATOR-SIZER (BE2052)	EACH	21/04/11	0	0	0	1	0	0	0	0	0	0	0	0	0
1834769	25M DOREX-M CASSETTE (SMC-10)	EACH	11/01/12	0	0	0	0	0	0	0	0	3	0	0	4	2
1834752	25M DOREX-M CASSETTE (SMC-20)	EACH	21/12/11	1	0	0	1	0	0	0	0	3	0	0	5	0
1834776	25M DOREX-M CASSETTE (SMC-30)	EACH	22/12/11	0	0	0	0	0	0	0	0	0	3	0	3	0

**Budget**

Monthly Budget \$600.00  
[Add Budget](#) | [Add Adjustment](#)  
[Need Help with the Tool?](#)

**Current Order**

Product	Qty	Price
No products in cart.		

**Order Templates**

[Create/Modify](#)  
Select...

**Documents**

[CH2 Direct User Guide](#)  
[Web Browser Troubleshooting Guide](#)  
[Sale Items](#)

# Retrieving a Forgotten Password

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

Home

Search for  Search within  Category  Sub Category  Go Sort by  Product

**Welcome to CH2 Direct Web ordering system - Simple, Intuitive, Fast**

You can browse our online product catalogue using the search box and dropdown menus above. Pricing, product availability and ordering is only available for existing online account holders who are logged in.

**To setup a CH2 Direct account:**

- Existing CH2 Customers can enable their online account by clicking on the 'Enable an Existing CH2 Commercial' account tab to the right. Or contact your CH2 Account representative directly, or call (03) 9554 0490 (quoting your customer number)
- New customers can create a new Ch2 account by clicking on the 'Sign up for a new CH2 Commercial Account' tab on the right, or by contacting the CH2 Accounts Department at [chaccounts@ch2.net.au](mailto:chaccounts@ch2.net.au)
- Members of public can click the 'Create New Cash Account' option to the right

**FEATURED**

**Username:**  
(your account number or email address)

**Password:**

Forgotten your password?

Login

Create a New Account  
For new customers who will pay by credit card

Sign up for a new CH2 Commercial Account

Enable an Existing CH2 Commercial Account  
for existing CH2 account holders who wish to create an online account

- From the Home page, click on 'Forgotten your password?'

**CH2 DIRECT** ENABLING AUSTRALIAN HEALTHCARE

Home

Search for  Search within  Category  Sub Category  Go Sort by  Product

**Recover Password**

Please Enter Your Account number or Email Address to recover your password

email my password

Your password will be emailed to the address on file

[return to Home Page.](#)

**Username:**  
(your account number or email address)

**Password:**

Forgotten your password?

Login

Create a New Account  
For new customers who will pay by credit card

Sign up for a new CH2 Commercial Account

Enable an Existing CH2 Commercial Account  
for existing CH2 account holders who wish to create an online account

- Enter your account number or email address and click email my password
- Note: Your email address can only be used if it is unique to one account.
- An email will be sent immediately.