



**NUTRICIA**
LIFE-TRANSFORMING NUTRITION

AT HOME PLUS

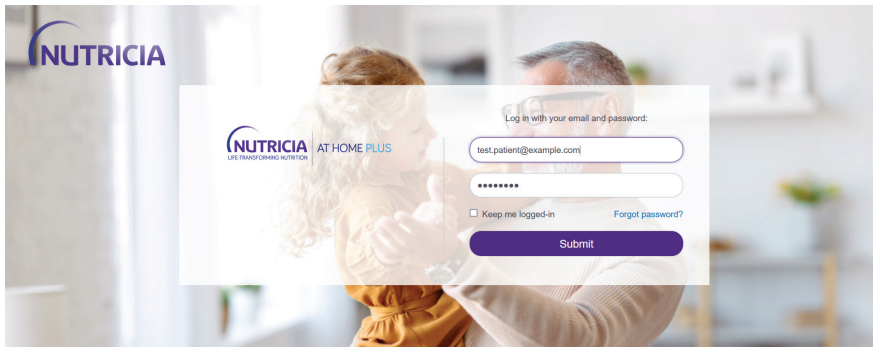
How-To Guide

for Patients

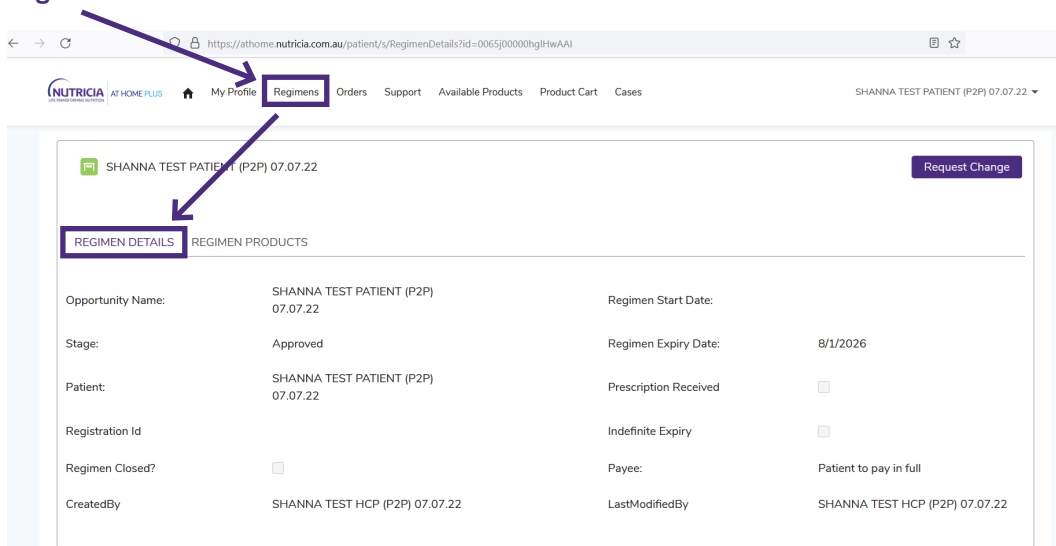
How to Place an Order on Nutricia at Home PLUS

1. Once you are registered by your healthcare professional, you will receive an email with your login details.
 - a. Follow the link to the portal
 - b. Input your email address
 - c. TYPE the provided password.

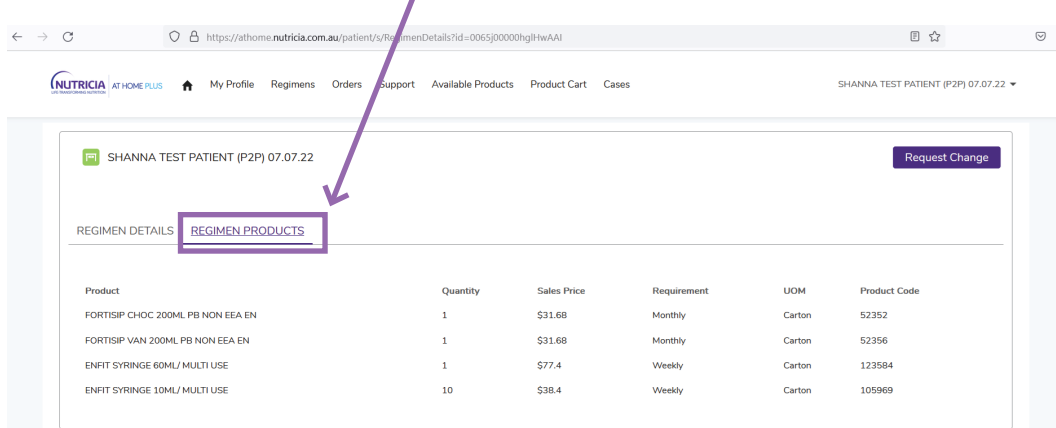
Note: if you copy and paste directly from the email, please delete the space at the end of the password.



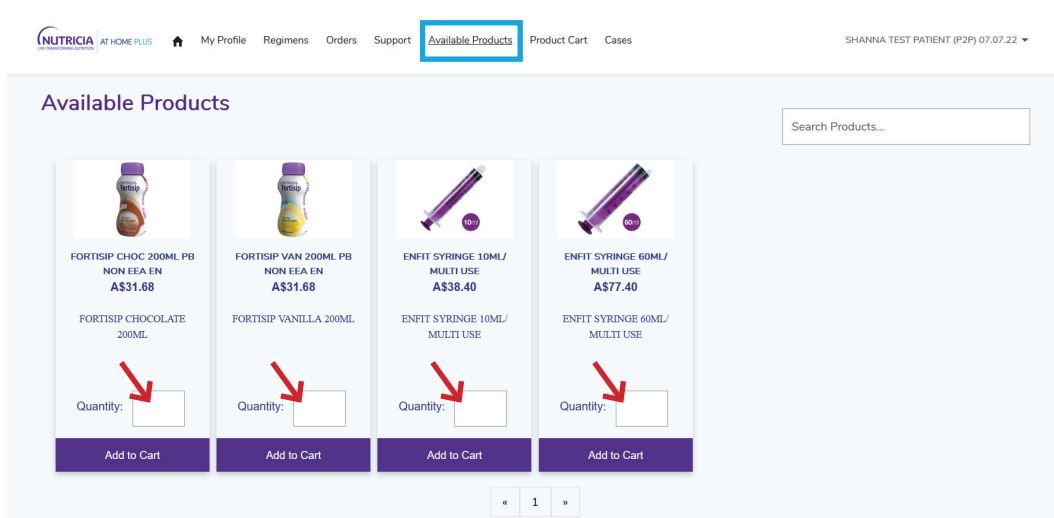
2. Click on **Regimens** to see details.



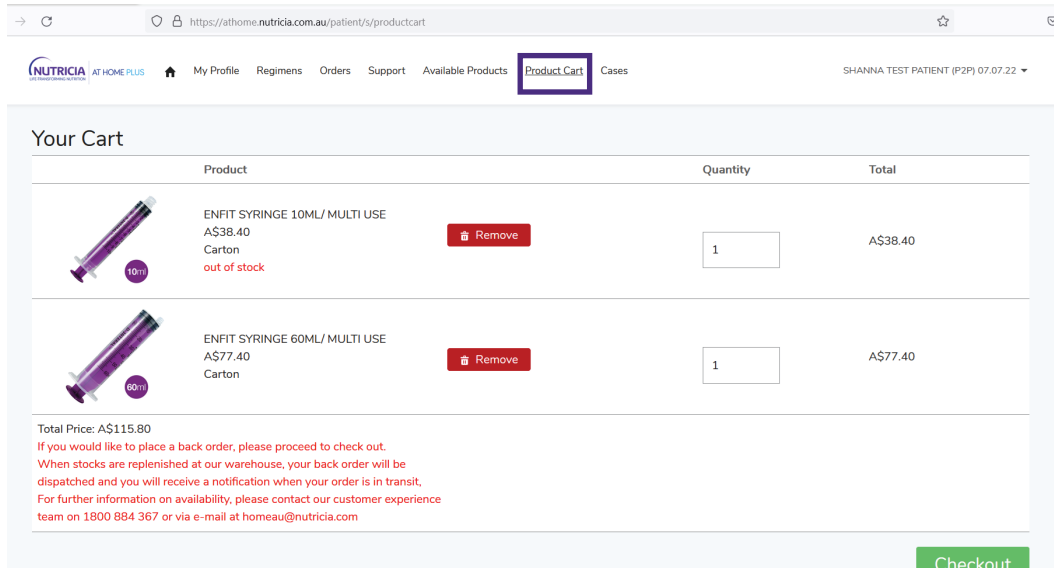
3. While in Regimens, click on **REGIMEN PRODUCTS**. This will show your recommended products and quantities as approved by your healthcare professional.



4. To place an order, go to **Available Products**
 - a. Add your **Quantity**.
Note: you cannot order more than is allocated on your regimen.
 - b. Click **Add to Cart** for each item.



5. Proceed to **Product Cart**
 - a. Check quantity and price
 - b. If the product is **out of stock**, you will see a message here. You can proceed with the purchase, however, you will not receive the out of stock product until it is replenished at the warehouse.
**Contact your Healthcare Professional if a change of regimen/alternative product is needed*
 - c. Once the product and quantities are confirmed, proceed to **Checkout**.



6. Checkout —

Review and confirm the following details:

- a. Order number for payment and order reference
- b. Total cost
- c. Back-order status
- d. Shipping Address - Click on pencil to change address (this will auto fill as you type)
- e. Tick box **PLEASE LEAVE DELIVERIES AT THE FRONT DOOR** for Authority to Leave -- If not ticked, your order will be taken to the Post office for collection if you are not home.
- f. Check all information is correct. Then click **Proceed to For Payment**

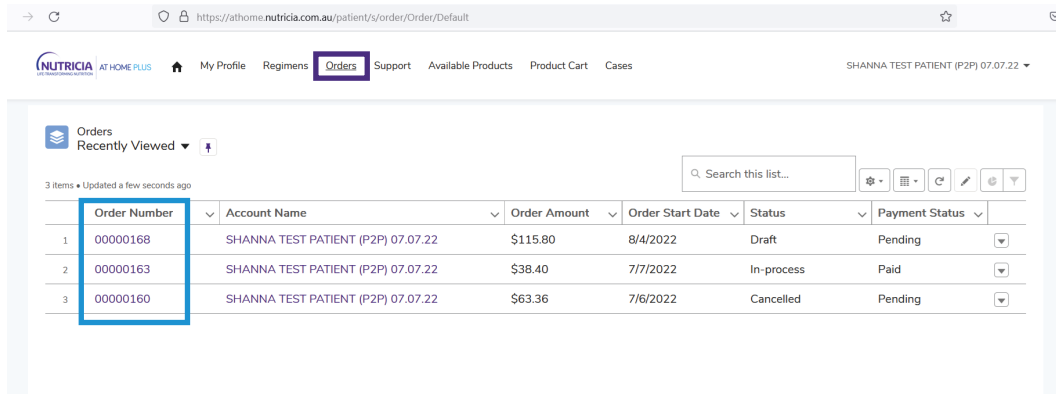
***Note: if you need to pay by EFT, you can go out of this page and look at *Orders*
See Step 8 for information on EFT (Electronic Fund Transfer) payments (& MQs - Manual Quote)

7. Order Confirmation and Payment:

If all details are correct, add your credit card details and click **Pay**.

Note: If you need help, please contact the Nutricia at Home Customer Care via email at homeau@nutricia.com or by phone on 1800 884 367 Monday to Friday between 9am and 5pm (AEST).

- 8. View your order(s)
 - a. To view orders for EFT payment or status, go to **Orders**.
 - b. Use the **Order Number** for a reference when calling or emailing for more information.
 - c. Use the **Order Number** to request MQ (Manual Quote) for EFT (Electronic Fund Transfer) payment.



Orders
Recently Viewed

3 items • Updated a few seconds ago

	Order Number	Account Name	Order Amount	Order Start Date	Status	Payment Status	
1	00000168	SHANNA TEST PATIENT (P2P) 07.07.22	\$115.80	8/4/2022	Draft	Pending	
2	00000163	SHANNA TEST PATIENT (P2P) 07.07.22	\$38.40	7/7/2022	In-process	Paid	
3	00000160	SHANNA TEST PATIENT (P2P) 07.07.22	\$63.36	7/6/2022	Cancelled	Pending	

*For any questions or concerns, please contact our **Customer Experience team on 1800 884 367** or via homeau@nutricia.com