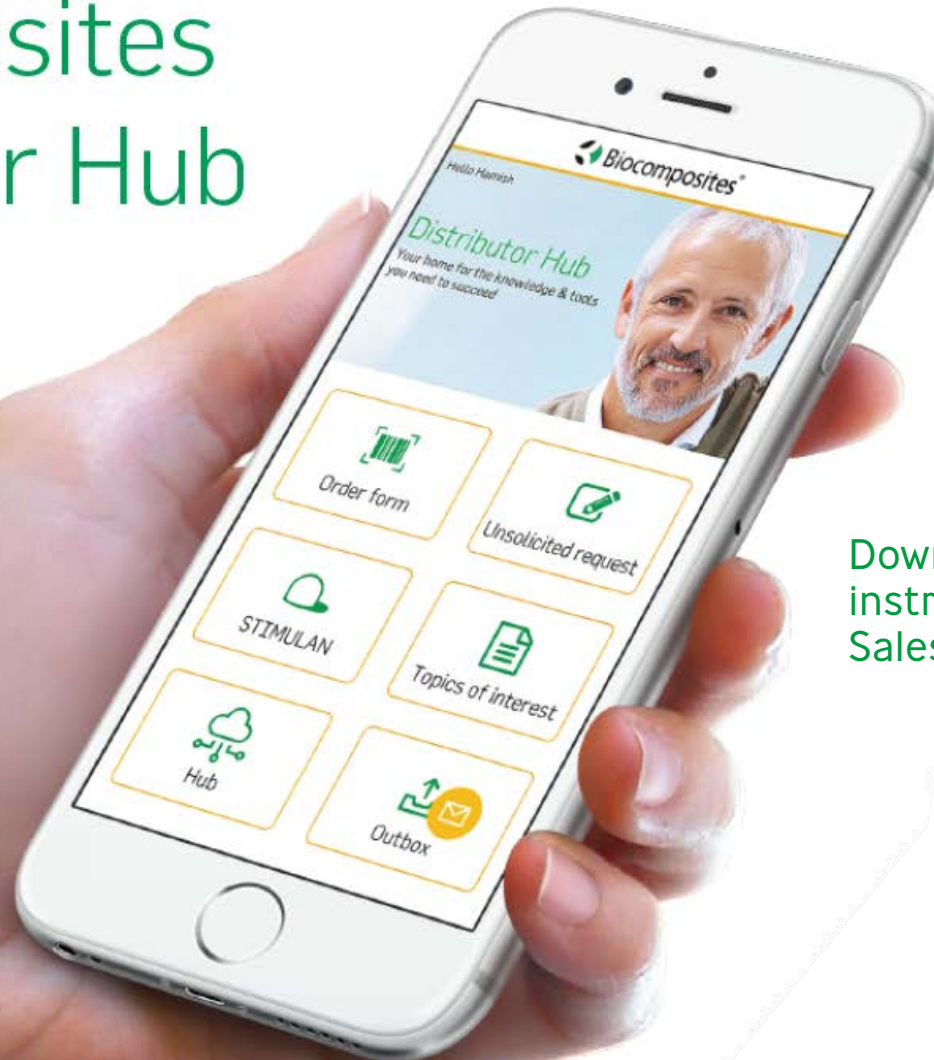


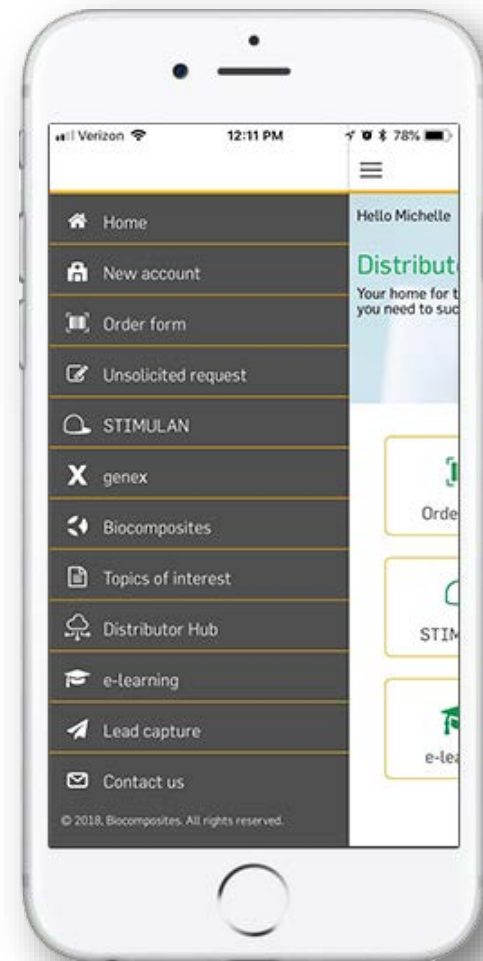
# Introducing the Biocomposites Distributor Hub app



Download and use  
instructions for  
Sales Representatives

# Designed for sales representatives

- The Distributor Hub app is the latest innovation from Biocomposites to help distributors and their sales representatives succeed in a highly competitive healthcare market
- Built around a sales representative's working day, the app provides instant online and offline access to sales information and workflow tools



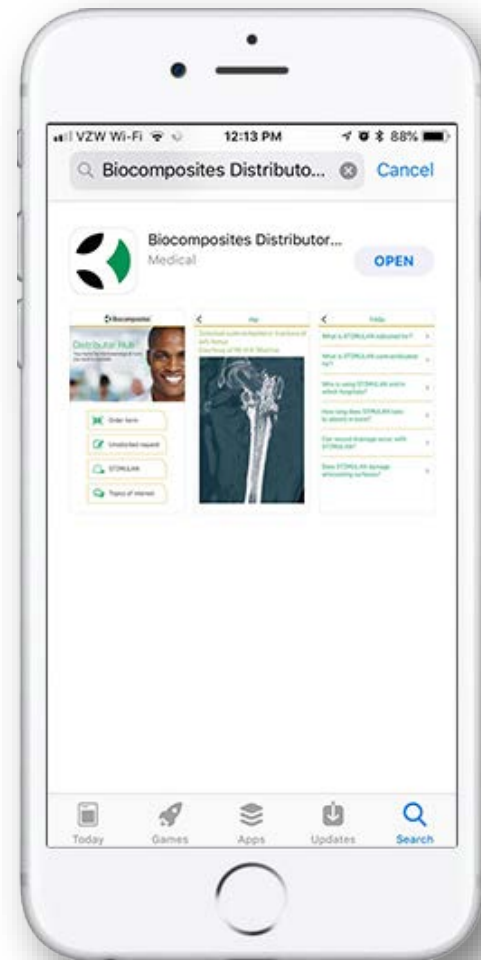
# Process your orders easily and efficiently

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- Using your smartphone, process your orders in the field easily and efficiently. Just scan the product's 2D barcode, select the hospital and surgeon, and ask the hospital representative to sign for receipt on your smartphone
- Once you press submit, an electronic order form will be sent to yourself and Biocomposites, with the option to send an additional order confirmation to the hospital
- For your convenience, a distributor group email address can be added to your account to ensure your office receives a copy of each order submitted by your sales representatives

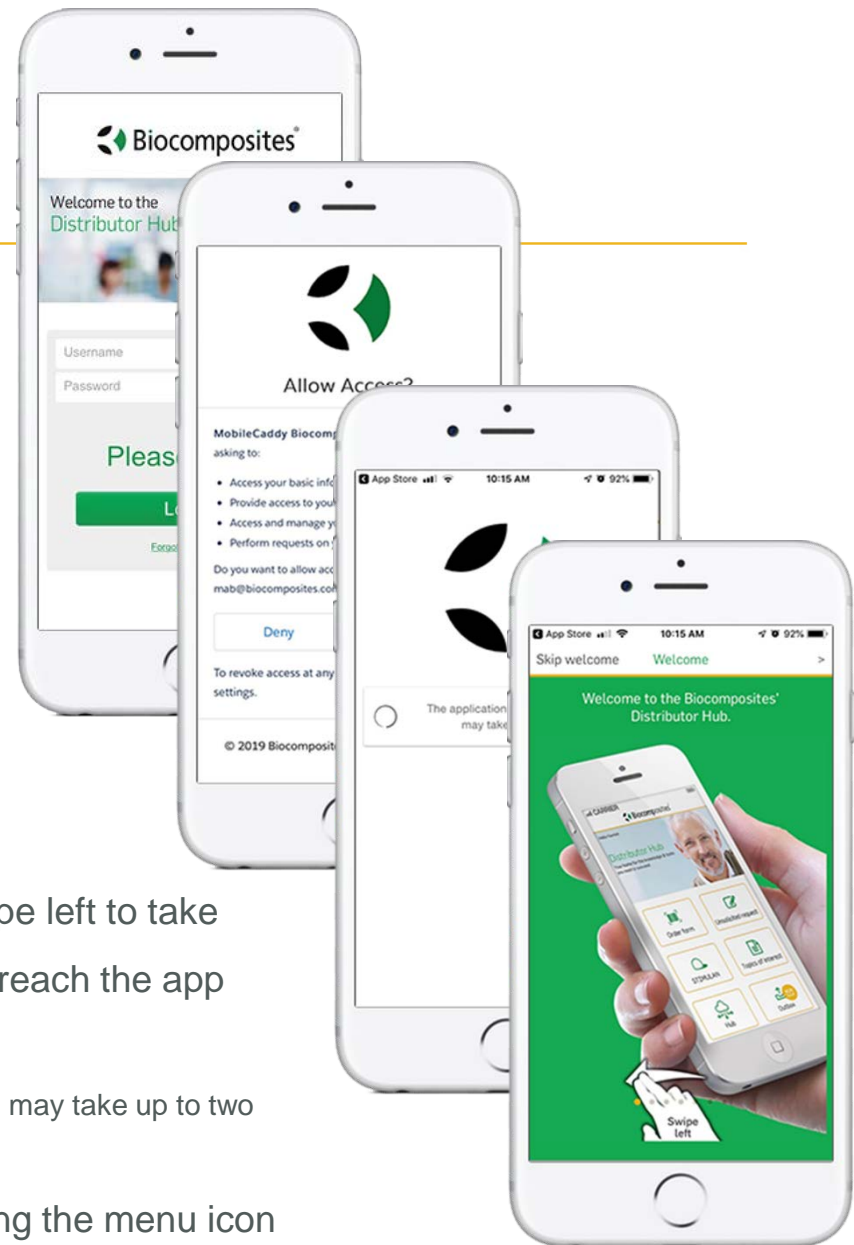
# Downloading the app

- Visit the Apple app store or Google Play, and download the app called **Biocomposites Distributor Hub**
- You must have a strong WiFi connection to download the app

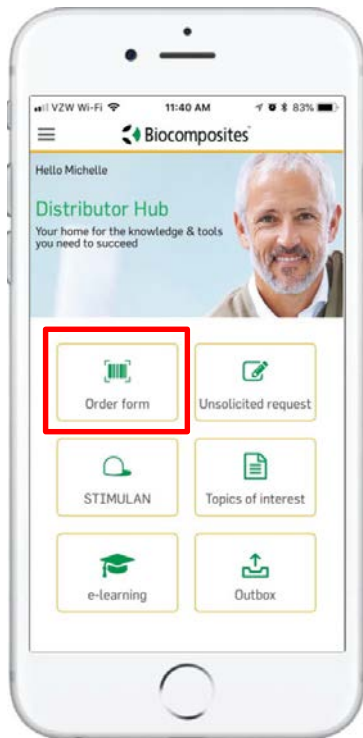


# Logging on

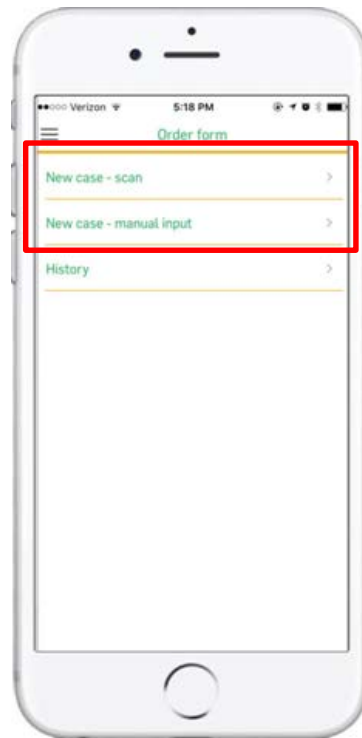
- **Log in** with your Distributor Hub username & password
  - The app should remember this information and you will not be required to enter it every time
  - If you've forgotten your password, please reset via the website: [www.biocomposites.com/hub](http://www.biocomposites.com/hub)
- Click **Allow** when prompted to allow access
- **Wait** while the app loads (this may take a few additional seconds the first time you log on)
- Once you are taken to the Welcome screen, swipe left to take a quick tour of the app, or tap **Skip welcome** to reach the app home screen
  - After reaching the home screen, the initial data download may take up to two minutes
- Review the app's **Terms & Conditions** by clicking the menu icon in the top left corner and selecting **Settings**



# Placing an order



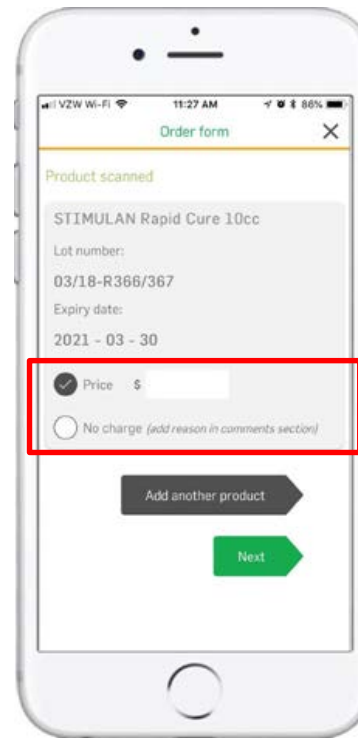
- ① Select **Order form** from app Home screen



- ② Choose how you will enter the lot number:

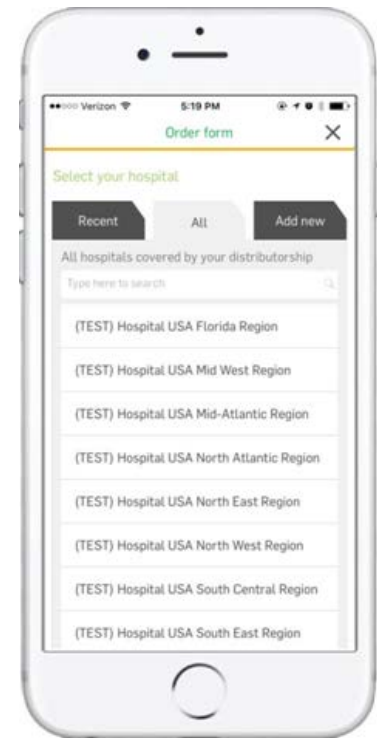
**New case – scan:** Allow app access to camera and scan 2D barcode sticker on box

**New case – manual input:** Manually type lot number



- ③ Once 2D barcode is scanned or lot number is entered correctly – product name, lot number and expiry date will auto populate

Enter **Price** or select **No charge** (if approved as “No charge” order)



- ④ Select **Hospital** from “All” tab or **Add new** if hospital is not listed

Recently selected hospitals will appear under **Recent** tab after every order



# Placing an order

Order form

(TEST) Hospital USA Florida Region

PO number:  
TEST1234

Stock instructions:

☐ Don't replace stock

☒ Replace stock to:

Enter hospital name/address

Back Next

- ⑤ Enter **PO** (optional)
- Choose **Don't replace stock** or **Replace stock to**

If replacing stock, enter name/address of restocking location in comments

Order form

Select your surgeon

Recent All Add new

All surgeons at your selected hospital

Type here to search

Florida (TEST) Surgeon

Mr. Test 2

Mrs. Test 3

- ⑥ Select **Surgeon** from "All" tab or **Add new** if surgeon is not listed

Recently selected surgeons will appear under **Recent** tab after every order

Order form

Florida (TEST) Surgeon

Procedure date:  
Aug 29, 2018

Type of procedure:  
Total joint reconstruction

Comments:  
Distributor mandated information  
No charge reasons  
Case number  
Comments of any type

Back Next

- ⑦ Select **Procedure date** and **Type of procedure**

Optional: Insert **Comments** (i.e. distributor mandated information, no charge reasons, case number, case type)

Order form

Hospital representative

First name:  
If

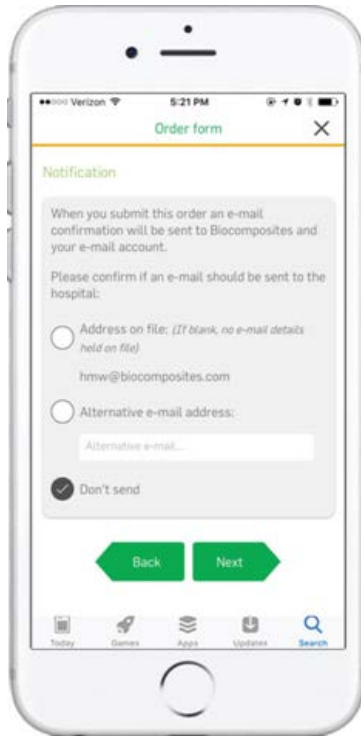
Last name:  
Known

Back Next

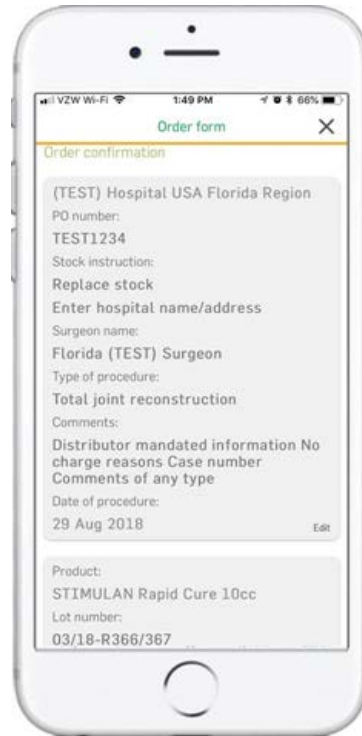
- ⑧ Optional: Enter name of **Hospital Representative** (i.e. circulating nurse)



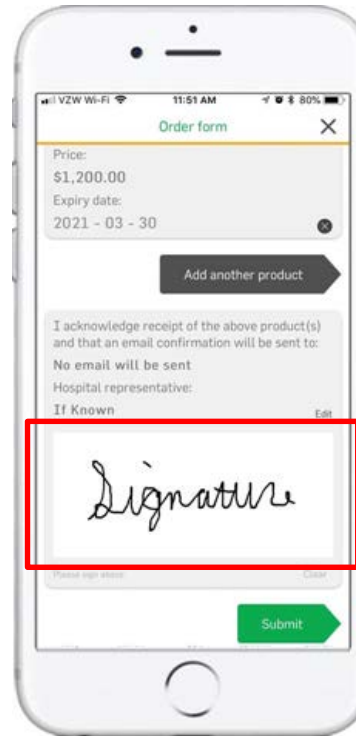
# Placing an order



- ⑨ Decide if hospital will receive copy of order confirmation directly from app by providing an **Alternative e-mail address** or select **Don't send** (only sales rep and Biocomposites will receive confirmation)



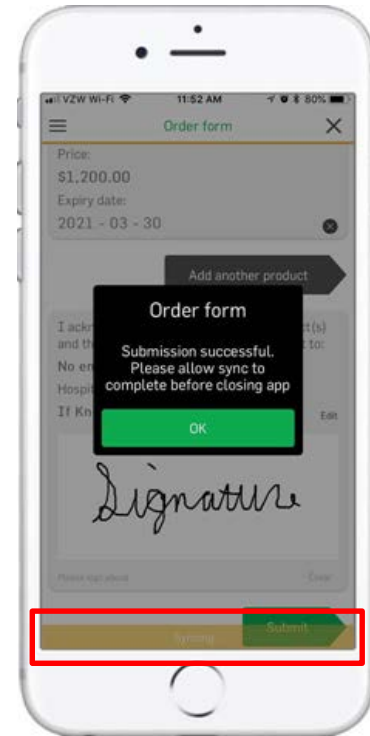
- ⑩ Review order and make edits if necessary



- ⑪ You may also **Add another product** at this time; or

Obtain **Signature** from Hospital Representative (optional)

**Submit** order




- ⑫ Allow app to **Sync** before closing (wait for yellow bar along bottom to disappear)




# Confirmation e-mail and PDF

- An automatically generated confirmation e-mail will be sent with the Delivery Order Form in the body of the email and attached as a PDF
  - Closing the app immediately after placing an order can prevent the order from submitting or sending a confirmation e-mail
  - Please ensure you allow 15-20 seconds for the app to sync and process your order
- By default, an order confirmation e-mail will be sent to the **Sales rep** and the **Biocomposites customer service department**
- Additional confirmation e-mails can be sent via the app to the **Hospital contact** (if alternative e-mail is provided) and the **Distributor's central e-mail address** (if provided by distributor principal)

**DELIVERY ORDER FORM**



<b>HOSPITAL NAME</b> (TEST) Hospital USA Florida Region	<b>HOSPITAL ACCOUNT NUMBER</b> THFL	<b>DATE</b> January 14, 2019
<b>SURGEON NAME</b> Florida (TEST) Surgeon	<b>TYPE OF PROCEDURE</b> Total joint reconstruction	<b>PROCEDURE DATE</b> January 14, 2019
<b>PURCHASE ORDER NUMBER</b> TEST1234	<b>COMMENTS</b> Distributor mandated information No charge reasons Case number Comments of any type	<b>HOSPITAL NOTIFICATION</b> Do not send
<b>HOSPITAL REPRESENTATIVE NAME</b> If Known	<b>HOSPITAL REPRESENTATIVE SIGNATURE</b> 	

PRODUCTS				
PRODUCT	ORDER CODE	LOT NUMBER	EXPIRY DATE	PRICE
STIMULAN Rapid Cure 10cc	020-010	03/18-R366/367	March 31, 2021	\$1.00

This is an order confirmation not an invoice. An invoice will be issued shortly and pricing will be confirmed to reflect any pricing agreement that is in place.

**DISTRIBUTOR REPRESENTATIVE**  
Michelle Braga  
Marketing Specialist, Digital  
Biocomposites, Inc.  
mab@biocomposites.com

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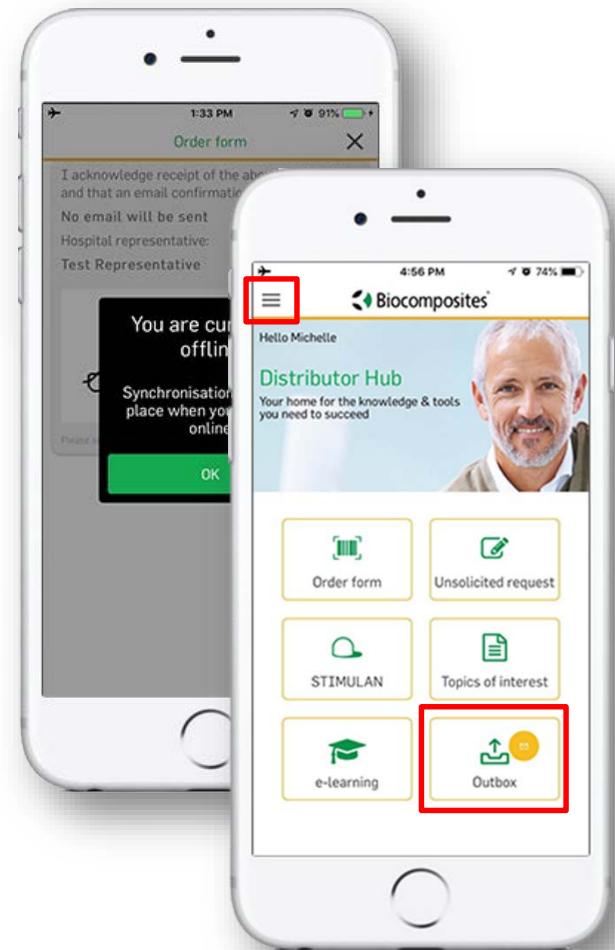
<b>Biocomposites' Use</b> <b>DOF NUMBER</b> DOF-001369	<b>HOSPITAL ADDRESS</b> 1234 Test Avenue Test, North Carolina 12345	<b>STOCK INSTRUCTIONS</b> Replace stock to Enter hospital name/address
<b>DISTRIBUTOR TYPE</b>	United States	

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<b>Biocomposites Inc.</b> 700 Military Cutoff Road, Suite 320, Wilmington, NC 28405, USA	<b>Contact us:</b> Tel: 910-350-8015 email: info@biocomposites.com	<b>Submit purchase orders:</b> Fax: 910-350-8072 email: USorders@biocomposites.com
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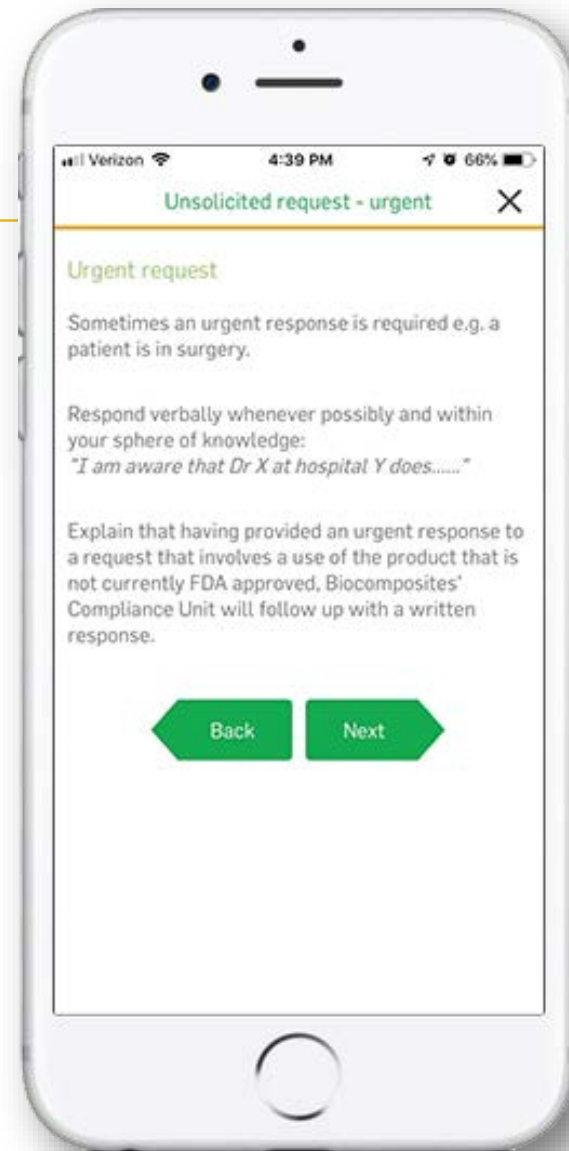
# Synchronization tips

- The app is available both online & offline. When the app is opened, it will check for & download any new content
- You can manually sync the app by pressing the **Sync** button available at the bottom of the three bar menu ☰
- Any orders or unsolicited requests submitted while offline will be saved in the **Outbox** (notification will appear if orders are in outbox)
- Be sure to allow the app time to send orders/unsolicited requests – if you close the app too soon, your submission may remain in your outbox and will not reach the relevant departments at Biocomposites
- The best way to ensure your order was sent is to wait until you have received your confirmation e-mail before closing the app

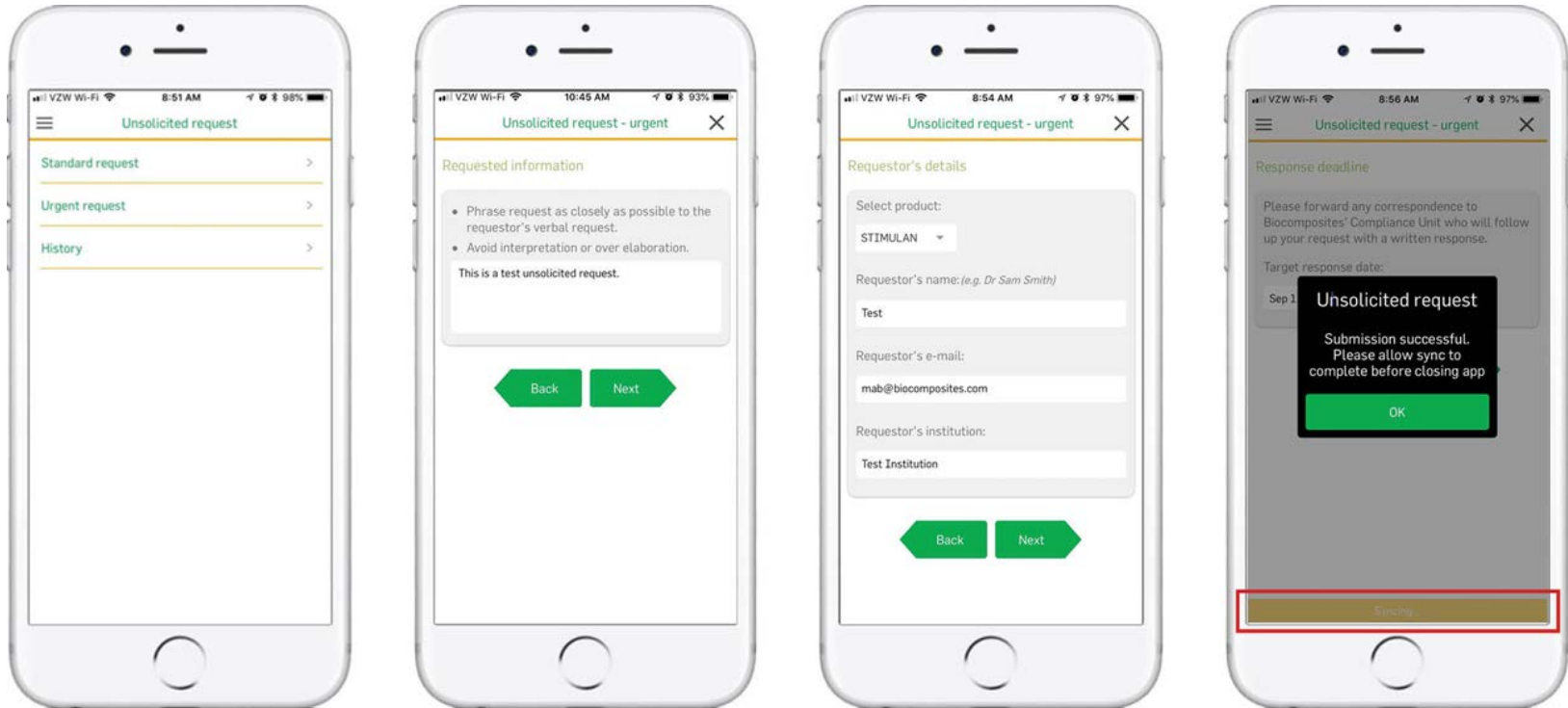


# Stay compliant at all times

- When faced with off-label requests for information, the app makes it easy for you to submit an unsolicited request directly to Biocomposites' Compliance department
- Decide if it is an urgent or standard request and follow the guidance on the app



# Submitting an unsolicited request



- ① Select **Unsolicited request** from homepage menu

Choose whether this is a **Standard** or **Urgent** request

- ② Enter request as closely as possible to the requestor's verbal request

Avoid interpretation or over elaboration

- ③ Provide **Requestor's details** (name, email, institution)

On the next screen, select the **Targeted response date**

- ④ **Submit** request

Allow app to **sync** before closing (wait for yellow bar along bottom to disappear)

# Confirmation e-mail

- An automatically generated confirmation will be sent to the requestor and the Biocomposites Compliance department
- **Please note:** Sales representatives will not be copied on responses to unsolicited requests, but will be notified that a response was sent
- The request will be routed to the Biocomposites' Compliance department and a response will be provided within 1-10 business days, depending on the complexity of the request

To Biocomposites Compliance Department

I have received a request for the following information:

Requestor's name	Test
Requestor's institution	Test Institution
Requestor's email	<a href="mailto:mab@biocomposites.com">mab@biocomposites.com</a>
Product	STIMULAN
Requested information	This is a test unsolicited request.
Request type	Urgent
Target response date	September 13, 2018
Date entered	August 30, 2018
Sync date	August 30, 2018

Yours sincerely,

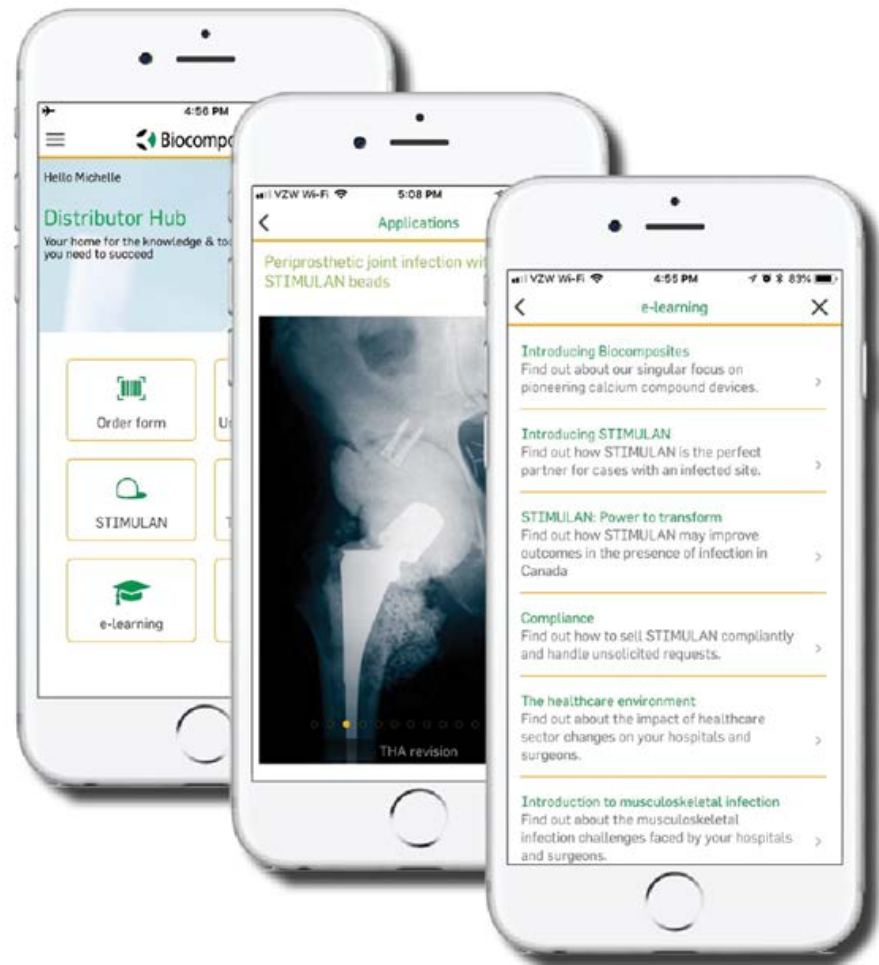
Michelle Braga

[mab@biocomposites.com](mailto:mab@biocomposites.com)

# Also available on the app

- Biocomposites overview
- Topics of interest
- e-learning modules (online training) \*
- STIMULAN®
  - Applications
  - Key benefits
  - Case study images
  - Frequently asked questions

\* Only accessible on WiFi



# Questions?

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Please feel free to contact me if you have any questions or concerns.

Michelle Braga  
[mab@biocomposites.com](mailto:mab@biocomposites.com)  
Marketing Specialist, Digital  
**Biocomposites Inc.**

Slides 6-8: Placing an order: The order form system may be excluded from use at certain health care sites as advised by Biocomposites.

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Patents granted: EP 1390086 B1, US 8632796, CN ZL02809194.9, US 8496955, GB2367552, EP 1204599 B1, US 6780391, EP 1436019 B1, US 8563024, CN ZL02825134.2, EP 2594231 B1, US 8883063, CN ZL201210466117.X, GB2496710, EP 1954199 B1, US 8409251, EP 3058899 B1  
Patents Pending: GB1502655.2, US 15/040075, CN 201610089710.5, US 15/288328, GB1704688.9, EP 18275044.8, US 15/933936, CN 108619579A

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