

Distributor Hub app - download and use guide

Downloading the app

Visit the Apple app store or Google Play, and download the app called **Biocomposites Distributor Hub**.

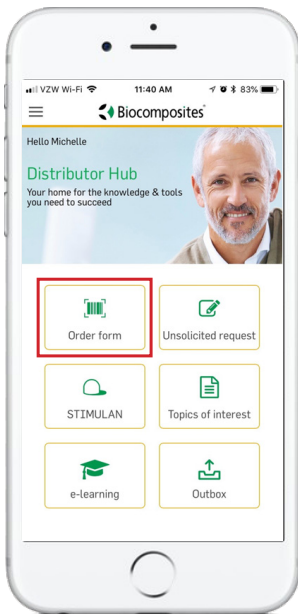
You must have a strong wifi connection to download app

Logging On

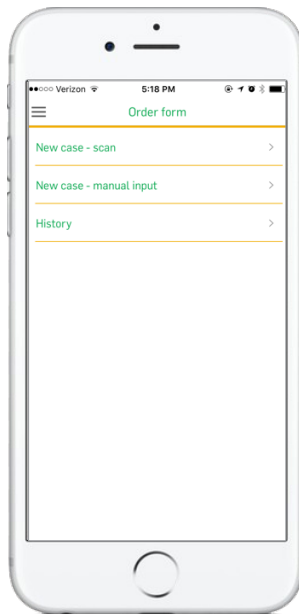
- Log in with your Distributor Hub username & password
 - The app should remember this information and you will not be required to enter it every time
 - If you've forgotten your password, please reset via the website: www.biocomposites.com/hub
- Click **Allow** when prompted to allow access
- **Wait** 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 top left corner and selecting **Settings**



Placing an order



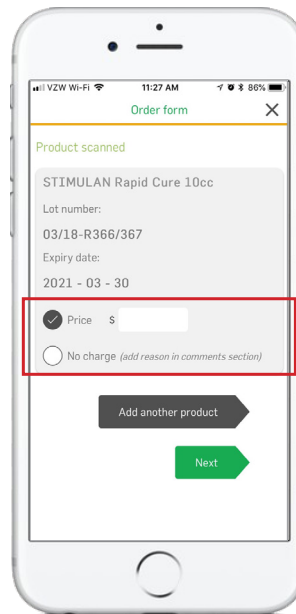
- ➊ Select **Order form** from app Home screen



- ➋ Choose how you will enter lot number:

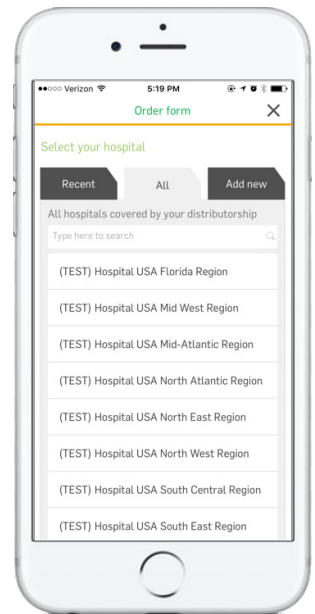
New case - scan: Allow app access to camera and scan 2D barcode sticker on box

New case - manual input: Manually type lot number



- ➌ 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)



- ➍ 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 (cont'd)

- 5 Enter **PO** (optional)
Choose **Don't replace stock** or **Replace stock to**
If replacing stock, enter name/address of restocking location in comments

- 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

- 7 Select **Procedure date** and **Type of procedure**
Optional: Insert **Comments** (i.e. distributor mandated information, no charge reasons, case number, case type)

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

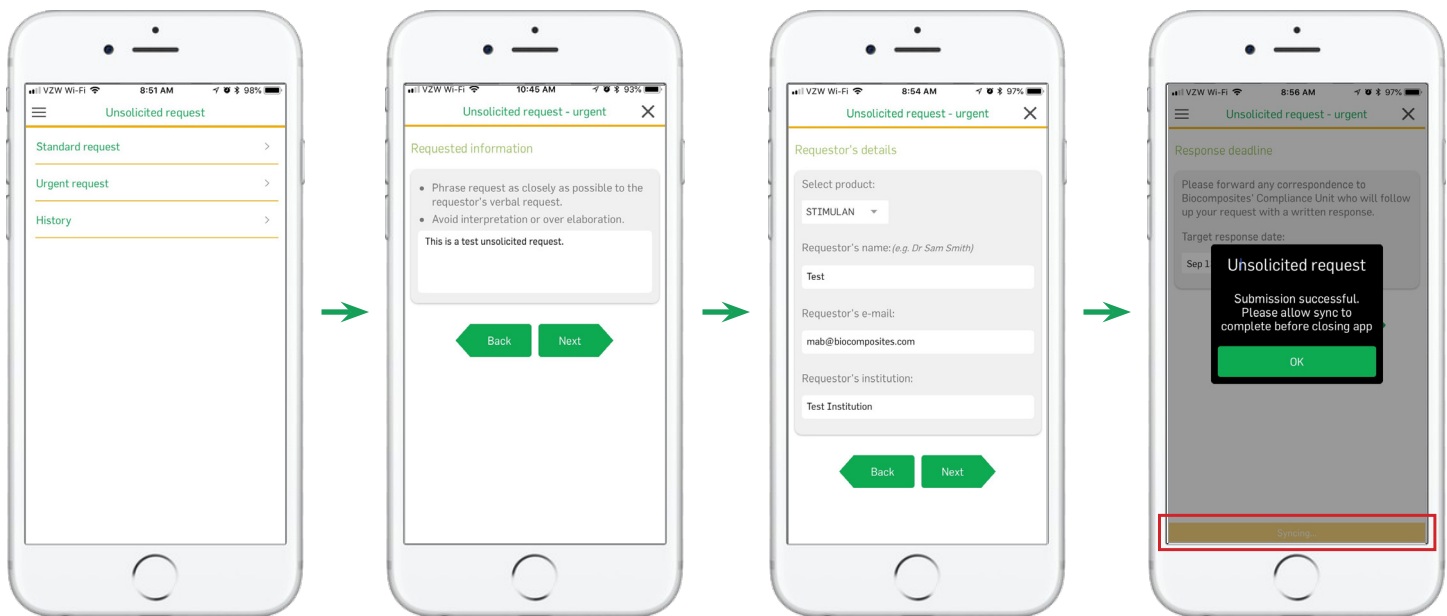
- 9 Decide if hospital will receive copy of order confirmation directly from app by providing an **Alternative e-mail address** or select **Don't send** (only **Sales rep** and **Biocomposites customer service** will receive order confirmation)

- 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)

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

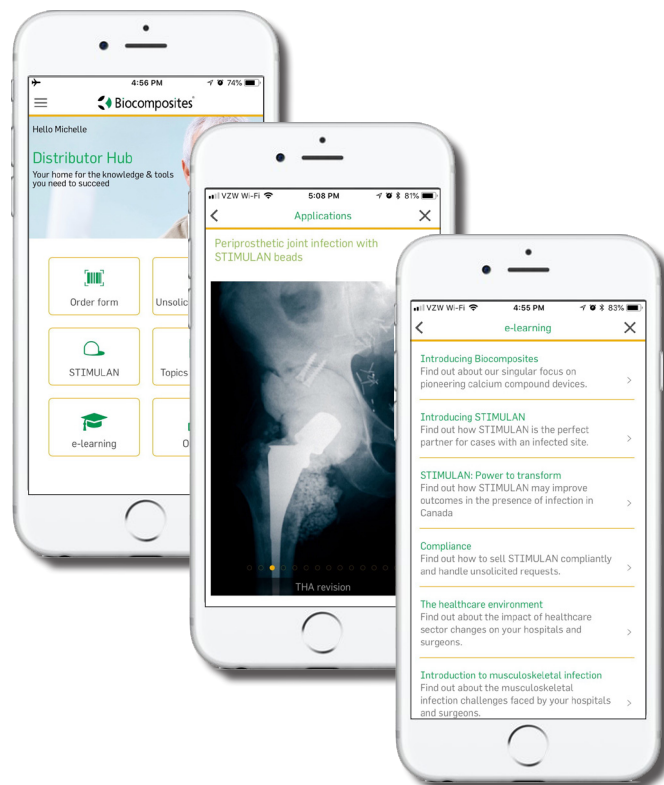
- 4 **Submit request**
Allow app to **Sync** before closing (wait for yellow bar along bottom to disappear)
A copy is sent to the **Requestor** and the **Biocomposites Compliance Department**

Also on the app

Sales information

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

* Must be connected to wifi to access



Questions?

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

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Patents granted: EP I390086 BI, US 8632796, CN ZL02809I94.9, US 8496955, GB2367552, EP I204599 BI, US 678039I, EP I4360I9 BI, US 8563024, CN ZL02825I34.2, EP 259423I BI, US 8883063, CN ZL20I2I0466I17.X, GB24967I0, EP I954I99 BI, US 840925I, EP 3058899 BI

Patents Pending: GBI502655.2, US I5/040075, CN 20I6I00897I0.5, US I5/288328, GBI704688.9, EP I8275044.8, US I5/933936, CN I086I9579A

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