

Ecommerce Update

February 2019



CooperVision™



Introduction

Our ecommerce platform (ecommerce.coopervision.com) is getting a new look and feel with a few tweaks to improve your experience and make placing orders as easy as ever. Follow along below to see the major differences, and get ready for the change.



Changes Coming February 2019

- Updated look and feel
- Horizontal navigation
- Color coding to differentiate between *Revenue* and *Trial* orders
- Responsive design to support use on mobile devices
- Improved error messaging



Horizontal Navigation

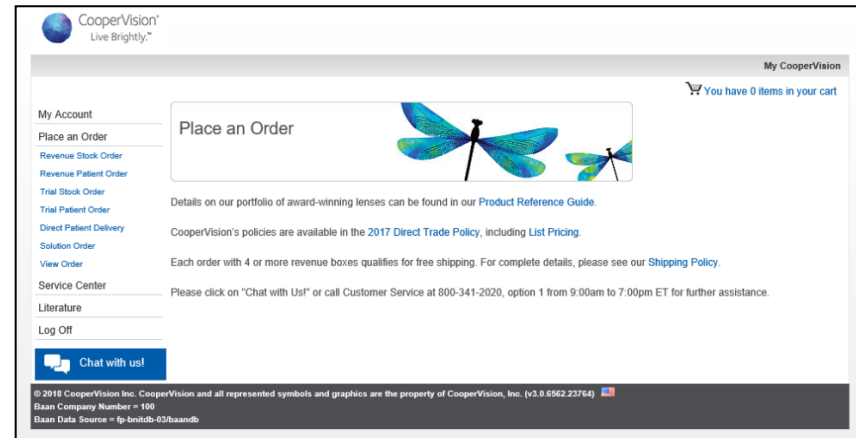
The biggest change to the ecommerce experience is the new horizontal navigation, which is more consistent with other CooperVision experiences.

From the 'Place an Order' page, select from the sub-menu to start revenue, trial, and solution orders, access your bank balance, or read on to get info on ordering or shipping details.

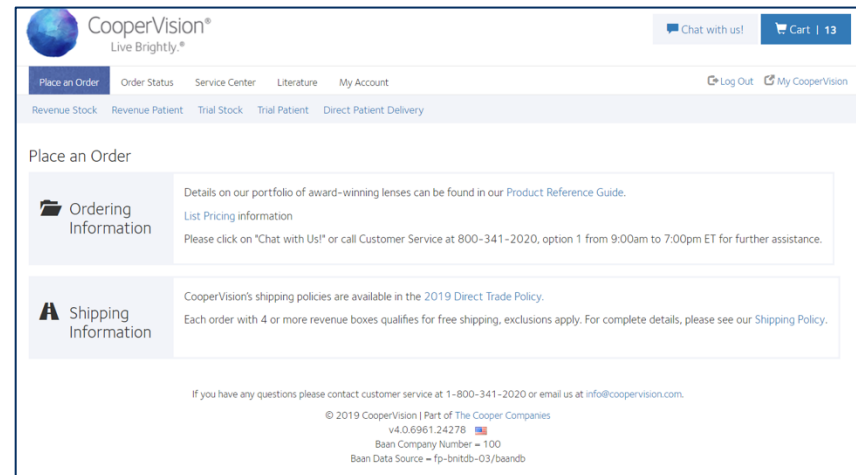
We've also made the 'Order Status' section easier to access – now accessible from the top level navigation.

With this new change, the Chat With Us, Cart, My CooperVision, and Logout links are all located in the top right of the screen.

Current left side navigation



New horizontal navigation



Color Coding to Reduce Order Errors

You'll notice we've added color coding to help visually distinguish between revenue and trial order pages – helping ensure you get the right products you need when you need them.

You'll also find callouts in the top right of our order pages as extra confirmation of which type of order you're placing.

New revenue stock order entry screen (teal)

The screenshot shows the CooperVision 'Revenue Stock Order' entry screen. The interface is primarily teal. At the top, there's a navigation bar with 'Place an Order', 'Order Status', 'Service Center', 'Literature', and 'My Account'. Below this is a breadcrumb trail: 'Revenue Stock > Revenue Patient > Trial Stock > Trial Patient > Direct Patient Delivery > Solutions'. The main content area is titled 'Revenue Stock Order'. It features a dropdown menu for 'Revenue Product' set to 'BIOMEDICS TORIC'. Below this are three dropdown menus for 'Pack Size' (6 Pack), 'Base Curve' (8.7), and 'Cylinder' (-1.25), followed by an 'Axis' dropdown (30). A 'Sphere Power' section contains a grid of input fields for various sphere powers, ranging from -0.00 to -1.50 in increments of 0.25, and +0.25 to +5.00 in increments of 0.25. A teal callout box in the top right corner reads: 'Revenue Product. You are currently ordering revenue product that will be billed and is intended for patient reuse.'

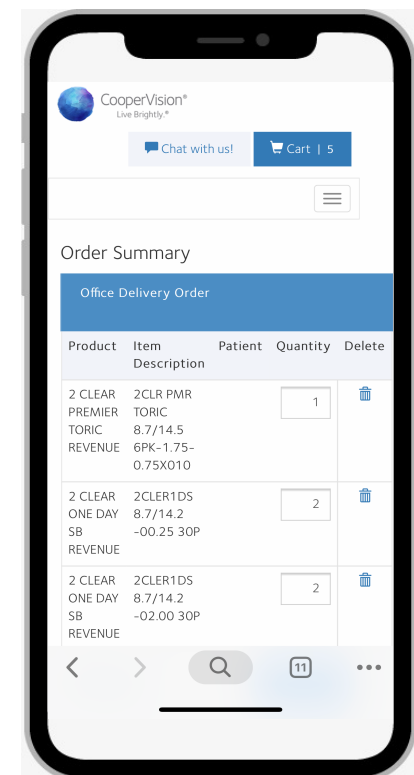
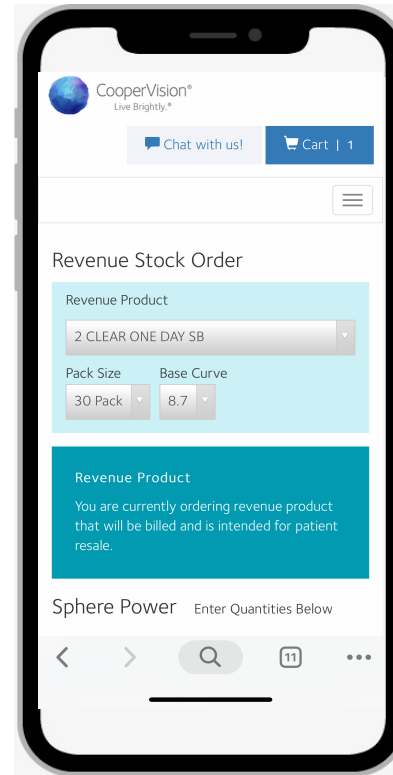
New trial stock order entry screen (purple)

The screenshot shows the CooperVision 'Trial Stock Order' entry screen. The interface is primarily purple. It follows the same layout as the revenue stock order screen, with a navigation bar, breadcrumb trail, and 'Trial Stock Order' title. The 'Trial Product' dropdown is set to '1DAY TORIC DIAGNOSTIC'. The 'Pack Size' dropdown is set to '5 Pack', 'Base Curve' to '8.6', 'Cylinder' to '-1.25', and 'Axis' to '20'. The 'Sphere Power' grid is identical to the revenue stock order screen. A purple callout box in the top right corner reads: 'Trial Product. You are currently ordering trial product that is not intended for patient reuse.'

Responsive Design for Support on Mobile Devices

Ever want to place an order from your phone or tablet device? Now you can. Our new site is responsive – meaning the page adjusts to the device you're on.

New mobile device views



Improved Alerts and Error Messaging

The new ecommerce experience presents information and errors in a more standard way that – consistent with best practices in web design today.

By pairing color with clear wording and helpful iconography, we're hoping to make it as easy as possible for you to get your orders placed and get on with your day.

New checkout page with product alerts

The screenshot displays the CooperVision checkout page. At the top, there is a navigation bar with links for 'Place an Order', 'Order Status', 'Service Center', 'Literature', and 'My Account'. Below this is a secondary navigation bar with links for 'Revenue Stock', 'Revenue Patient', 'Trial Stock', 'Trial Patient', 'Direct Patient Delivery', and 'Solutions'. The main content area is titled 'Order Summary' and features a 'Please Review Your Order' alert box. Below this is a table of items with columns for 'Product', 'Item Description', 'Patient', and 'Quantity'. The table lists three items: 'BIOFINDW 8.6/14.0 -11.50 6PK', 'BIOFINDW XR TRC 8.7/14.5-0.25-5.75X045', and 'AVARA TORIC TRIAL'. Each item has associated alerts: a green box for 'This product requires special handling and needs to be manufactured', a purple box for 'exceeded the number of trial lenses available', and an orange box for '997 of 999 units ordered are currently out of stock'. Below the table are three alert boxes: 'Trial Balance Check' (purple), 'Inventory Check' (orange), and 'Special Handling Check' (green). At the bottom, there is a 'Please enter a contact name' field, an 'Edit Order' button, and a 'Check Out' button. The footer contains contact information and copyright details.

Product	Item Description	Patient	Quantity
BIOFINDW 8.6/14.0 -11.50 6PK			1
BIOFINDW XR TRC 8.7/14.5-0.25-5.75X045	This product requires special handling and needs to be manufactured		1
AVARA TORIC TRIAL	DIAG SH100 TRC 8.5/14.5 SG TRL+03.25-1.25X040	TEST	999

Trial Balance Check
This symbol indicates that the quantity for an item in the shopping cart has exceeded the number of trial lenses available for that particular lens type. **Your order may be subject to review and could be delayed.**
Your order has created a negative trial balance.
Trial Product: DIAG SH100 TRC SNG TRL
Quantity Exceeded By: 989

Inventory Check
This symbol indicates an inventory issue for that particular lens type. You may submit your order and any product currently out of stock will be shipped on a first in-first out basis. Estimated ship date is two weeks after order date. We will contact your account if delay is longer.

Special Handling Check
This symbol indicates a product that requires special handling and will ship upon completion, approximately 3 weeks from order date.

Please enter a contact name:

[Edit Order](#) [Check Out](#)

If you have any questions please contact customer service at 1-800-341-2020 or email us at info@coopervision.com.
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Have Questions or Feedback?

Let us know!

Use the 'Chat with us!' after logging in, or contact customer service at 800-341-2020, option 1 from 9:00am to 7:00pm ET for further assistance.

