

Northeast LLC

R&S iStore User Manual

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PLACING AN ORDER IN ISTORE

Step 1: Login to iStore using the URL: <https://istore.rsnortheast.com>

Your Username/Password will be sent to your email id after your Business user account has been approved. Click Login.

Once you login successfully, you can see the Web Stores accessible to you.

Step 2: Search the Web Store to see the items and price as below.

Login

* Indicates required field

Step 1 → * Username:

Step 1 → * Password:

Step 1 →

Help Cart Orders Profile Logout

RSNE Items

Brand Items

Step 2 → Search Choose Category to Narrow Search Results ▾

Technical Support/Contact Us- customerservice@rsnortheast.com

Company Information- www.rsnortheast.com

R&S NORTHEAST PA 1.800.262.7770	R&S NORTHEAST OH 1.866.994.7472	R&S NORTHEAST KY 1.866.228.9758
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Help Cart Order Profile Logout

Step 3: Select the items needed, enter Quantity. Repeat as necessary with what you need.

Step 4: Click on 'Add to Cart' button as below.

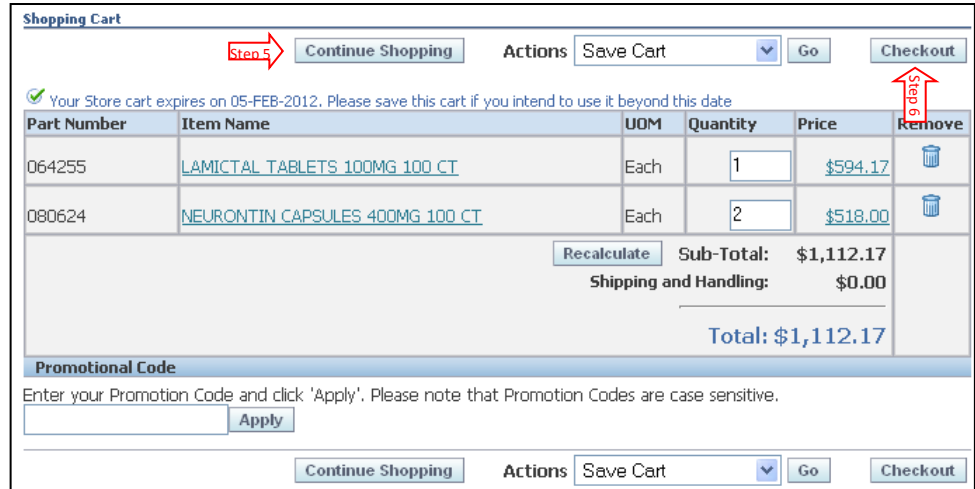
Brand Items

Previous 1-20 Next 20

Select	Product	# of Units	Unit Price	Availability Information
	LEVAQUIN TABLETS 250MG 50 CT	<input type="text" value="1"/>		Item On-Hand Qunatity : 0
<input checked="" type="checkbox"/>	LAMICTAL TABLETS 100MG 100 CT	<input type="text" value="1"/>	\$594.17 Each ▾	Item On-Hand Qunatity : 1
<input checked="" type="checkbox"/>	NEURONTIN CAPSULES 400MG 100 CT	<input type="text" value="2"/>	\$259.00 Each ▾	Item On-Hand Qunatity : 0
<input type="checkbox"/>	HYDROMORPHONE INJECTION 10MG/ML C2 SINGLE DOSE VIAL 10X5 ML	<input type="text" value="1"/>	\$117.75 Each ▾	Item On-Hand Qunatity : 0

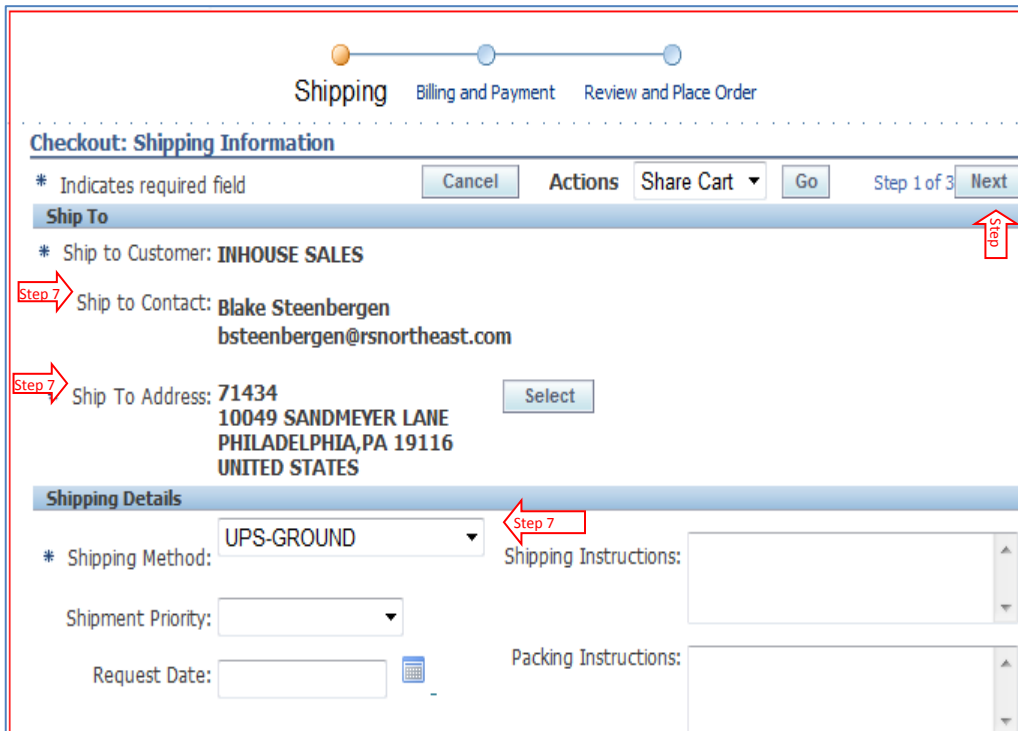
Step 5: To continue to shop for more product, select **Continue Shopping**.

Step 6: When you are done with the Shopping, click the **Checkout** button as below



Part Number	Item Name	UOM	Quantity	Price	Remove
064255	LAMICTAL TABLETS 100MG 100 CT	Each	1	\$594.17	
080624	NEURONTIN CAPSULES 400MG 100 CT	Each	2	\$518.00	

Sub-Total: \$1,112.17
Shipping and Handling: \$0.00
Total: \$1,112.17



Shipping Billing and Payment Review and Place Order

Checkout: Shipping Information

* Indicates required field

Ship To

* Ship to Customer: **INHOUSE SALES**

* Ship to Contact: **Blake Steenbergen**
bsteenbergen@rsnortheast.com

* Ship To Address: **71434**
10049 SANDMEYER LANE
PHILADELPHIA, PA 19116
UNITED STATES

Shipping Method: **UPS-GROUND**

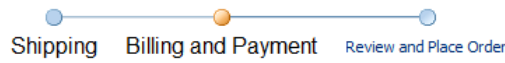
Shipment Priority:

Request Date:

Shipping Instructions:

Packing Instructions:

Step 7: Confirm the **Ship to Customer, Ship to Contact, Ship to Address** and **Shipping Method**. If they are not correct, change them by clicking the **Select** button as below and choosing the correct address. When finished click on **Next**.



Checkout: Billing and Payment Information

* Indicates required field

Cancel Actions Share Cart Go Back Step 2 of 3 Next

Bill To

* Bill To Customer: **INHOUSE SALES**

Bill To Contact: **Blake Steenberg**
bsteenberg@rsnortheast.com

* Bill To Address: **71434**
10049 SANDMEYER LANE
PHILADELPHIA, PA 19116
UNITED STATES

Payment

Invoice

Credit Card

Create New Credit Card

Please enter the following information for your new credit card

Card Holder Name: Type:

Step 8: Confirm the **Bill To Customer, Bill to Contact, Bill to Address** and **Payment Details**. If they are not correct, change them by clicking the **Select** button as below and choosing the correct address. When finished click on **Next**.

Step 9: This is Review page before placing an order. If there are any corrections necessary, select the appropriate **Change** button. If you need to alter the order, click Cancel to go back to the cart.

Step 10: If all the information is correct, select on **Place Order** to send the order for processing.

Shipping Billing and Payment Review and Place Order

Checkout: Review and Place Order

Cancel Actions Share Cart Go Back Step 3 of 3 Place Order

Customer Information

Customer: INHOUSE SALES
Blake Steenberg
bsteenberg@rsnortheast.com

Part Number	Item Name	UOM	Quantity	Price	Line Details
017805	METFORMIN HCL ER TABS 500MG 500 CT	Bottle	1	\$43.53	
721401	METFORMIN HCL TABS 1000MG 100 CT	Bottle	1	\$11.27	
				Sub-Total:	\$54.80
				Shipping and Handling:	\$0.00
				Total:	\$54.80

PERSONAL INFORMATION MODIFICATION

This section of the manual is for completely optional changes to your customer profile. Leaving this data as it is will not interfere with purchasing products from R&S Northeast. You can find that by clicking on the **Profile** link as seen to the right.



STEPS TO RESET PASSWORD

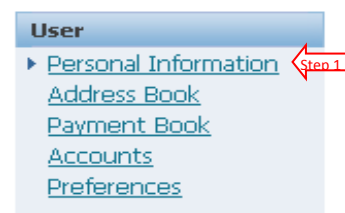
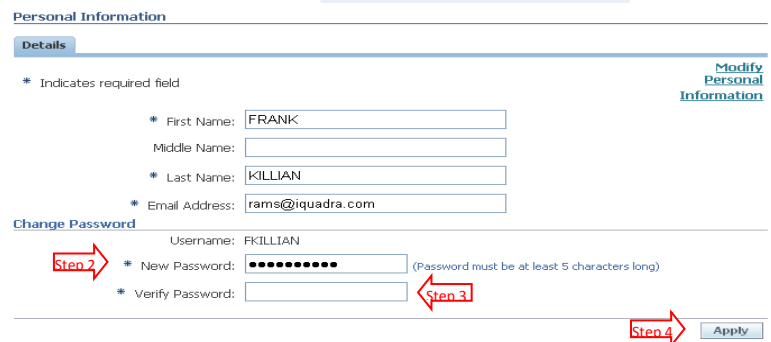
In order to reset password follow the steps mentioned below.

Step 1: Select **Personal Information** from the list displayed to the left.

Step 2: Enter new password in the **New Password** text box details tab.

Step 3: Reenter the same password in the **Verify Password** text box.

Step 4: Click on **Apply** button to save new password.

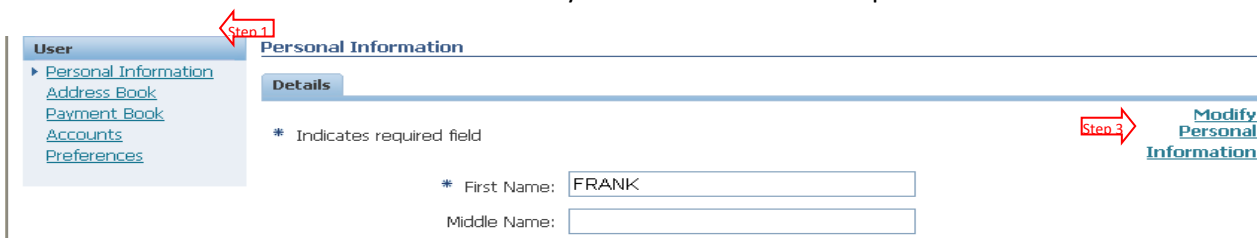



MODIFY FIRST NAME, LAST NAME AND MIDDLE NAME, EMAIL

You can modify your personal information (i.e., First name, Last name, Middle name and Email) by performing following steps.

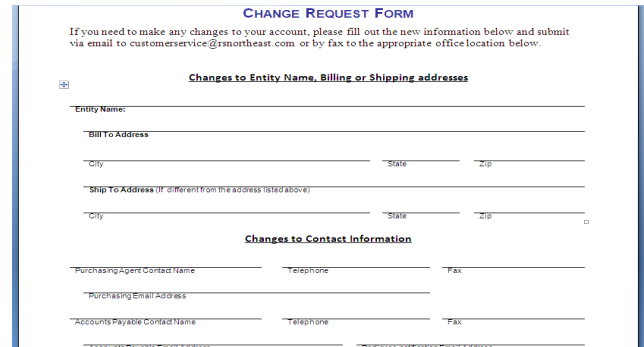
Step 1: Select **Personal Information** from the list and click on it.

Step 2: In the Personal Information form click on **Modify Personal Information**; this will open the change request form which will need to be emailed or faxed to your Customer Service Representative.



Step 3: It will open Change Request Form.

Step 4: User can enter corresponding details in the change request form and mail that changed document to customerservice@rsnortheast.com.



CHANGE REQUEST FORM
If you need to make any changes to your account, please fill out the new information below and submit via email to customerservice@rsnortheast.com or by fax to the appropriate office location below.

Changes to Entity Name, Billing or Shipping addresses

Entity Name: _____
 Bill To Address _____
 City _____ State _____ Zip _____
 Ship To Address (if different from the address listed above) _____
 City _____ State _____ Zip _____

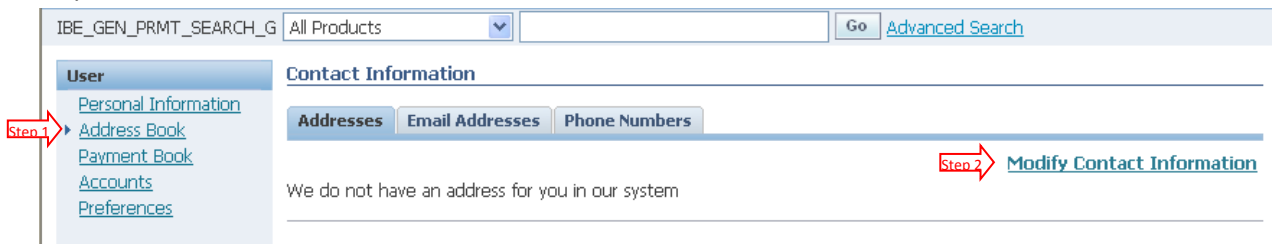
Changes to Contact Information

Purchasing Agent Contact Name _____ Telephone _____ Fax _____
 Purchasing Email Address _____
 Accounts Payable Contact Name _____ Telephone _____ Fax _____

CONTACT INFORMATION MODIFICATION

You can modify the contact information (i.e., Ship-to Address, Bill-to Address, Email Addresses, and Phone Numbers) by performing following steps

Step 1: Select **Address Book** from the list and click on it.



IBE_GEN_PRMT_SEARCH_G | All Products | Go [Advanced Search](#)

User

- [Personal Information](#)
- [Address Book](#)**
- [Payment Book](#)
- [Accounts](#)
- [Preferences](#)

Contact Information

Addresses | Email Addresses | Phone Numbers


We do not have an address for you in our system

[Modify Contact Information](#)

Step 2: In the Personal Information Form click on **Modify Contact Information** link.

Step 3: It will open Change Request Form document.

Step 4: User can enter corresponding details in the change request form and mail that changed document to customerservice@rsnortheast.com.



CHANGE REQUEST FORM
If you need to make any changes to your account, please fill out the new information below and submit via email to customerservice@rsnortheast.com or by fax to the appropriate office location below.

Changes to Entity Name, Billing or Shipping addresses

Entity Name: _____
 Bill To Address _____
 City _____ State _____ Zip _____
 Ship To Address (if different from the address listed above) _____
 City _____ State _____ Zip _____

Changes to Contact Information

Purchasing Agent Contact Name _____ Telephone _____ Fax _____
 Purchasing Email Address _____
 Accounts Payable Contact Name _____ Telephone _____ Fax _____

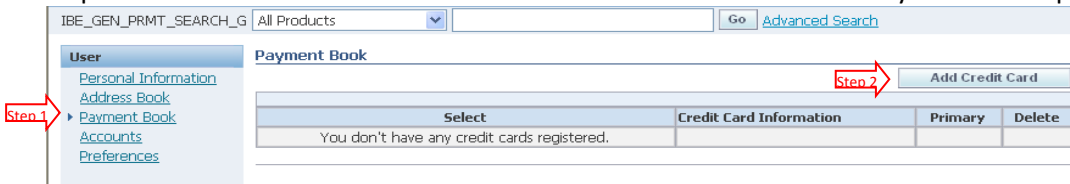
PAYMENT BOOK MODIFICATION

ADDING CREDIT CARD INFORMATION

In order to add credit card information follow steps mentioned below.

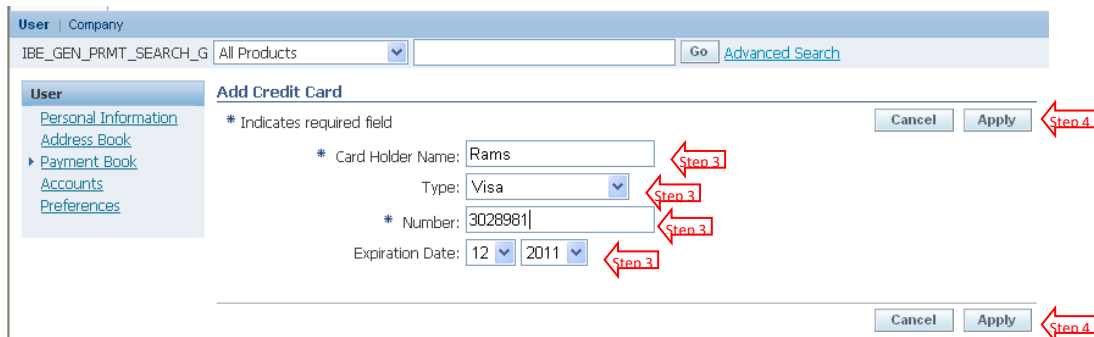
Step 1: Select **Payment Book** option from the list and click on it.

Step 2: Click on **Add Credit Card** button and the “Credit Card Detail Entry” form will open.



Step 3: In the form enter your credit card details.

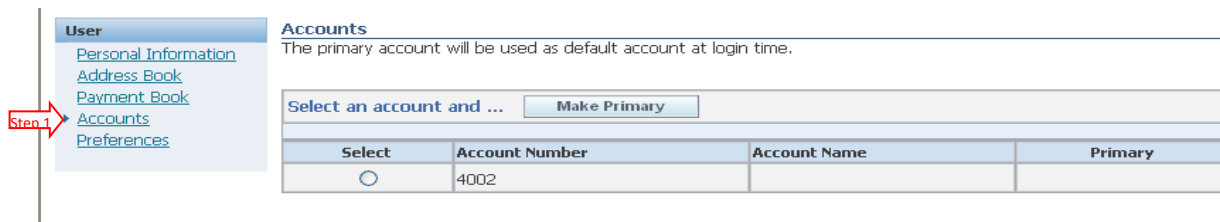
Step 4: After entering all the details, click on **Apply** button.



SETTING PRIMARY ACCOUNT

To set an account as primary, follow the steps below

Step 1: Select **Accounts** option from the list and click on it. Then accounts tab information will appear



Step 2: Click on the **radio button** to select which user would like to set as Primary account.

Step 3: Click on **Make Primary** button.

Accounts

The primary account will be used as default account at login time.

Select	Account Number	Account Name	Primary
<input checked="" type="radio"/>	4002		

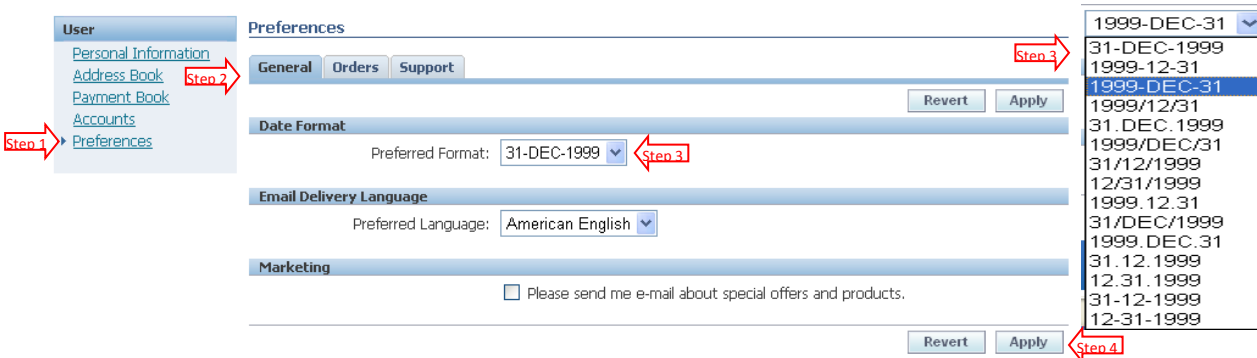
Buttons: Select an account and ... (Step 2), Make Primary (Step 3)

SETTING PREFERENCES

GENERAL SETTINGS

DATE FORMAT MODIFICATION

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear



The screenshot shows the 'User' menu on the left with 'Preferences' selected (Step 1). The 'Preferences' form has three tabs: 'General', 'Orders', and 'Support'. The 'General' tab is active. In the 'Date Format' section, the 'Preferred Format' dropdown is set to '31-DEC-1999' (Step 3). A dropdown menu is open, showing various date formats like '1999-DEC-31', '31-DEC-1999', '1999-12-31', etc. (Step 2). The 'Apply' button is highlighted (Step 4). Other sections include 'Email Delivery Language' (set to 'American English') and 'Marketing' (checkbox for 'Please send me e-mail about special offers and products.').

Step 2: In General form click on list item next to **Preferred Format**. A drop-down list will appear. Choose your preferred date format and click on it.

Step 3: Click on **Apply** button to save the changes made.

ENABLING/ DISABLING EMAIL SUBSCRIPTION

STEPS TO ENABLE EMAIL SUBSCRIPTION:

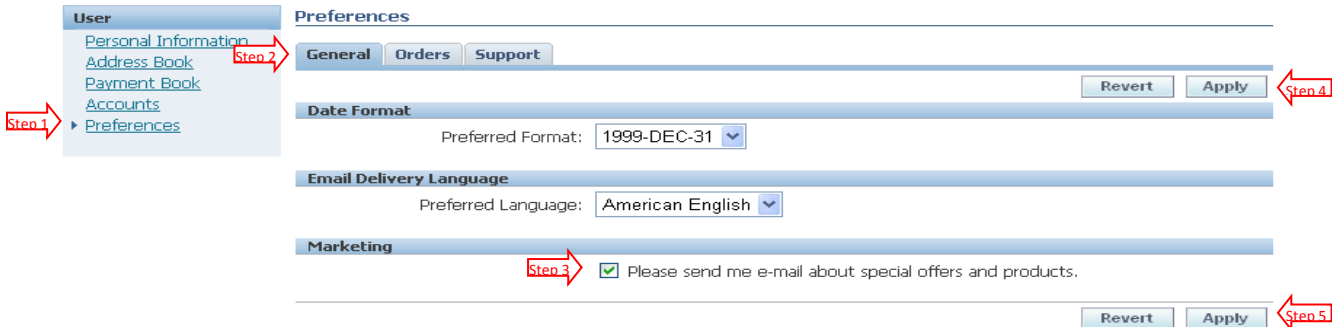
In order to know about the latest offers and products you can subscribe, follow the steps below.

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **General** Tab and click on it.

Step 3: In General tab **Check** the check box in front of **“Please send me e-mail about special offers and products.”**

Step 4: Click on **Apply** button to save the changes made.



The screenshot shows the 'User Preferences' interface. On the left, a 'User' menu has 'Preferences' selected, with a red arrow labeled 'Step 1' pointing to it. The main area has three tabs: 'General', 'Orders', and 'Support'. The 'General' tab is active. At the top right of the 'General' tab are 'Revert' and 'Apply' buttons, with a red arrow labeled 'Step 4' pointing to the 'Apply' button. Below the tabs are three sections: 'Date Format' with a dropdown menu set to '1999-DEC-31'; 'Email Delivery Language' with a dropdown menu set to 'American English'; and 'Marketing' with a checked checkbox and the text 'Please send me e-mail about special offers and products.' A red arrow labeled 'Step 3' points to the checkbox. At the bottom right of the 'Marketing' section are 'Revert' and 'Apply' buttons, with a red arrow labeled 'Step 5' pointing to the 'Apply' button.

TO DISABLE EMAIL SUBSCRIPTION:

In order to unsubscribe follow the Steps 1 and 2 above and the remaining steps below.

Step 3: In the Marketing Section of the General tab, check box in front of **Please send me e-mail about special offers and products.**

Step 4: Click on **Apply** button to save the changes made.

ORDER SETTINGS

STEPS TO SET SHIPPING METHOD

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **Orders** Tab and click on it.

Step 3: Click on list item next to **Preferred Shipping Method**. A drop-down list will appear. Choose your shipping method and click on it.

Step 4: Click on **Apply** button to save the changes.

ENABLE/DISABLE EXPRESS CHECKOUT

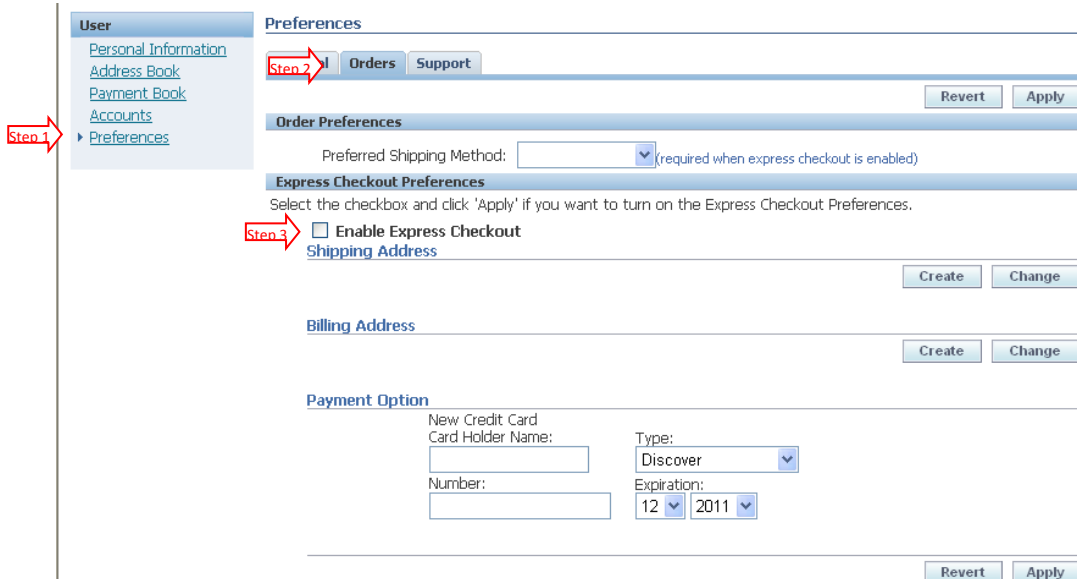
Express check out is used to change default shipping addresses, billing addresses and payment option which are available when checking out an order.

In order to Enable Express Checkout follow the steps listed below:

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **Orders** Tab and click on it.

Step 3: In the Express Checkout Preferences, check **Enable Express Checkout** option.



User

- Personal Information
- Address Book
- Payment Book
- Accounts
- Preferences**

Preferences

Step 2 → **Orders** | **Support**

Revert | Apply

Order Preferences

Preferred Shipping Method: (required when express checkout is enabled)

Express Checkout Preferences

Select the checkbox and click 'Apply' if you want to turn on the Express Checkout Preferences.

Step 3 → **Enable Express Checkout**

Shipping Address

Create | Change

Billing Address

Create | Change

Payment Option

New Credit Card

Card Holder Name:

Type:

Number:

Expiration:

Revert | Apply

Step 6: Click on Apply button.

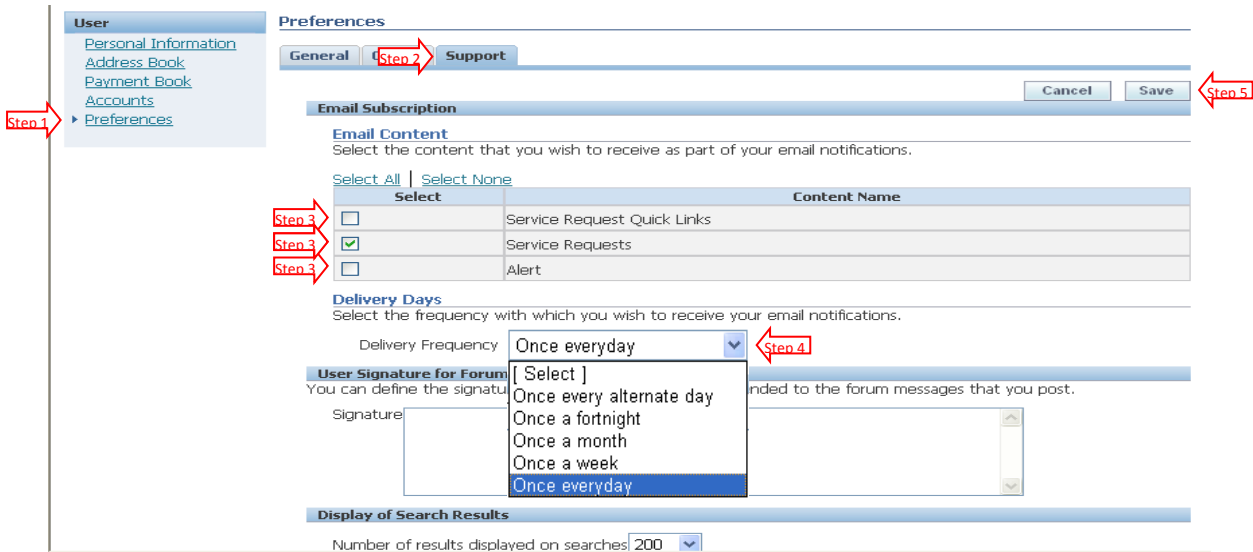
SUPPORT SETTINGS

EMAIL CONTENT SELECTION

In order to change the way iStore communicates with you via email, you can change your selections as directed below.

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **Support** Tab and click on it.



User

- Personal Information
- Address Book
- Payment Book
- Accounts
- Preferences

Preferences

General **Support**

Cancel Save

Email Subscription

Email Content
Select the content that you wish to receive as part of your email notifications.

Select All | Select None

Select	Content Name
<input type="checkbox"/>	Service Request Quick Links
<input checked="" type="checkbox"/>	Service Requests
<input type="checkbox"/>	Alert

Delivery Days
Select the frequency with which you wish to receive your email notifications.

Delivery Frequency: Once everyday

User Signature for Forum
You can define the signature that will be appended to the forum messages that you post.

Signature: [Text Area]

Display of Search Results
Number of results displayed on searches: 200

Step 3: Under Email Subscription region **Check** corresponding check box under **Select** for particular **Content Name** .(For Example :If you require information regarding Service requests as a part of your email then Check the Check box Opposite to **Service requests**).

Step 4 (optional): Under Email Subscription region, click on List Text Item opposite to **Delivery Frequency**. A drop down list will appear select preferred frequency and click on it. (For Example: If User wants to receive mails daily, select **once every day** from the list and click on it).

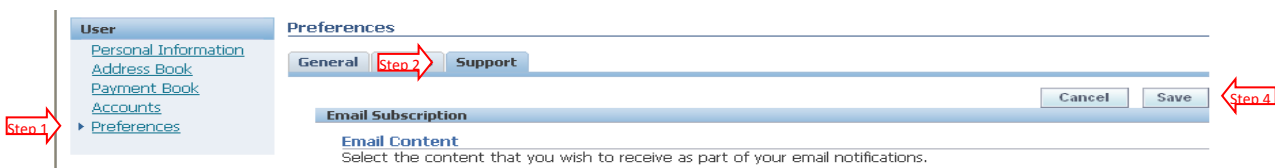
Step 5: Click on **Save** button.

ADDING /EDITING USER SIGNATURE

You can customize the signature that will be appended to the forum messages that you post by following the steps below.

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **Support** Tab and click on it.



User

- Personal Information
- Address Book
- Payment Book
- Accounts
- Preferences

Preferences

General **Support**

Cancel Save

Email Subscription

Email Content
Select the content that you wish to receive as part of your email notifications.

Select All | Select None

Select	Content Name
<input type="checkbox"/>	Service Request Quick Links
<input checked="" type="checkbox"/>	Service Requests
<input type="checkbox"/>	Alert

Delivery Days
Select the frequency with which you wish to receive your email notifications.

Delivery Frequency

User Signature for Forum Messages
You can define the signature that will be automatically appended to the forum messages that you post.

Signature

Step 3: In the User Signature for Forum Messages region, enter the Signature that you want to append to the messages while posting in the forum in the text field opposite to **Signature**.

Step 4: After entering your Signature text, click on **Save** button.

RESTRICTING RESULTS DISPLAY

You can change the number or search results displayed for your ease and comfort.

Step 1: Choose **Preferences** from the list and click on it. The Preferences form will appear.

Step 2: Choose **Support** Tab and click on it.

Step 3: In the Display of Search Results region, click on the List Item Opposite to **Number of Results Displayed on Searches** field Choose appropriate number and click on it.

User Signature for Forum Messages
You can define the signature that will be automatically appended to the forum messages that you post.

Signature

Display of Search Results

Number of results displayed on searches

50	100	200
500	1000	2000

Sites

Step 4: After selecting a value for **Number of Results...** field, click on **Save** button.