Transition Guide to the New Besse.com
Welcome to the new besse.com.

With the help of professionals like you at physician practices, we have made the site easier to navigate, more interesting and informative, and make it quicker for you to manage your account and place orders.

As always when websites are updated, it can take a little time to get used to where things are on the new one. This guide gives you an overview of the new site, with side-by-side screenshots of old and new to show you exactly where to find the features you use most often.

You can also refer to Your Guide to Besse.com, which gives more in-depth instructions of how to search, order, and manage your account. Download it from www.besse.com/contact (look under the Web Support header).

If you encounter any problems, please call Customer CARE and speak to one of our experts: 1.800.543.2111.

We hope you find that the new besse.com becomes an essential tool in your day-to-day business.
Welcome to the new besse.com
Our summary of what’s new

Your account, in one place
- The new besse.com offers easy access to all your ordering and account management tools.
- All your account activity is in the top-right corner. This is where you’ll sign in, or access our business application if you don’t have an account yet. You’ll also find your shopping cart here, and quick links to help you manage your account.

Streamlined navigation
- We’ve simplified and improved the navigation bar. Browse by specialty to find the product you’re after. See your order and account details quickly and easily.

The added value with Besse
- Dive into the Solutions section to discover the added value Besse Medical offers, including our innovative practice technologies (such as CubixxMD and InfoDive), regulatory insights and advice, and financial guidance.
- You’ll also find in-depth news, and more detailed contact information for our market specialists - so you can put a face to the name!

Designed for any screen
- The new besse.com gives you access to ordering, reports and insights whatever your device.
Enjoy global navigation across the whole site

You can search across the whole site from the header search box and get results from news and announcements, as well as from the product catalog – whether you are logged in or not.

The main navigation bar has been simplified and is now accessible from every page, whether you are logged in or not. Hover over each to see more.

All your account activity is in the top-right corner.

The navigation that is gray and locked will be available once you log in.

Topics of interest will be available in the mid section of the home page.

Guided by your feedback, we’ve redesigned the site and added some exciting new features which will make it easier to navigate and even quicker to manage your account and place orders.

In the footer you’ll find quick links to parts of the site practices use the most, in addition to our contact details and links to our social media streams.
Logging in

On the previous site, you would log in using the boxes at the top-right corner. You could also access our business application and request a login to the website there.

It’s the same on the new site - you login the same way and in the same place. Your user name and password won’t have changed.

If you have been set up for multiple accounts, you will still be able to easily switch between them here - just click View Account(s).

But now you’ll also have quick links to help you manage your account, run reports and make payments.
Better navigation when logged in

Your account details are front and center, so you can be sure you are purchasing for the correct account and shipping to the correct office.

We’ve gathered together all the things you do most often on besse.com so you can access them quickly and easily.

Switch between multiple accounts here.
Your active account number and name.
Quick Links which are shortcuts to give you quick access to ordering and account functions.

Depending on how your account is set up, you will see different icons:
- My Cart
- Pending Orders
- Reports
- Pay
- Favorites

Notification numbers on these icons show you how many items you have in your cart, or how many pending orders you have.

After you have logged in, you now have three different ways to access these essential account and ordering functions:

1. Through the Quick Link icons
2. Under the Ordering and My Account(s) menus
3. Under “What would you like to do today?” when you log in.
Managing your orders and your account

On the previous site, you could manage your account and orders using the blue tabs shown below.

Now you have multiple ways to access ordering and account information:

- The Ordering menu helps you quickly find product and place orders.
- The My Account(s) menu lets you check orders and run reports for purchase details, purchase summary, drug reimbursement and transaction history.
- The Quick Links let you jump straight to some of these functions.
- The View Account link at the top gives you another way to access your account details.
Using the Search box to find products

On the previous site, you would
• search for a product using the Search box near the top of the page
• refine the search by manufacturer, category, etc.
• choose from the products listed.

On the new site
• you can search from the Search box in the same way
• refine the search in the same way, except now these facets are shown to the left of the search results, for less scrolling
• and add to your cart, just as you did on the previous site.

When you’ve selected the quantity needed, you can add product to the cart
• all at once, using the Update Cart button at the top of the product list
• or one at a time, using the cart icon next to the quantity field.
Product information

On the previous site, you would:

- search for a product using the Search box near the top of the page
- refine the search by manufacturer, category, etc.
- choose from the products listed.

On the new site:

- you can search from the Search box in the same way
- refine the search in the same way, except now these facets are shown to the left of the search results, for less scrolling
- and add to your cart, just as you did on the previous site.
Some icons and information have a new appearance and location in the new product details box, as above. See [Your Guide to Besse.com](#) for a complete overview.
Ordering

On the previous site, after you’d found a product you would typically

• choose a quantity
• click Update Quantities
• click Checkout
• enter extra information, such as PO #, if necessary
• and Submit Order.

It may look a little different, but the process is very similar on the new site:

• choose a quantity
• click Update Cart or the Add to Cart icon
• click Checkout
• check the details and add extra information if required
• click Submit Order.

Previous site

New site

Note the heart icon: click it to add that item to a Favorites list

NEW! Add to cart at item level
Finding what you need (news, information, insights)

We go beyond access and distribution to bring you industry and regulatory news and information. On the previous site we listed all this on the home page.

Now we have expanded and organized our news and information.

- Information relating to specific products is listed in Product Resources
- The Solutions section gives you insights for practice growth, improved practice performance and guidance for smarter financial decisions.
- The News section brings you news from Besse Medical, KnowledgeDriven and third-party sources.
Finding what you need (product)

On the previous site, you would search for a product by

- clicking the name of the product if it was listed on the page (of course, the number of products we could list this way was limited)
- or typing the name, manufacturer, NDC, UPC or product code into the Search box near the top of the page.

On the new site

- you can now pull up the main products for your specialty - from Cardiology to Urology - under the Products & Specialties menu.
- You can also select View all Specialties to see a comprehensive list of specialties and view the most commonly-used drugs for each one.
- You can jump to Flu Vaccine Central in the Product Resources menu.
- And you can still use the Search box near the top of the page.