

# JOBST eShop Manual

# Explore the **JOBST eShop**

**JOBST** – Your **easy to work with partner** in **compression therapy.**

The **JOBST eShop** offers you



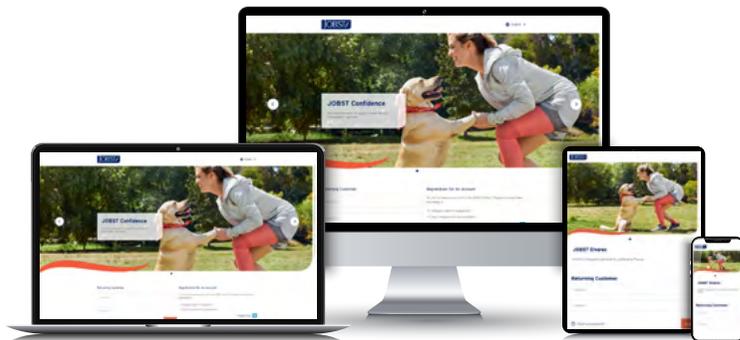
Intelligent patient management



Easy measurement documentation



Time efficient ordering



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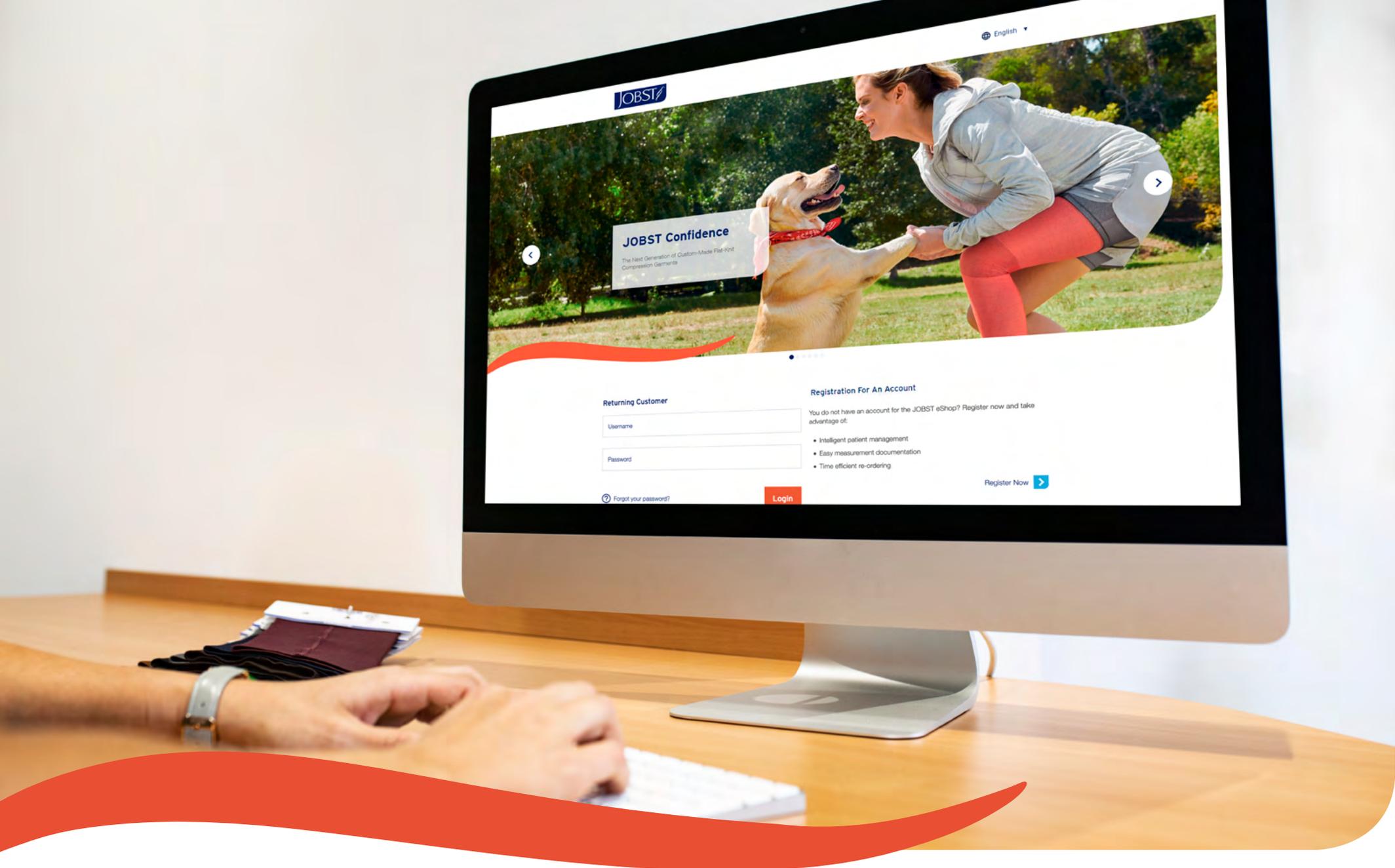
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### **General notes:**

1. Please use a Google Chrome or Mozilla Firefox Browser to access the JOBST eShop. With browsers such as Internet Explorer or older versions, there may be display problems. 2. Some of the features in this manual are only available in certain markets. Contact Customer Service if you have any questions.



# 1. Login

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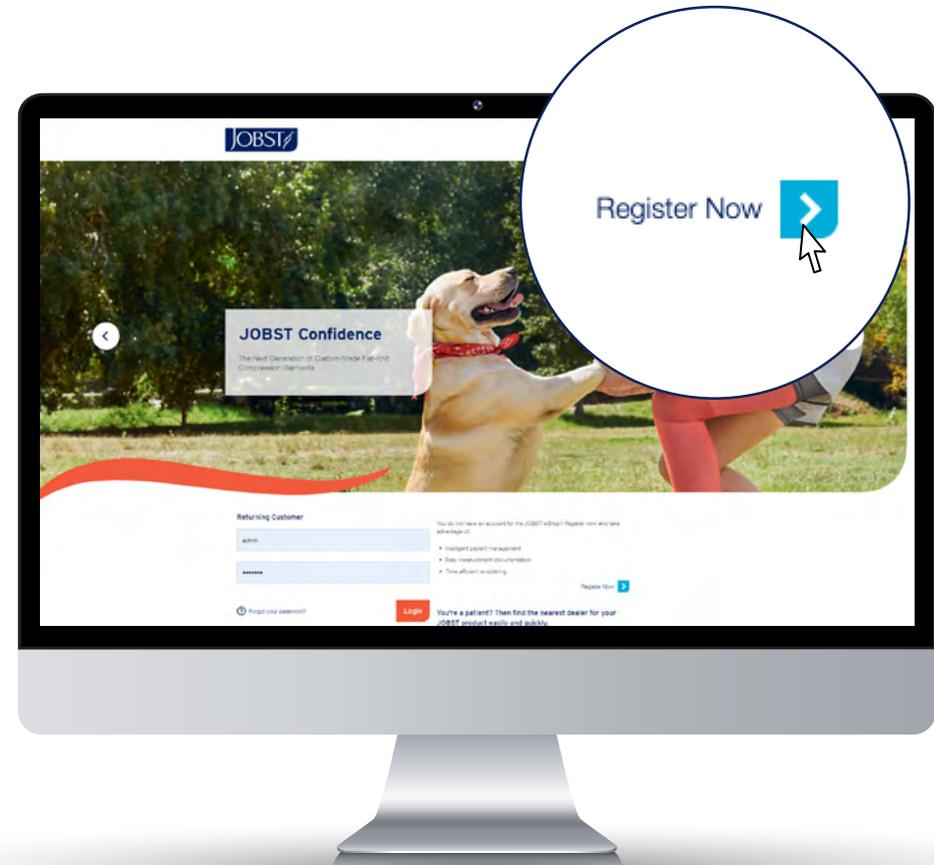
# How do you access the JOBST eShop?

## 1.1 Registration

If you are not a customer of the JOBST eShop, register now by clicking **Register** and filling in your data.

Customer Service will process your request. You will then receive an email prompting you to set up a password.

<https://eshop.jobst.com.au>

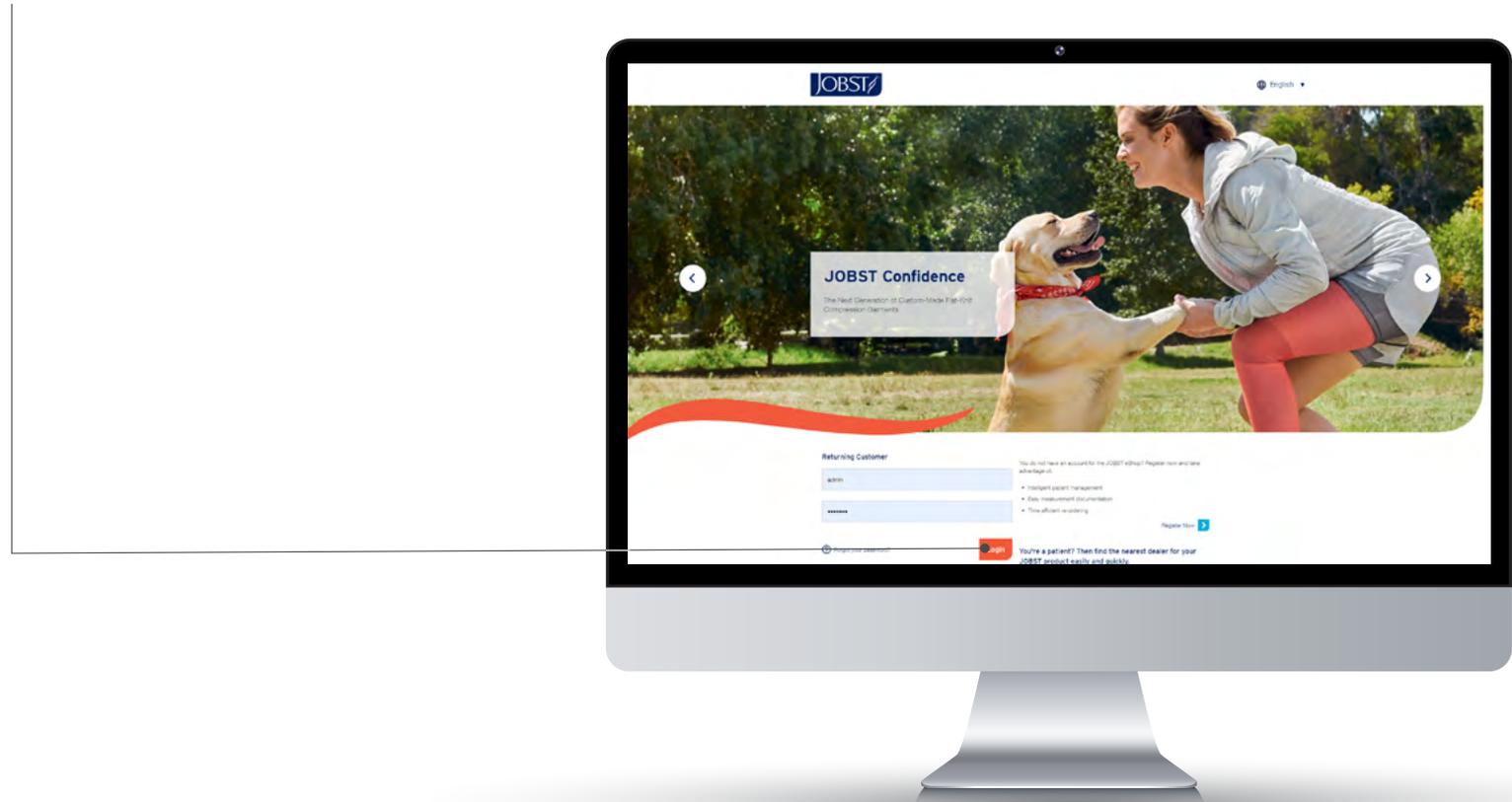


# How do you access the JOBST eShop?

## 1.2 Login

If you already have a username and password for the JOBST eShop, then log in on the following page.

<https://eshop.jobst.com.au>.



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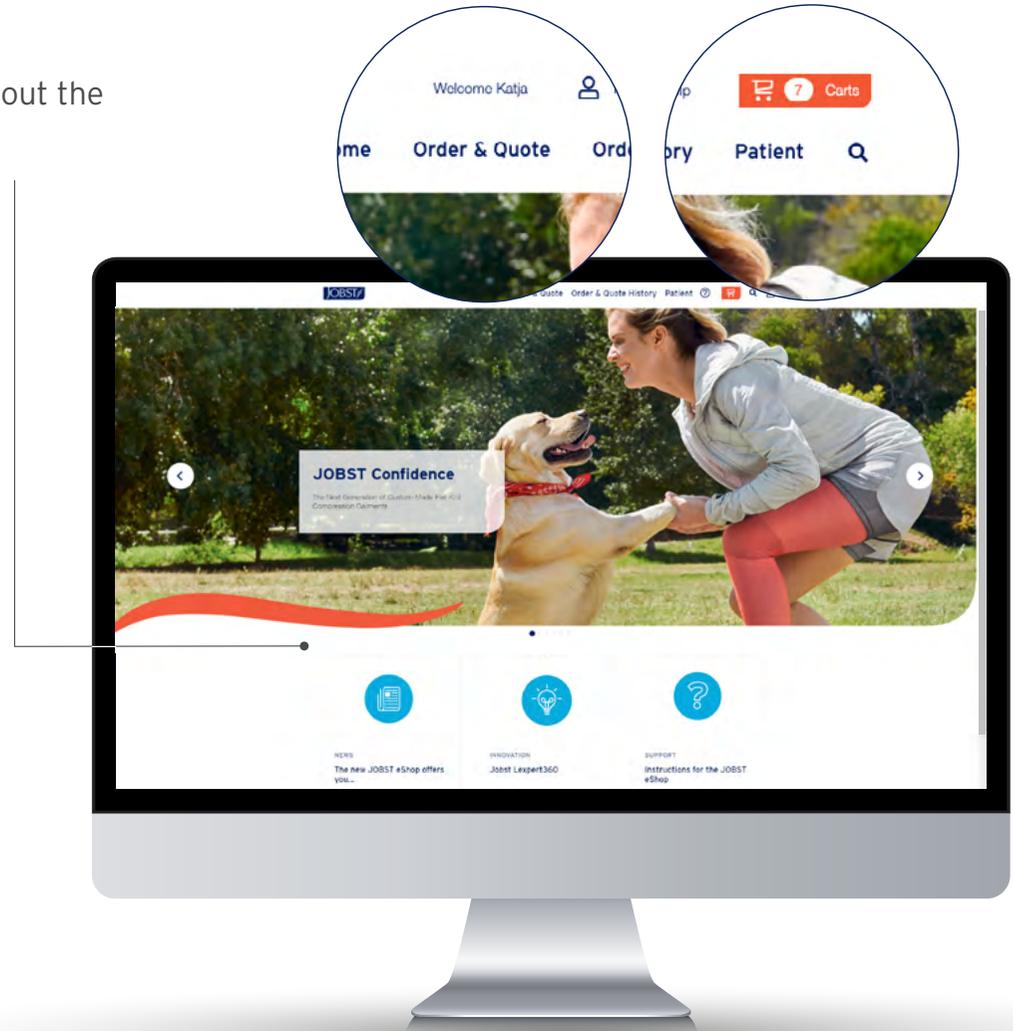
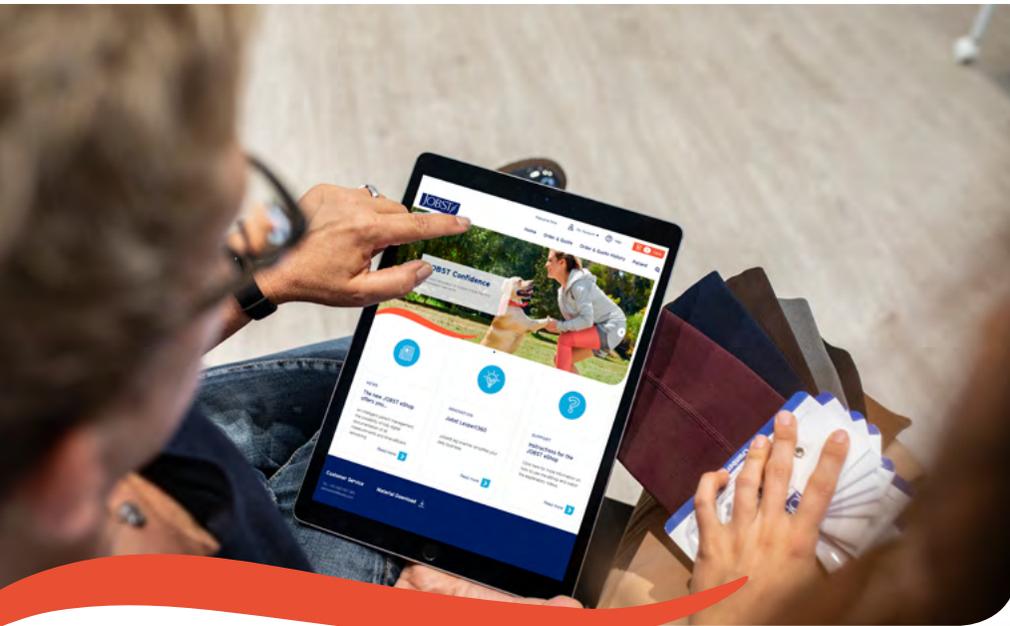
## 2. Home Page

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# How is the eShop set up?

After logging in, you are taken to the JOBST eShop homepage. From here, you can use the navigation points to create your patients, start your order process or view your order and quote history.

In the info boxes, your JOBST team will inform you about news about the JOBST brand, from innovations to events.



# How is the eShop set up?

## 2.1 Patient Management

In **Patient Management** you can keep a digital patient chart so you can see all orders, requests for quotes, and patient information at a glance. This feature also allows you to place repeat orders quickly and easily.

To use **Patient Management**, start by creating a patient. Simply click on Add new and enter the name, gender, date of birth and address of the patient. This data can be changed at a later time.

Once the patient chart has been created, you can place an order, change any patient data entered or delete the patient entry. In the patient history you can see orders from the past, regardless if they have been placed in the JOBST eShop, via fax or email.



Order



View history

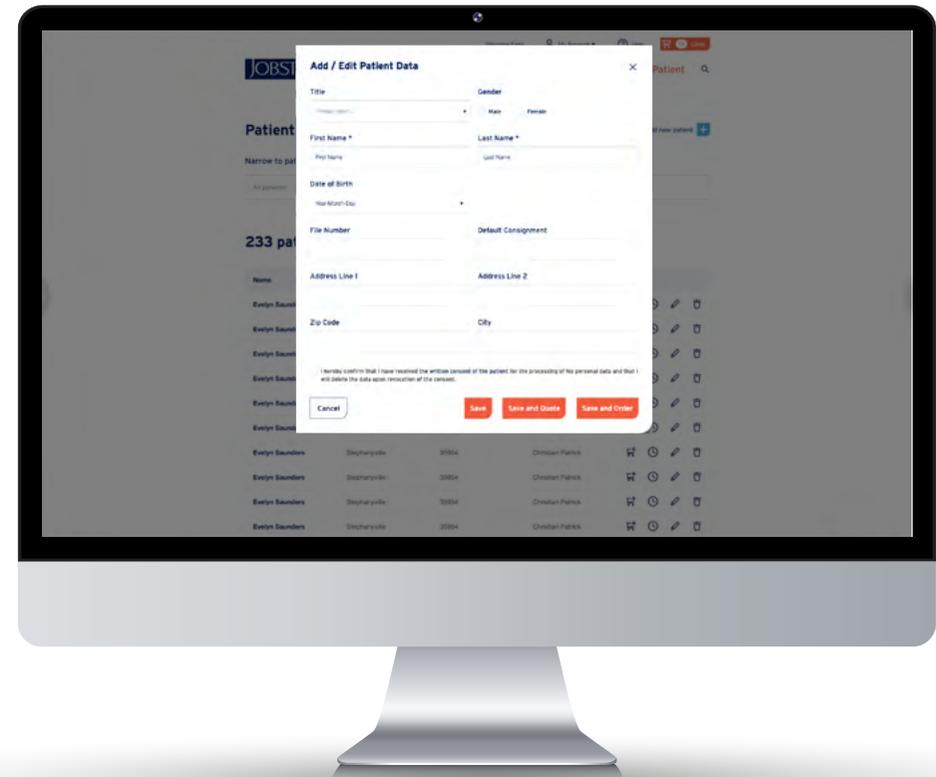


Edit



Delete

You can also search for and filter patients in your patient overview.

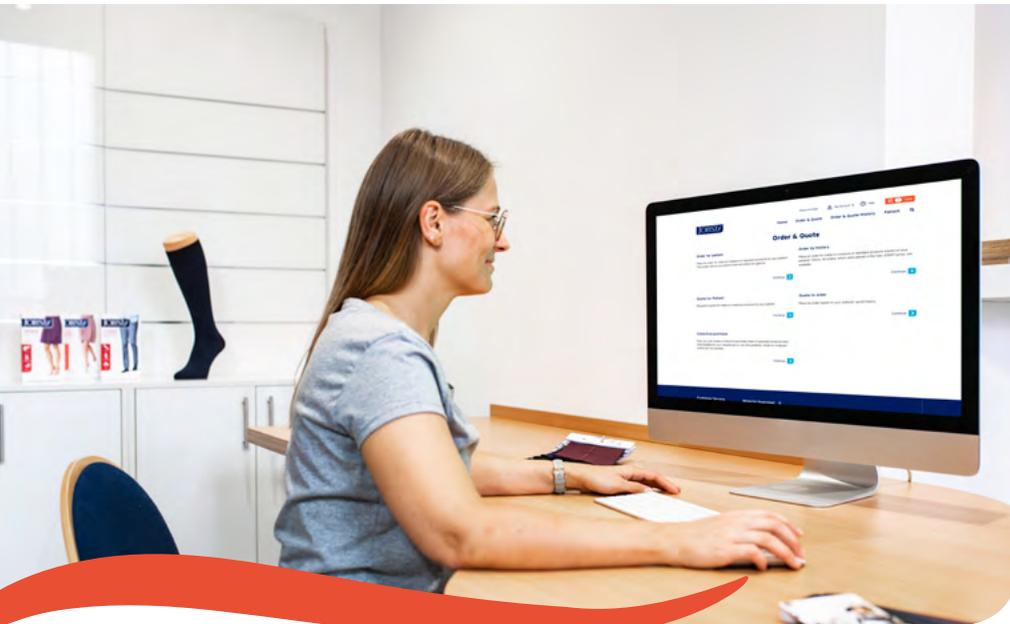


# How is the eShop set up?

## 2.2 Quote

Would you like to receive a quote for a made-to-measure product? Then click under Order & Quote on Quote for Patient and you can request a **Quote**.

This is the same process as for an order. A pop-up to Choose a Patient will open and you will continue to the configurator.



# How is the eShop set up?

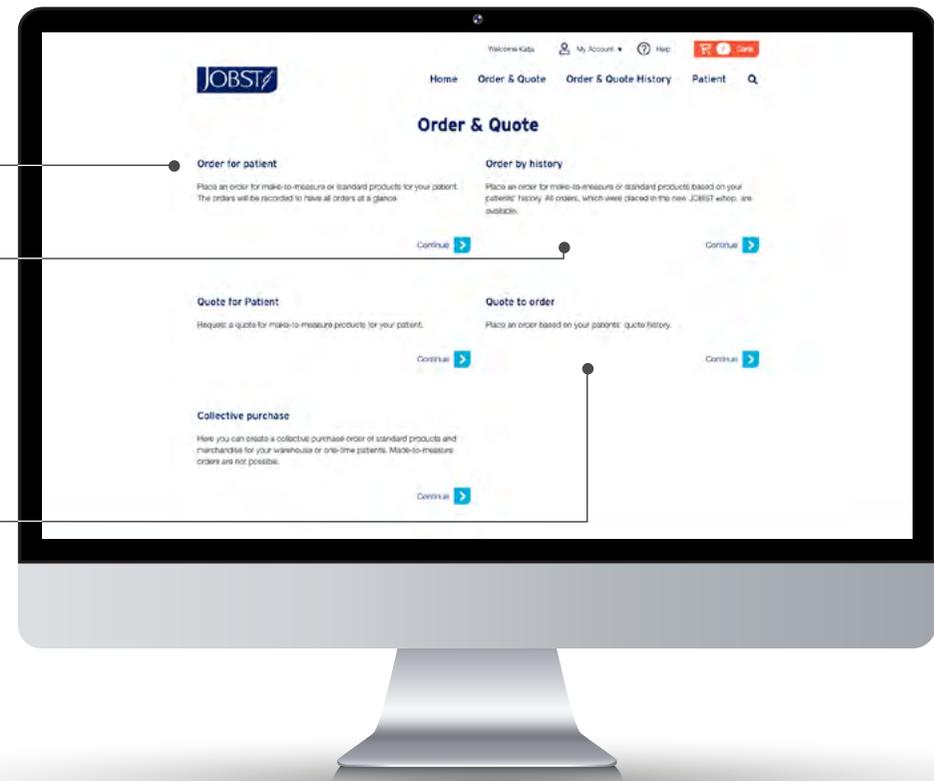
## 2.3 Order for Patient

There are 3 different ways to place orders for a specific patient:

For a new order of made-to-measure compression products for a specific patient click on **Order for Patient.**

You can also reorder compression products by clicking on **Order by history.**

Or you place an order based on a previously requested quote (cost estimate) for your patient. For this click on **Quote to Order.**

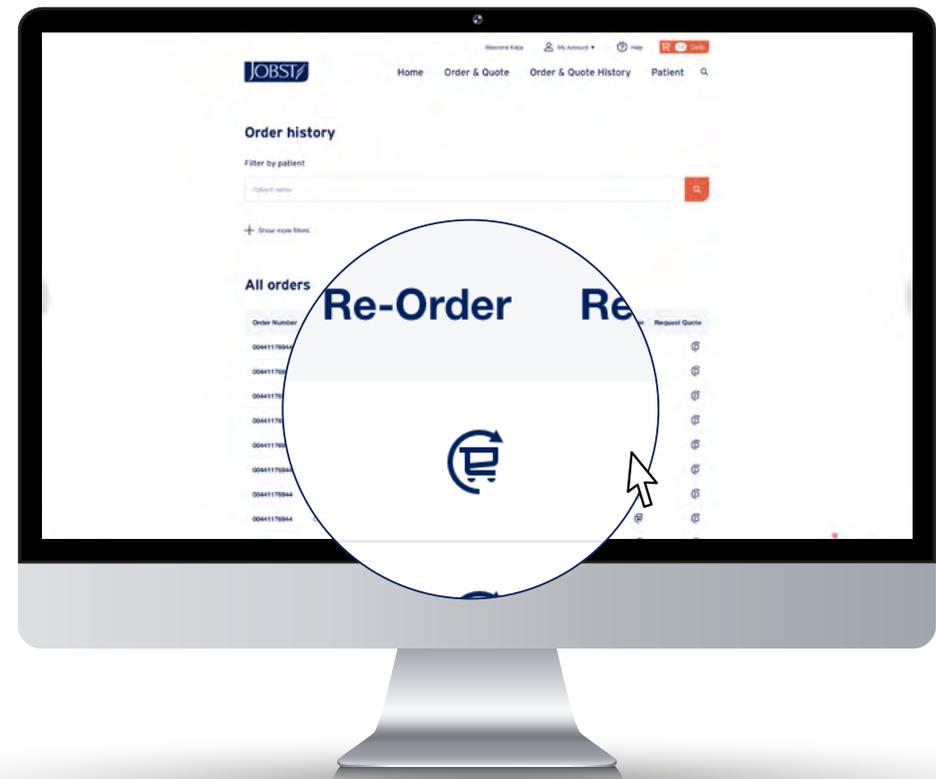


# How is the eShop set up?

## 2.4 Reorder

Would you like to reorder a product? Go to **Order history** from the dropdown navigation where you will see all your orders. Identify the one you would like to reorder and click the **Reorder button**.

Your product will now be added to your cart.





### 3. Configurator

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# How do you configure the **right JOBST product** for your **patient**?

## 3.1 Product group

In the configuration step **product group** you can choose between all body parts available.

You automatically move to the next step once you have clicked on the respective body part.

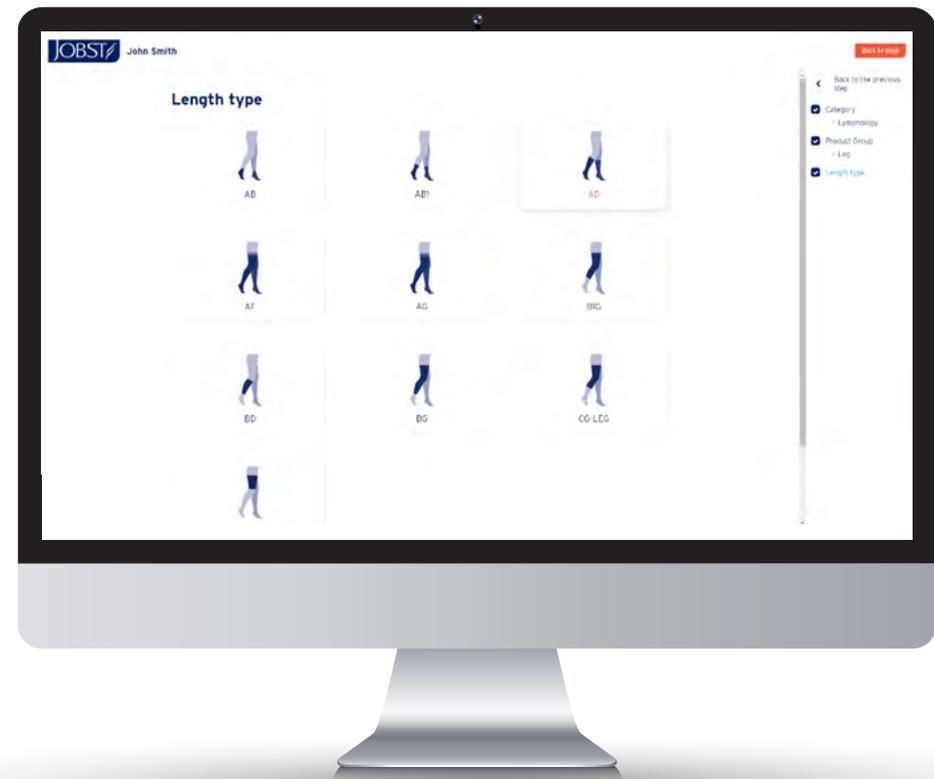


# How do you configure the **right JOBST product** for your **patient**?

## 3.2 Length type

In the **style** step you can choose between all length types for the previously selected body part.

Here you can also have the pictures for the variants displayed as an option. You automatically move to the next step once you click on the respective length type.



# How do you configure the **right JOBST product** for your **patient**?

## 3.3 Side

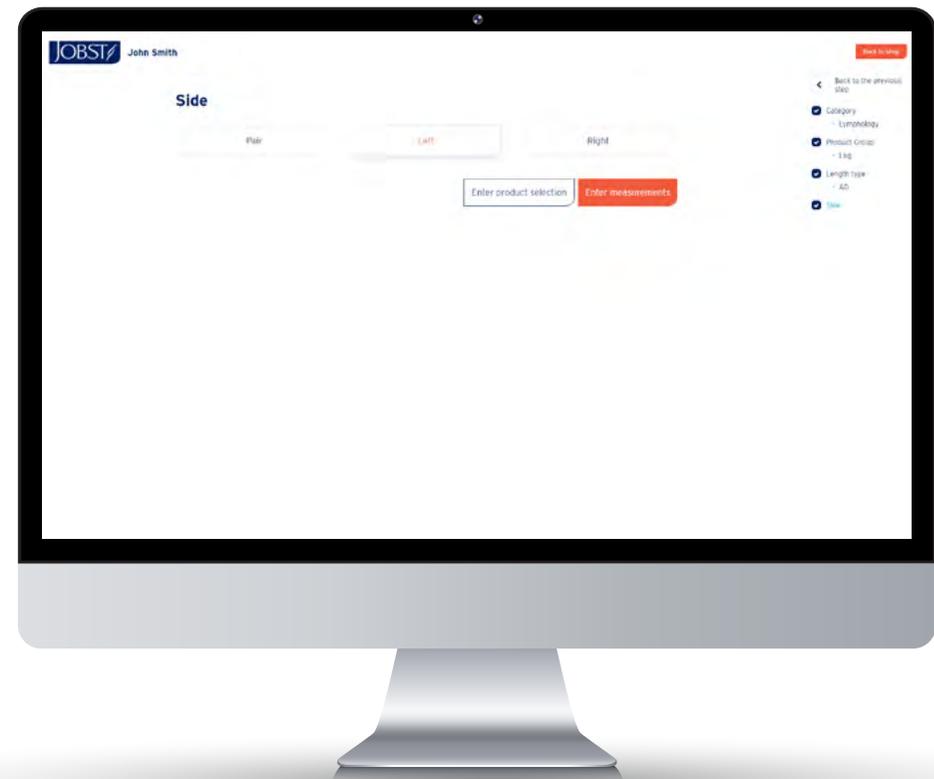
In the **side** step you select whether you want to configure a product for the left, right side or a pair.

Next, you have the option to choose the path that works best with your daily workflow.

Do you prefer measuring your patients first?  
Click on **Enter measurements**.

Would you like to configure the product first?  
Click on **Enter product selection**.

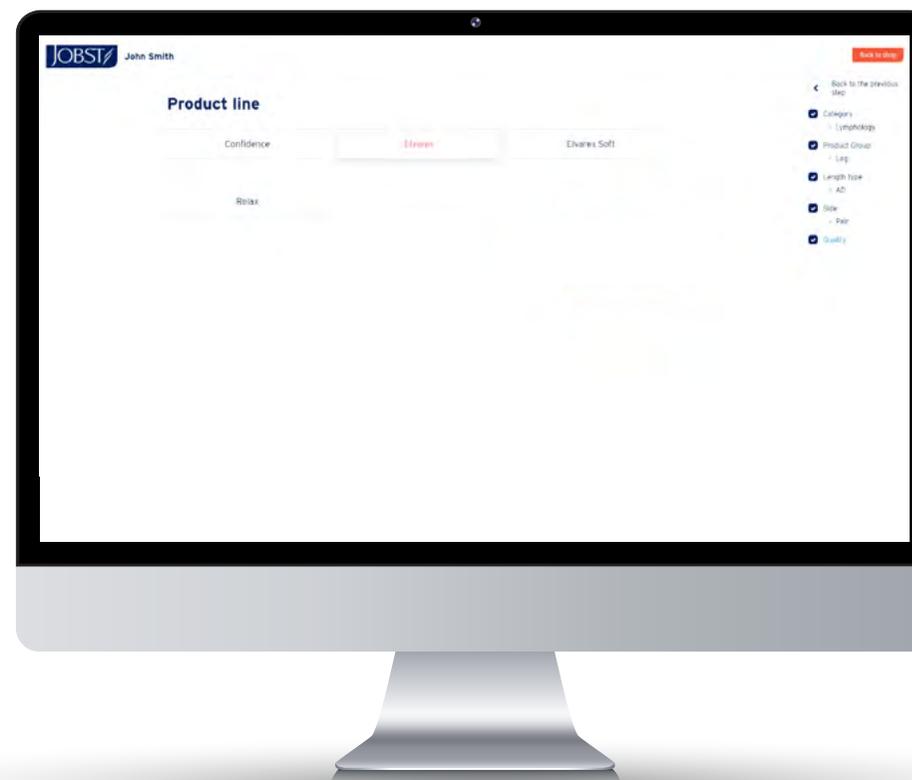
We will be demonstrating the latter workflow in the following pages.



# How do you configure the **right JOBST product** for your **patient**?

## 3.4 Product line

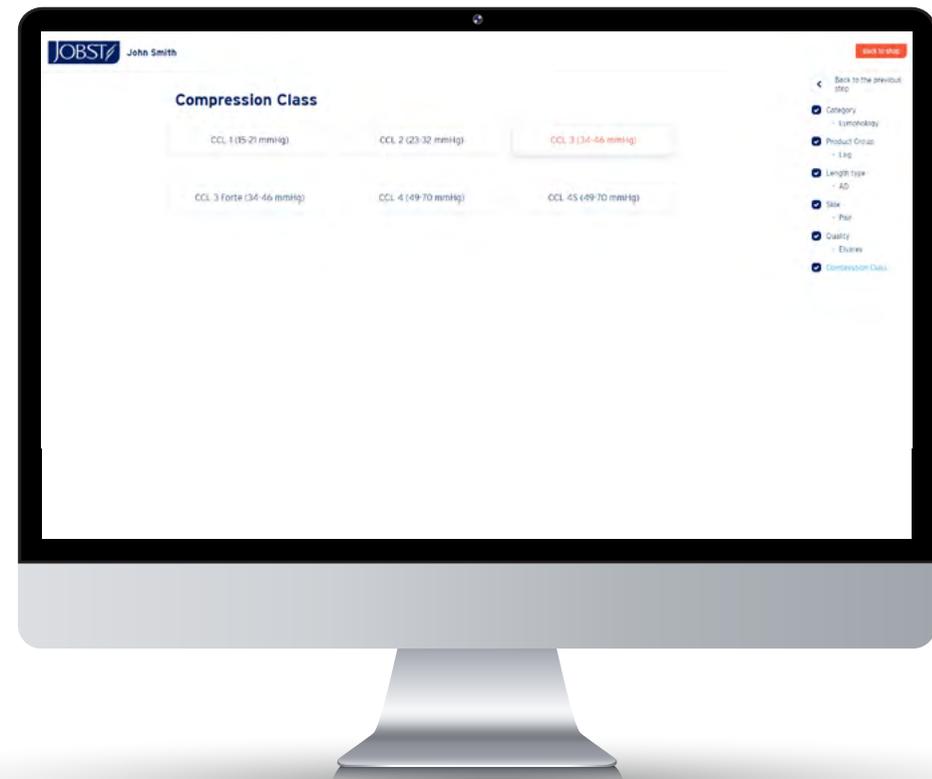
Now you have to select the respective **product line**.  
The available products are based on the selections made in the previous configuration steps.



# How do you configure the **right JOBST product** for your **patient**?

## 3.5 Compression class

Now you can select one of the different **compression classes** available.

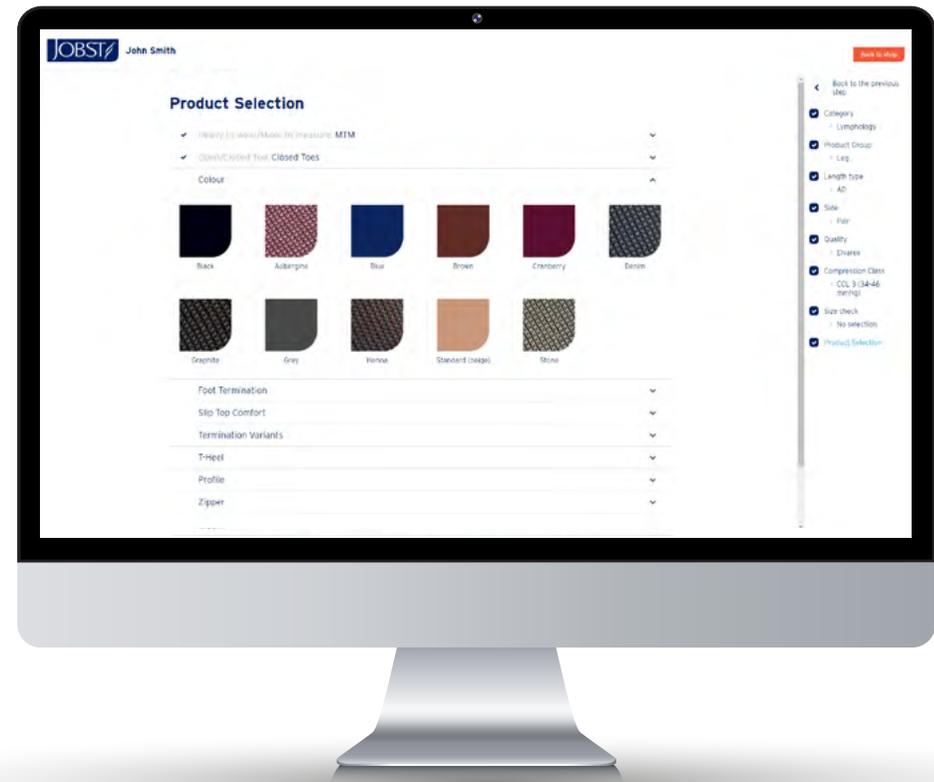


# How do you configure the **right JOBST product** for your **patient**?

## 3.6 Product selection

In the **Product selection** step, there are further configurations leading up to the final product.

All options that are available for the chosen product are shown in the menu. If you add further options in the comment field, it is highly likely that this cannot be produced and Customer Service will get back to you.



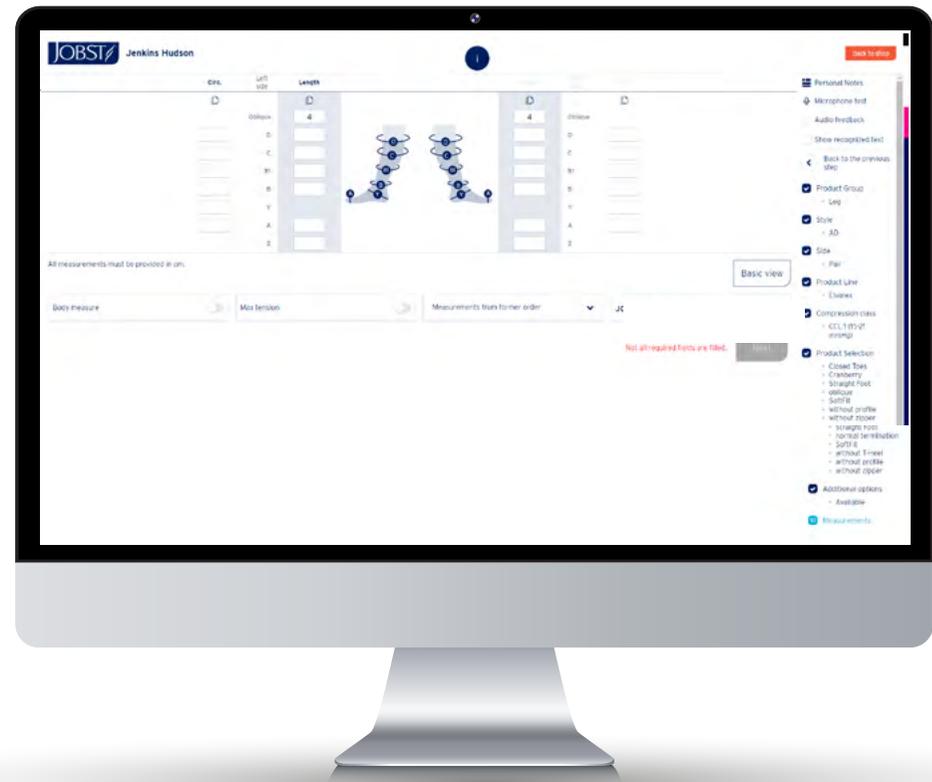
# How do you configure the **right JOBST product** for your **patient**?

## 3.7 Measurement Input Screen

In the **measurement input screen**, you enter the measurements required for the order.

To save time, you can reuse measurements entered on your most recent orders. Click on the **Measurements from former order** dropdown and select the relevant sizes.

You can also enter body measure and maximum tension measure as an option and digitally record it for the patient documentation.



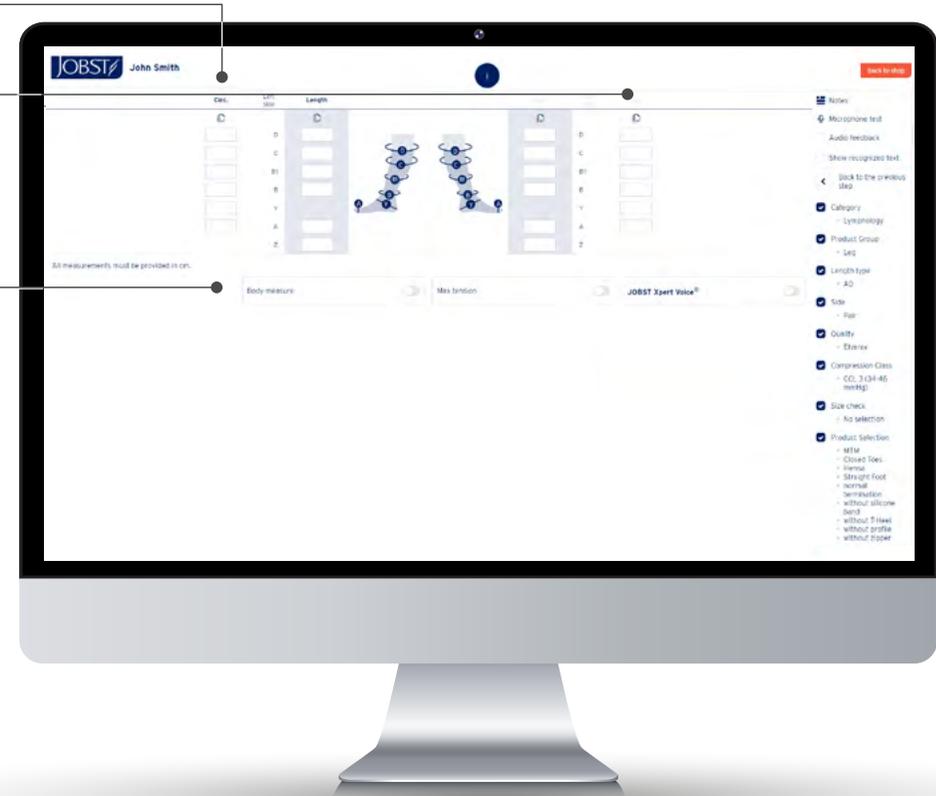
# How do you configure the **right JOBST product** for your **patient**?

## 3.7.1 Set up of the Measurement Input Screen

In the **measurement input screen**, circumference measurements can be entered in the columns circumference, body measure and max tension. Length measurements can be entered in the length column.

The columns length and circumference are mandatory fields that are needed for the processing of orders.

Body measure and max tension can be entered for your documentation purposes. These columns can be activated or deactivated through the toggle buttons at the bottom of the screen.

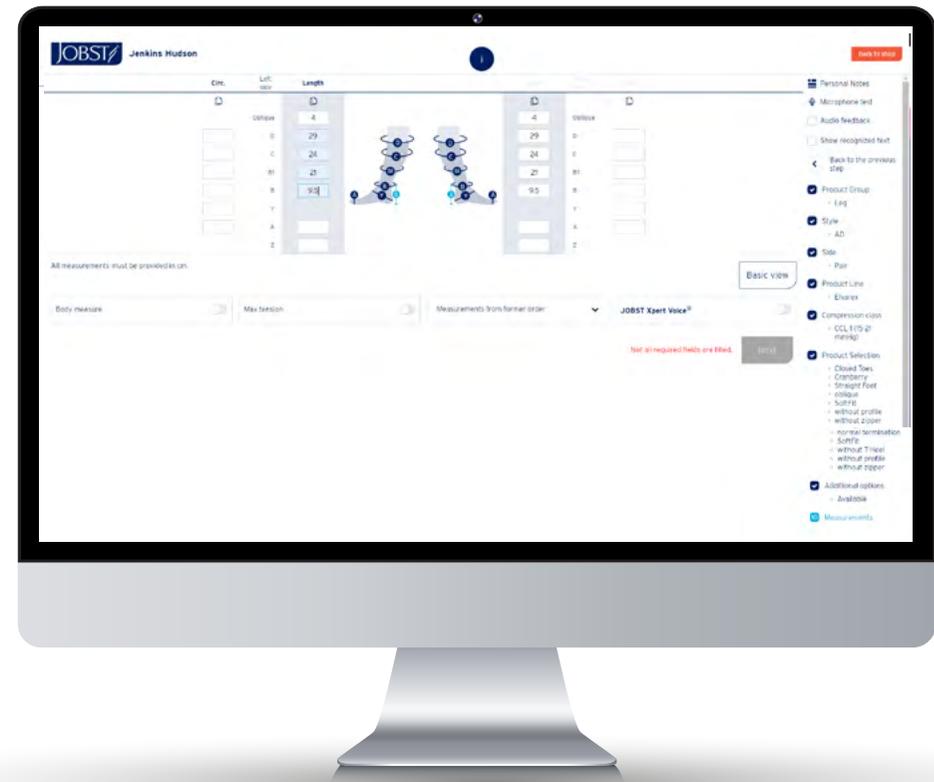


# How do you configure the **right JOBST product** for your **patient**?

## 3.7.2 Measurement Input Screen on desktop PC

When taking the measurements of your patient, you can enter them directly on the computer via the mouse and keyboard. You can also use the tab key to move from input field to input field.

When entering the measurements, the input field you selected will be displayed with a light blue border. In order to support you during the measuring process, the corresponding measurement position on the extremity is shown in light blue on the graphic, too.



# How do you configure the **right JOBST product** for your **patient**?

## 3.7.2 Measurement Input Screen on desktop PC

While measuring, you also have the option of calling up the measurement guidelines. To do this, first click in the corresponding input field and then on the blue info button.



# How do you configure the **right JOBST product** for your **patient**?

## 3.7.3 Measurement Input Screen on mobile devices

When capturing the measurements with a smartphone or tablet, turn it into landscape mode as the measurement input screen is optimized for this display option on the smaller screen.

If you click on the full-screen icon in the top right corner, this will freeze the view in landscape mode and it will not return to portrait mode even when the smartphone or tablet is rotated.

In the measurement input screen for mobile use, one side of the configuration is displayed. When you configure a pair or a pantyhose you may access the other side by swiping left or right or alternatively, clicking on the left or right arrow keys.

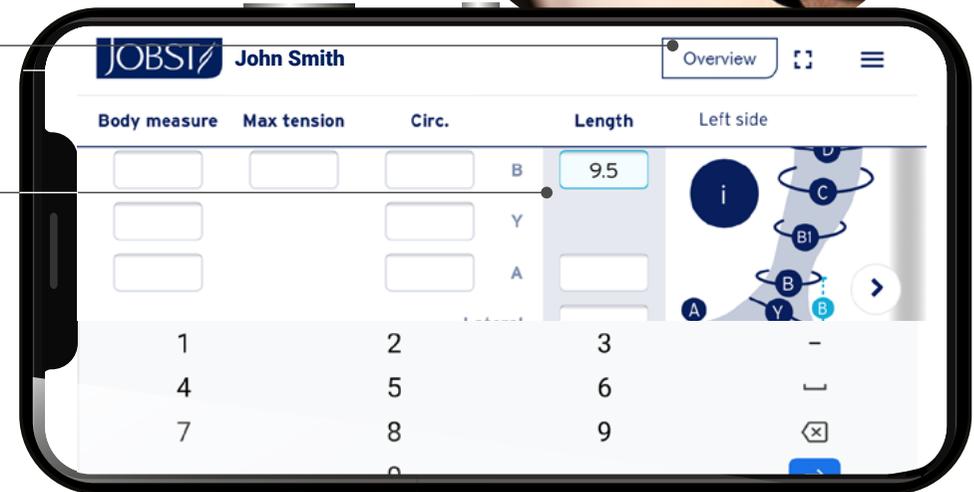


# How do you configure the **right JOBST product** for your **patient**?

## 3.7.3 Measurement Input Screen on mobile devices

Data can be entered in the mobile measurement input screen by touching in the respective measurement field. The device keyboard of your mobile device opens automatically.

As soon as you have entered all measurements, you can view all measurements at a glance using the "Overview" button in the top line of the screen.



# How do you configure the **right** JOBST product for your **patient**?

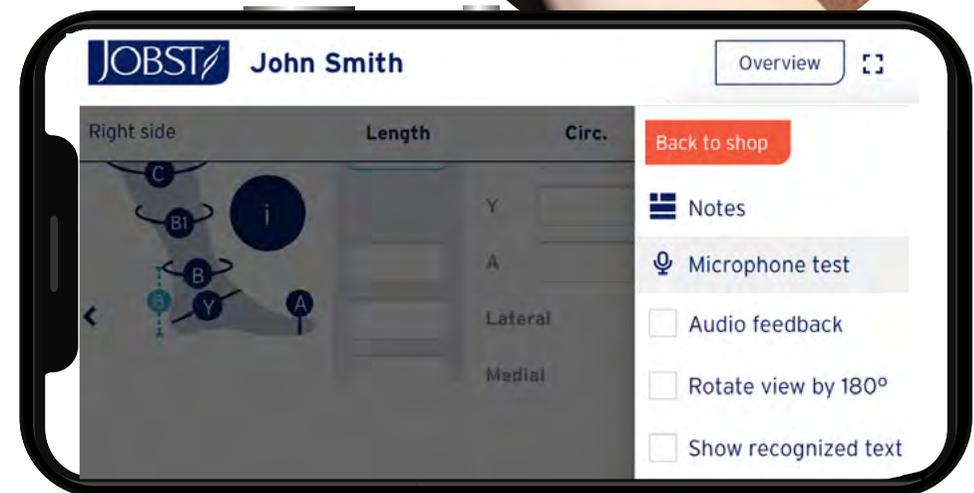
## 3.7.3 Measurement Input Screen on mobile devices

If you click on the menu icon at the top right, there will be several options:

- Using the “Back to shop” button, you can cancel the configuration at any time and return to the shop.
- You can save notes on the measurements, such as skin characteristics.
- You can rotate the display by 180 degrees. This is especially useful if you have turned your smartphone and the view is now upside down.
- You can view the steps to be taken in the configurator.

Once you have entered all measurements required to process your order, the Next button will become active by turning orange.

If you want to go back a step, you can do this using the navigation.

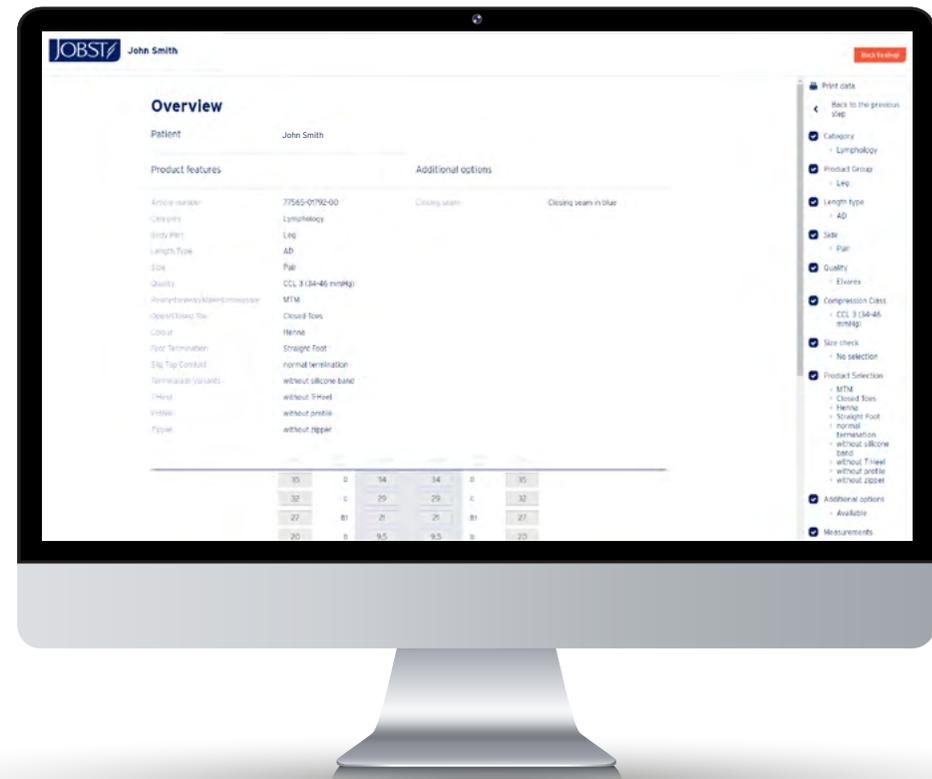


# How do you configure the **right JOBST product** for your **patient**?

## 3.8 Overview

In the last step, all the information is displayed at a glance. The overview page shows you the patient, the configured product properties and additional options, the comments you entered and the measurements with the notes. This content can be converted into a PDF using the **print** button and saved locally or printed out.

To process the order, click on **add to cart**. You are redirected to the patient cart.



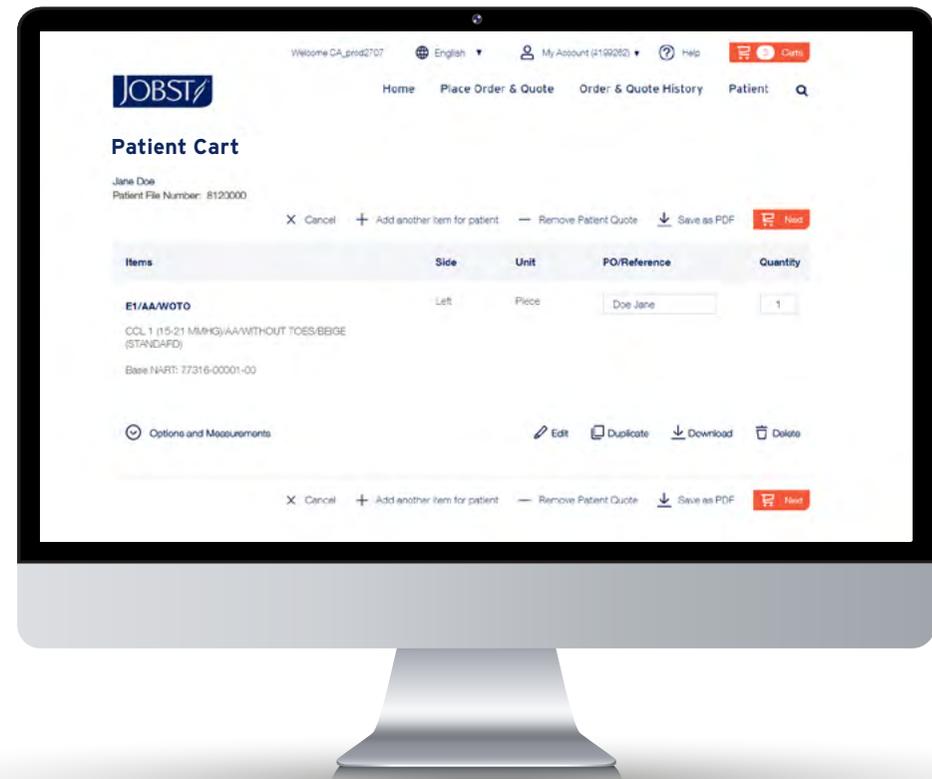
# How do you configure the **right JOBST product** for your **patient**?

## 3.8 Overview

You can now decide whether to add another product, update the ones that you already have in your cart or go to Checkout.

You can now edit, duplicate or download or delete products you already have in your cart.

-  Edit
-  Duplicate
-  Download
-  Delete





## 4. Checkout and request a quote

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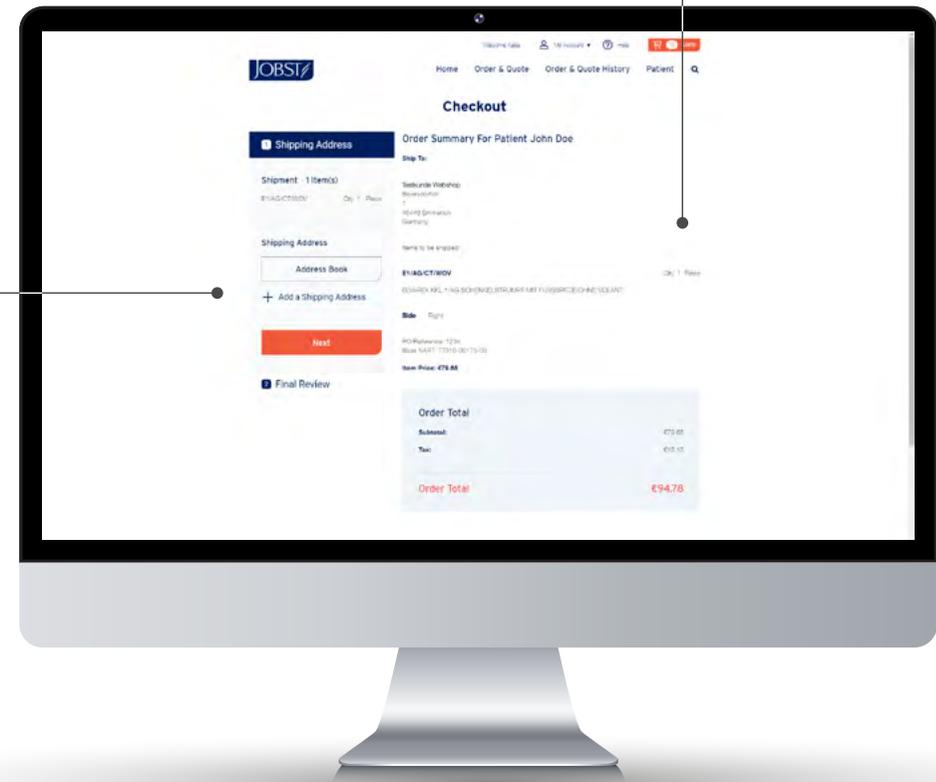
# 4. Checkout and request a quote

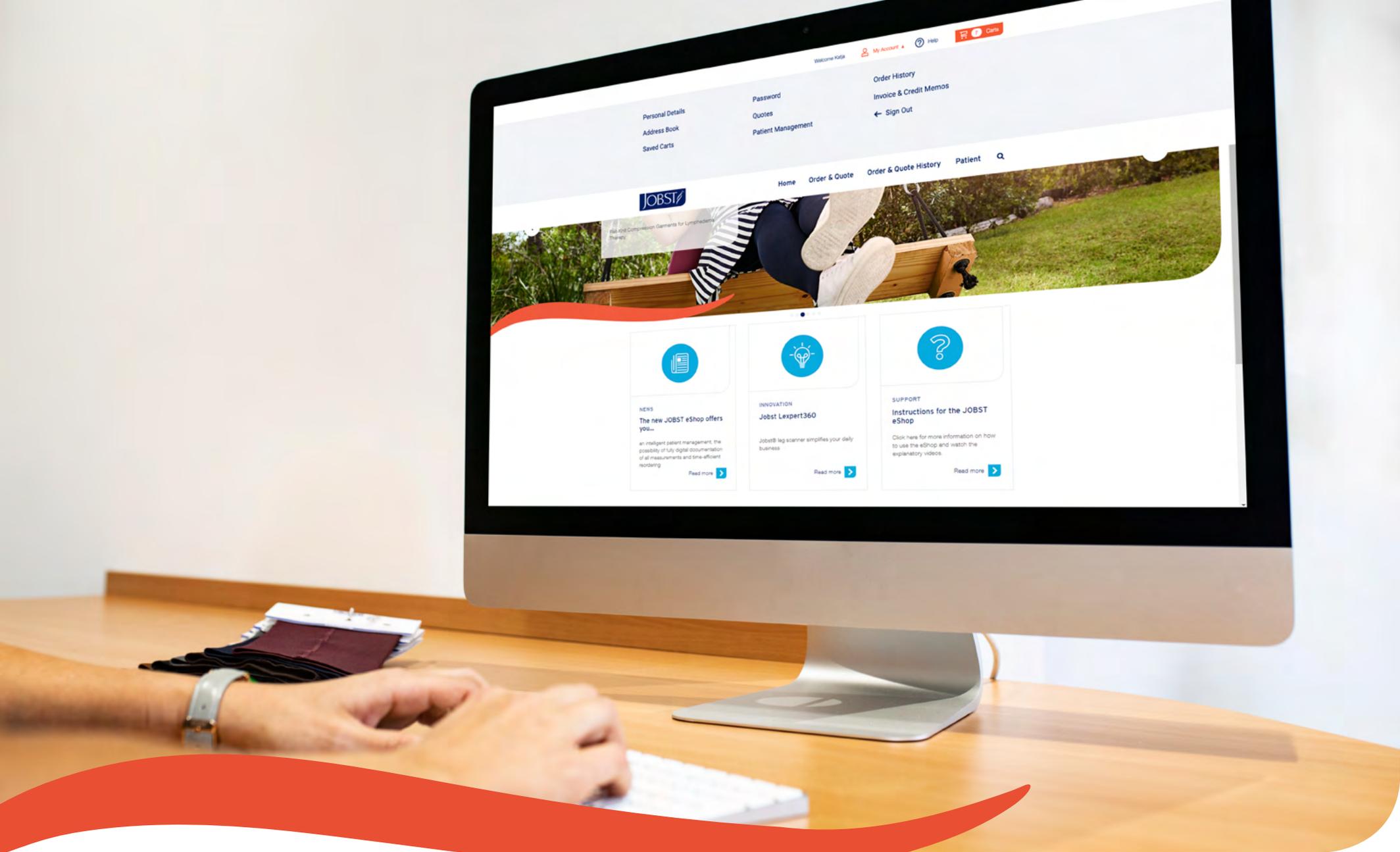
In point four, everything revolves around order completion and the request for a quote.

On the right side you can see all items in the overview. On the left side please enter a delivery address as the first step. You can select this from the address book or enter it once via Add delivery address.

In the second step, please agree to the terms and conditions and click on **Submit order**.

The difference between order processing and a request for quote is that the products are not yet put into production, but a quote is created, which you will receive by PDF.





## 5. My account

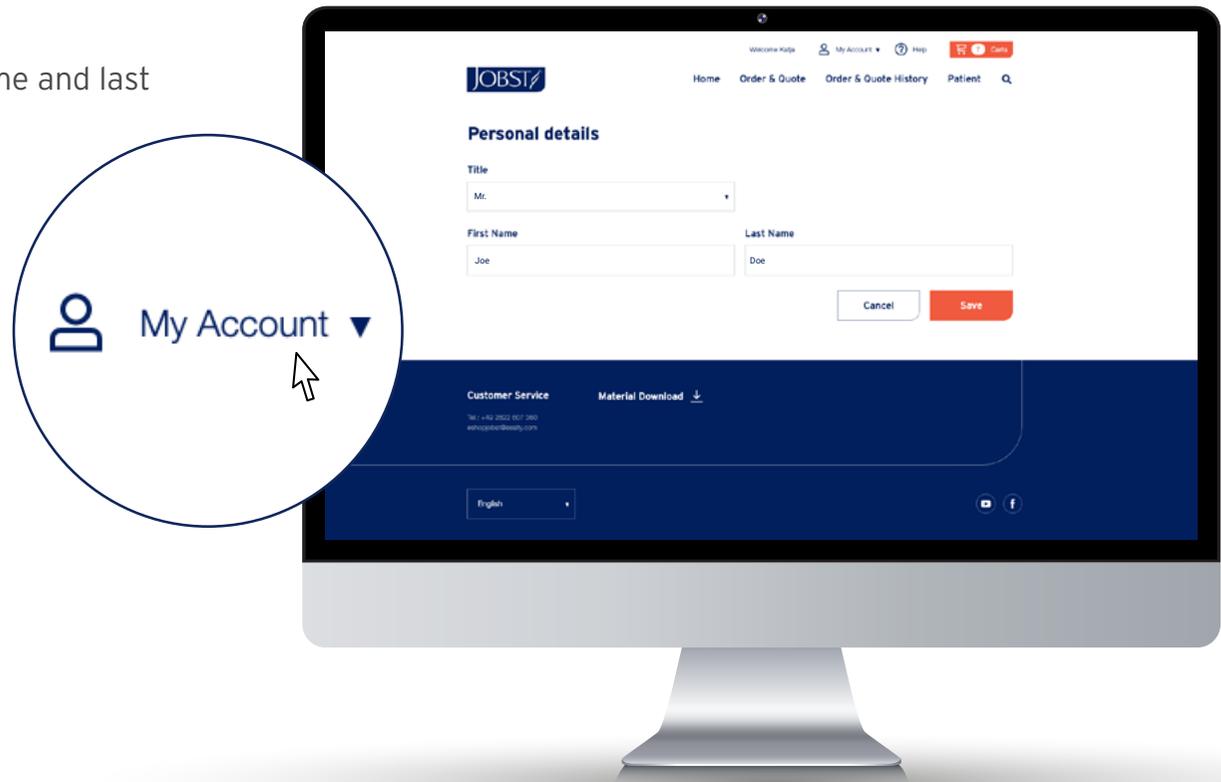
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# How to manage **your personal settings** and **data**?

Your account is marked with the following icon and you will find it in the top menu bar. Under the My Account section you can access your personal details, your password, your address book, your order and quote overview, your saved carts and your invoices and credit memos.

## 5.1 Personal Details

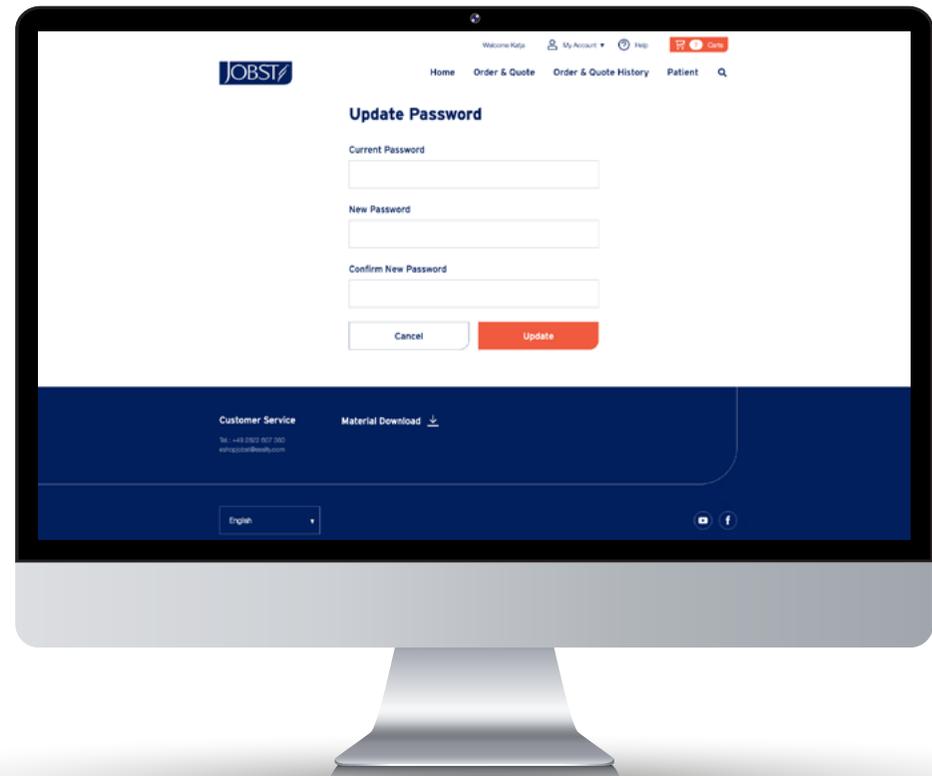
Under Personal details, manage your title, first name and last name.



# How to manage **your personal settings** and **data**?

## 5.2 Password

If you want to change your password, please go to Password under My Account and enter your old and a new password and click on Update.



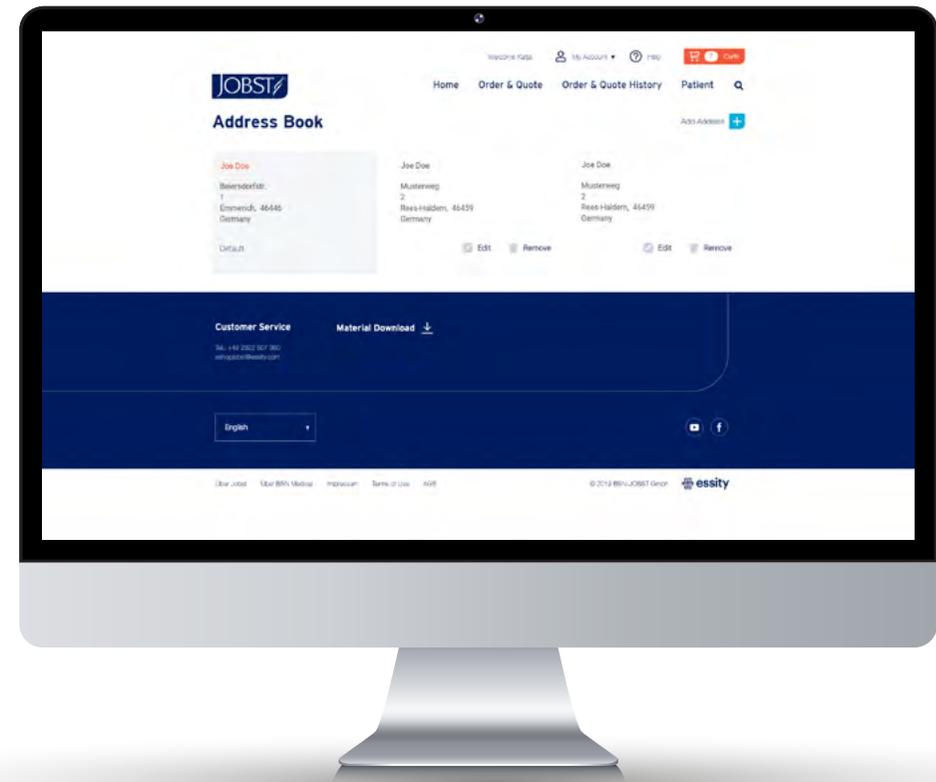
# How to manage **your personal settings** and **data**?

## 5.3 Address Book

Manage your addresses in the Address Book under My Account. Add addresses to use for future orders as the delivery and billing address. You can access these addresses in the order processing area.

Please note that all delivery addresses saved under your customer number are already created. The address you entered when registering is also already stored for you.

Use the additional addresses only for sending to your patients. Duplicate addresses lead to problems in delivery note and invoice creation as well as order processing.

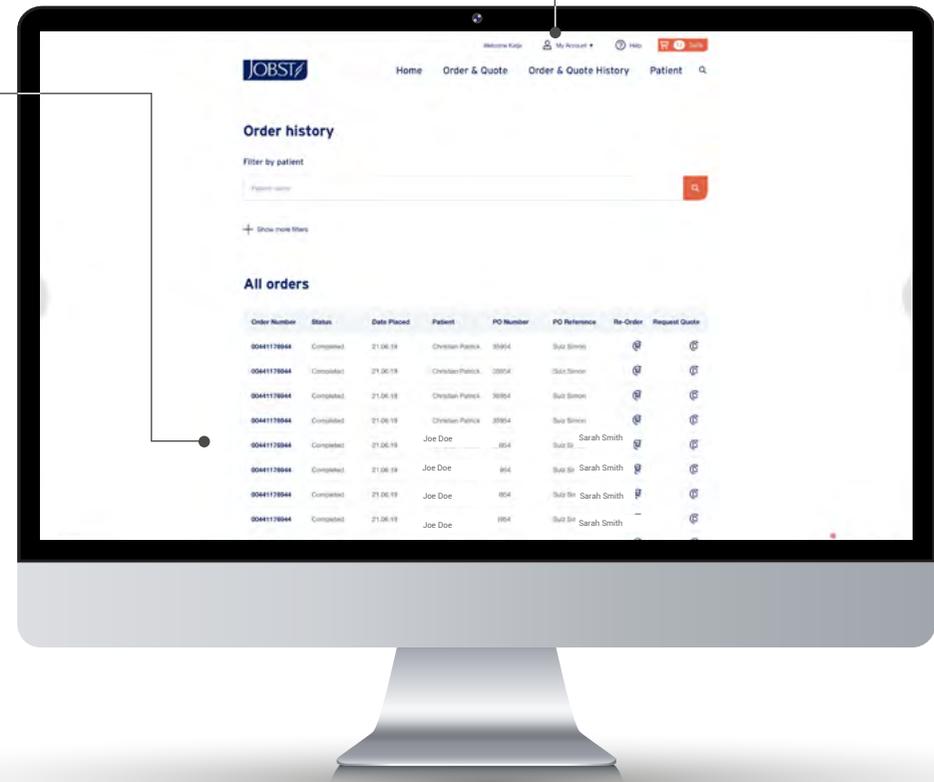


# How to manage **your personal settings** and **data**?

## 5.4 Order and Quote Overview

You can access the Order and Quote Overview via My Account or via the navigation.

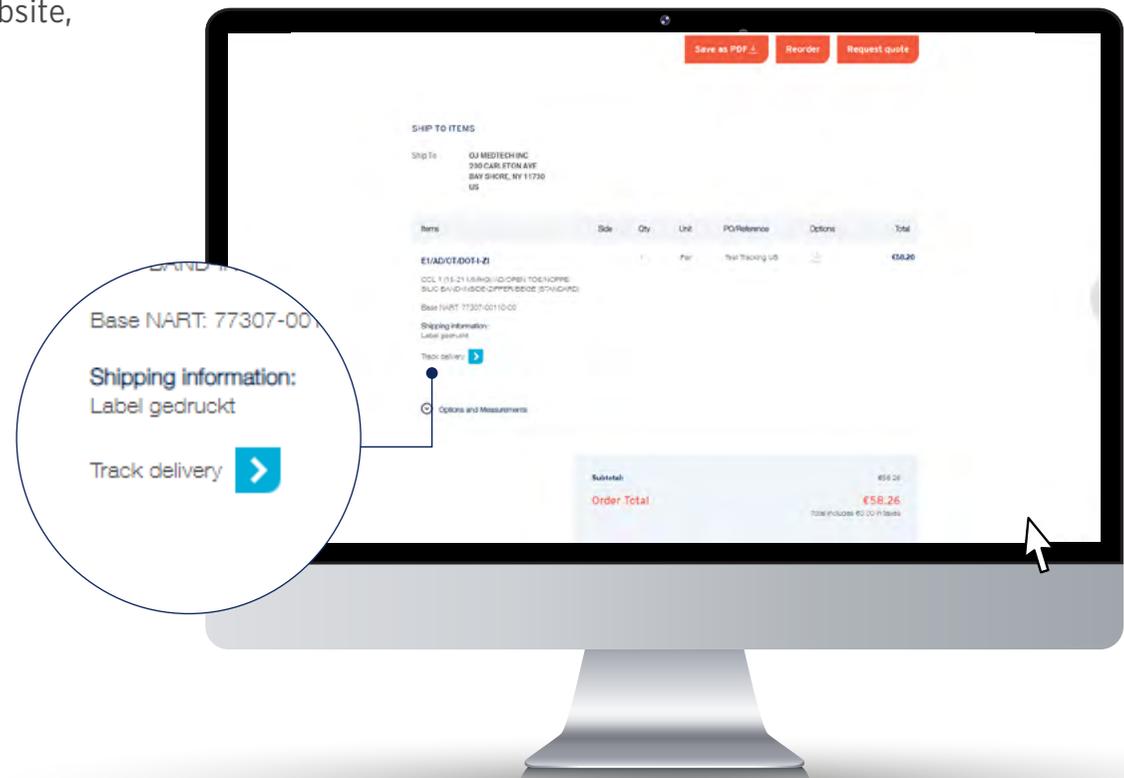
In the Overview all previous orders or previously requested quotes are listed in list form. Click on the JOBST order number to see further details. Here you can also find the link to Shipment tracking.



# How to manage **your personal settings** and **data**?

## 5.5 Shipment tracking

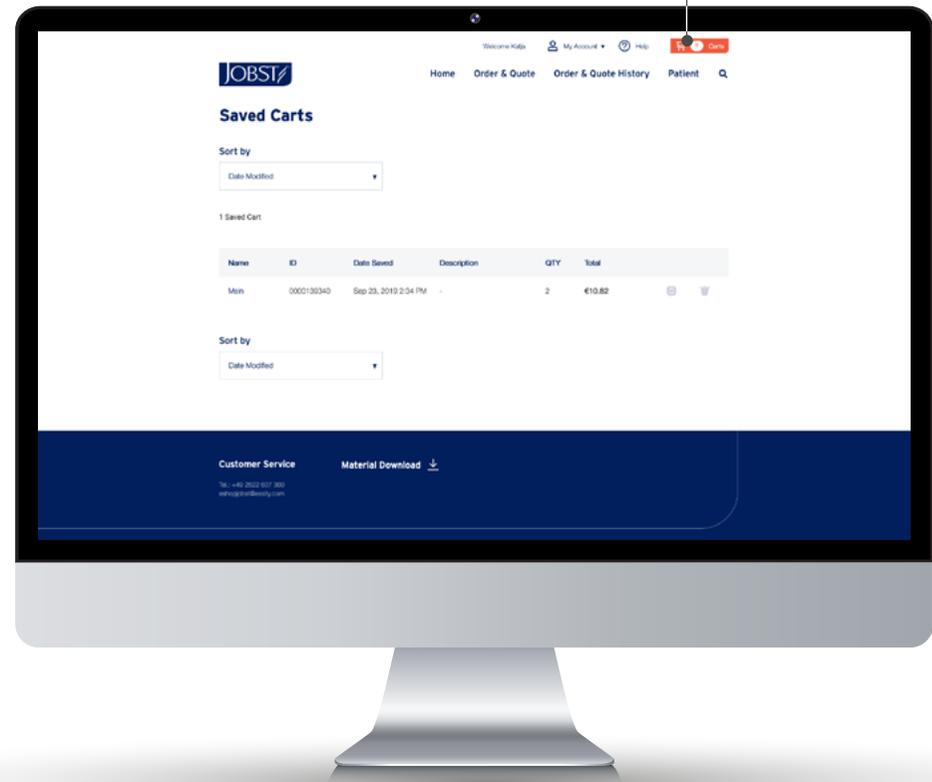
Track your delivery by selecting an active order from Order history. You will now see a **Track delivery** link and once you click it, you will be redirected to our delivery partner's website, where you will see the shipment status.



# How to manage **your personal settings** and **data**?

## 5.6 Carts/ Saved Carts

The Cart Overview gives you an overview of your patient carts and whether these are orders or requests for quotes.



# How to manage **your personal settings** and **data**?

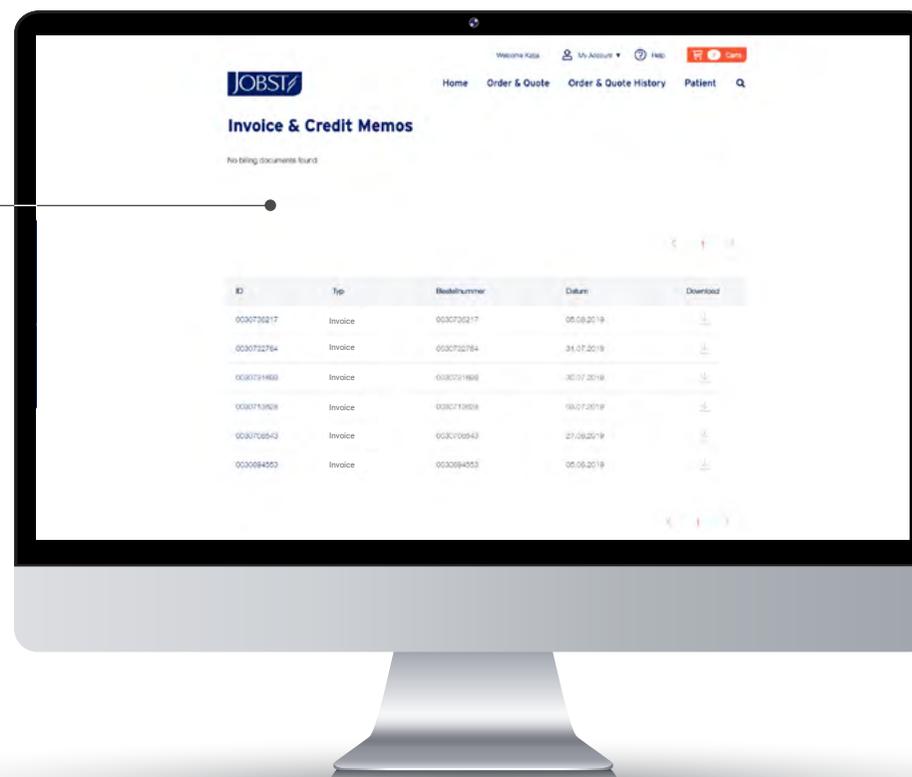
## 5.7 Invoice & Credit Memos

Under My Account Invoice and Credit Memos you can download the documents for the orders.

Please note that only the invoices/credit memos that are generally stored for your customer number are displayed.

Here we distinguish between the display of single and collective invoices as well as single and collective credit memos.

It is not possible to request or store any other documents for orders in the shop.



**Thank you for taking the time to read this manual.  
Visit the JOBST eShop at:**

<https://eshop.JOBST.com.au>



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an Essity brand

ESS0493 02/2022

PO Box 337, Mount Waverley,  
Victoria, Australia 3149

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[www.jobst.com.au](http://www.jobst.com.au)

**JOBST® Customer Service AU**  
T 1300 998 810 F 1300 998 820

**JOBST® Customer Service NZ**  
T 0508 998 810 F 0508 998 820

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