



Online Store User Guide

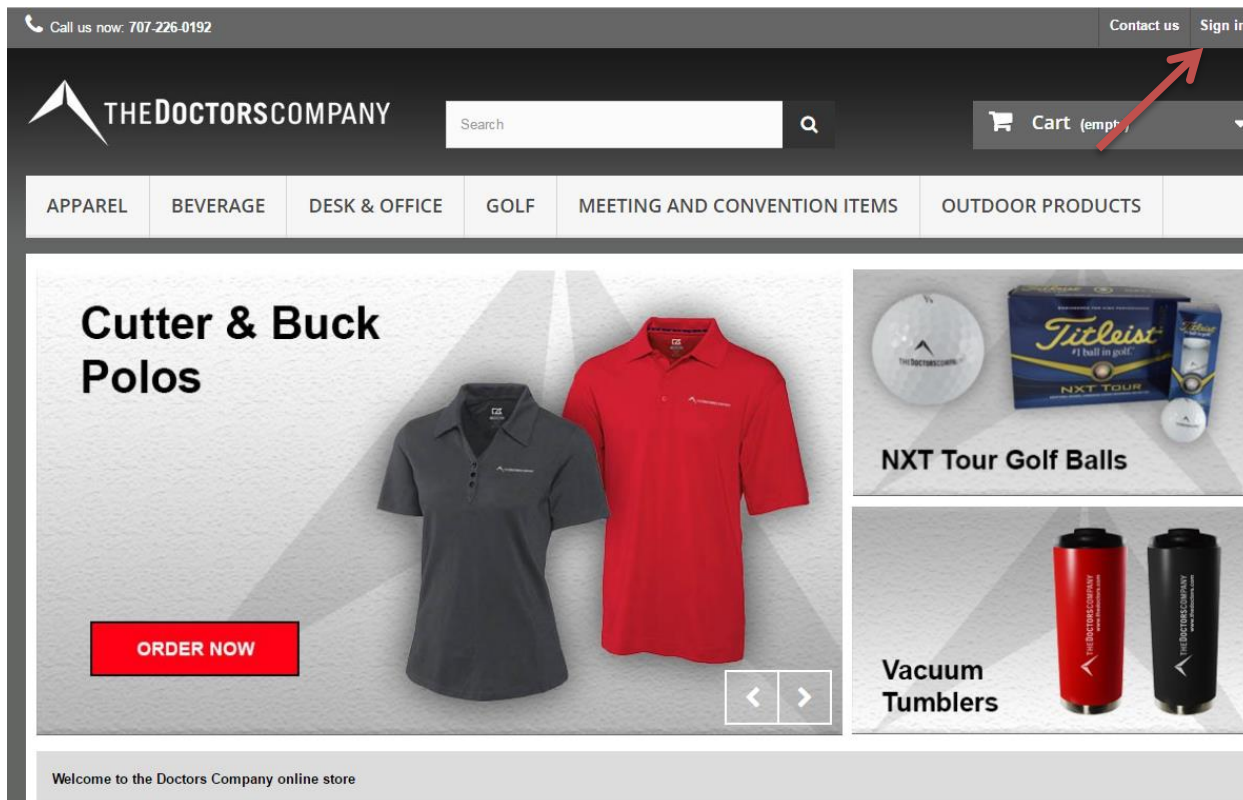
For questions or additional help, you may send an email to tdccompanystore@thedoctors.com or you may contact Shelley Carlson (extension 1192). We want to ensure your experience with using our website is both easy and productive.

Welcome to **The Doctors Company** online store. While **The Doctors Company** online store operates like all other shopping carts you're familiar with and have used, we did want to take a moment to highlight some of the areas you may find particular useful.

In the event you need to check something on your account, and you do not wish to order any product, you can go to the online store at the following address:

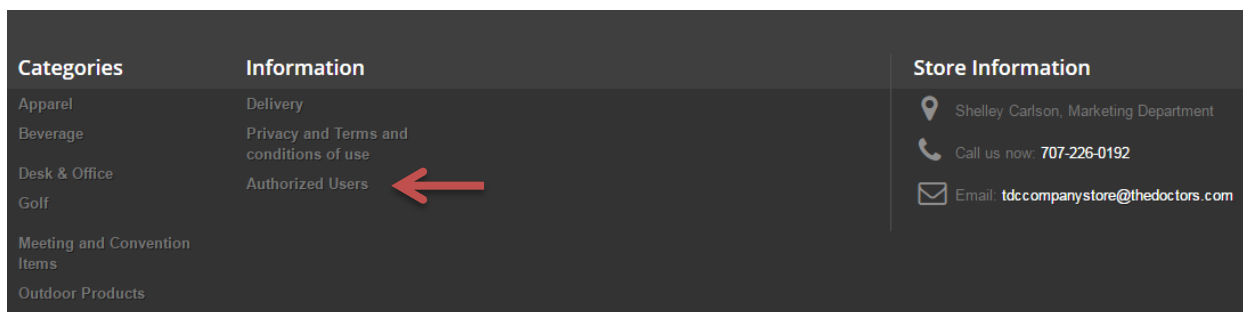
<http://shopsuttersmill.com/thedoctors/index.php>

Once there you'll notice in the upper right hand corner the following: **Sign in**



Here, you would enter your email/password combination, then click **Sign In**

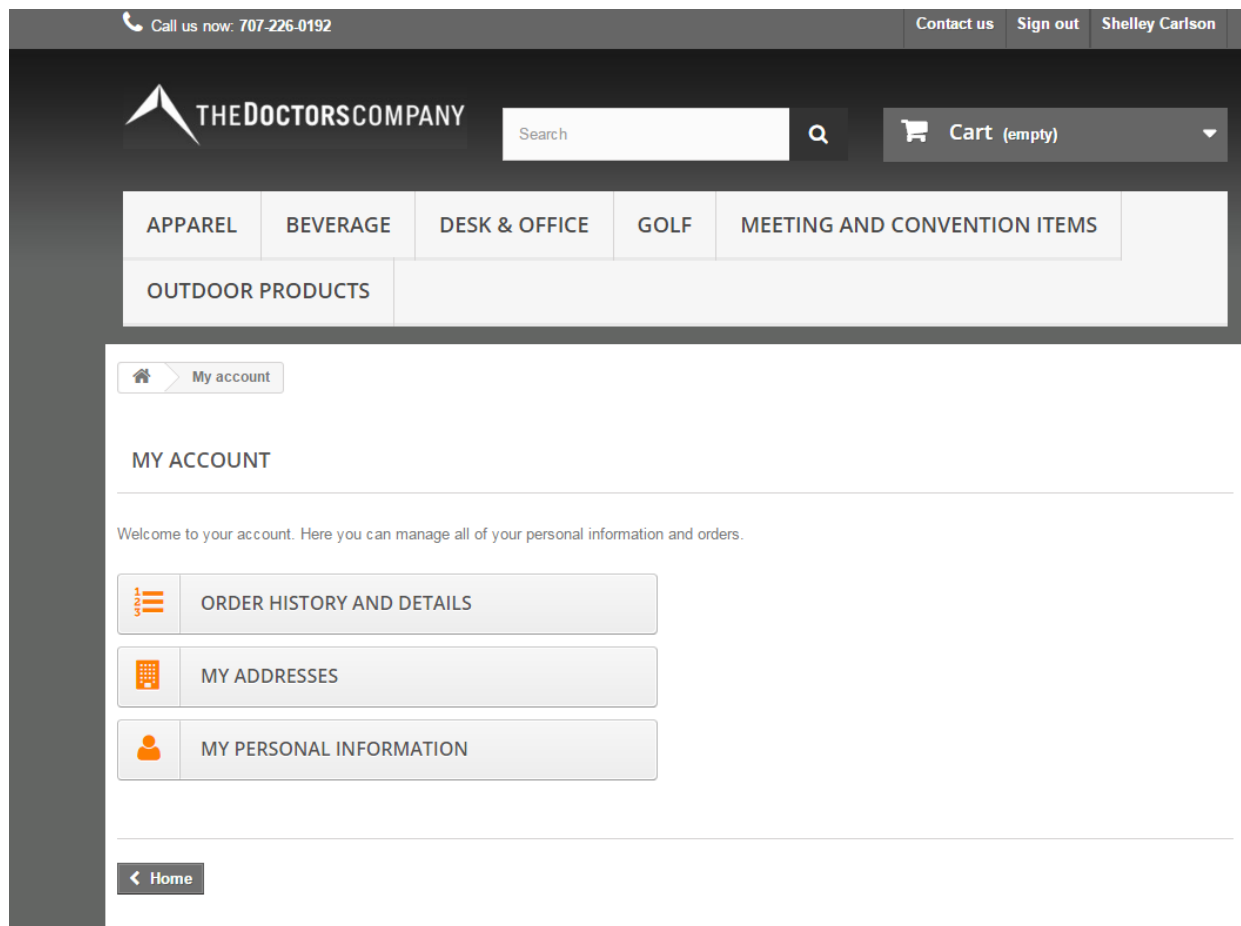
If you do not have an account, please select the "Authorized Users" tab at the bottom of the page to find out who the authorized user is in your region.



Once you have correctly entered your email/password combination, you will be taken to your own specific user account. You will see the screen shown below. This screen will give you a number of different options that you can explore.

We're going to focus on three specific areas of this screen:

1. Order History and Details
2. My Addresses
3. My Personal Information



Order History and Details

When you click on “Order History and Details”, it provides you exactly that – history and details of your specific orders such as date, price and status. You also have the option to view the details of the order in the browser and view/print the invoice.

Call us now: 707-226-0192 | Contact us | Sign out | Shelley Carlson

THE DOCTORS COMPANY | Search | Cart (empty)

APPAREL | BEVERAGE | DESK & OFFICE | GOLF | MEETING AND CONVENTION ITEMS | OUTDOOR PRODUCTS

My account > Order history

ORDER HISTORY


Here are the orders you've placed since your account was created.

Order reference	Date	Total price	Payment	Status	Invoice	
VQLOEPJWR	03/21/2016	\$25.00	Submit Order	Shipped	-	Details >
000000592	01/29/2016	\$102.00	Submit Order	Shipped	PDF	Details >
000000583	01/05/2016	\$190.90	Submit Order	Shipped	PDF	Details >
000000582	01/05/2016	\$749.00	Submit Order	Shipped	PDF	Details >
000000581	01/05/2016	\$337.50	Submit Order	Shipped	PDF	Details >
000000572	12/15/2015	\$34.00	Submit Order	Shipped	PDF	Details >
000000569	12/08/2015	\$1,247.50	Submit Order	Shipped	PDF	Details >
000000566	12/02/2015	\$34.00	Submit Order	Shipped	PDF	Details >

Items: 23 | Unread: 1 | Online with Microsoft Exchange | 100%

Clicking on the “Details” button reveals the details of your specific order as shown below:

Order Reference VQLOEPJWR - placed on 03/21/2016

Carrier UPS
Payment method Submit Order
 Download your invoice as a PDF file.

FOLLOW YOUR ORDER'S STATUS STEP-BY-STEP

Date	Status
03/23/2016	Shipped
03/21/2016	Processing Order
03/21/2016	Preparation in progress

Click the following link to track the delivery of your order

<http://wwwapps.ups.com/etracking/tracking.cgi?TypeOfInquiryNumber=T&InquiryNumber1=1Z2XF8530342072479>

DELIVERY ADDRESS (NAPA HQ)	INVOICE ADDRESS (NAPA HQ)
Shelley Carlson The Doctors Company 185 Greenwood Road Napa, California 94558 United States	Shelley Carlson The Doctors Company 185 Greenwood Road Napa, California 94558 United States


Under the “Follow Your Order’s Status Step-By-Step” section, you will notice two things:

1. The status of your order. Where it is in the process. This order shows that it has “Shipped”.
2. A link that provides the tracking information for that order. Click on the link, and you’ll be taken to the UPS website to track your package.

If you click on the PDF icon under “Invoice”, you are able to save or print a copy of the invoice for your records. See the invoice example on the next page.

ORDER HISTORY

Here are the orders you’ve placed since your account was created.

Order reference	Date	Total price	Payment	Status	Invoice	
VQLOEPJWR	03/21/2016	\$25.00	Submit Order	Shipped	-	Details >
000000592	01/29/2016	\$102.00	Submit Order	Shipped	 PDF	Details >



Example of Order Invoice



01/29/2016
#IN005595

Delivery Address

Doctors
2249 W Fairmont Dr
Tempe, 85282
United States
602-437-5550

Shay o'neil
7777 north tempe lane
phoenix, Arizona 87122
United States

Billing Address

Donna Nobida
The Doctors Company
185 Greenwood Road
Napa, California 94558
United States

Invoice Number	Invoice Date	Order Reference	Order date
#IN005595	01/29/2016	000000592	01/29/2016

Reference	Product	Tax Rate	Unit Price (Tax excl.)	Qty	Total (Tax excl.)
DC-MCK01263-CHAR-XL	Men's Championship Polo - Sizes : 4 - XL, Color : Charcoal		\$34.00	1	\$34.00
DC-LCK08541-B LACK-L	Women's Championship Polo - Color : Black, Sizes : 3 - Large		\$34.00	1	\$34.00
DC-LCK08541-C HAR-L	Women's Championship Polo - Color : Charcoal, Sizes : 3 - Large		\$34.00	1	\$34.00

Payment Method	Submit Order	\$102.00
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Total Products	\$102.00
Shipping Cost	Free Shipping
Total (Tax excl.)	\$102.00
Total	\$102.00

My Addresses

When you are logged into your account, you have the option here to click on “My Addresses” and add additional addresses to your account. This can save you time if you are going to be shipping to a specific address a number of times instead of entering an address every time you order.

To enter a new shipping address, merely click on the green “Add a New Address” button at the bottom of the page and fill out the information.

<p>GYTAHNNA LOFFGREN</p> <hr/> <p>Gytahna Loffgren The Doctors Company 185 Greenwood Road Napa, California 94558 United States</p> <p>Update > Delete ✕</p>	<p>LAKE OSWEGO OFFICE</p> <hr/> <p>Peggy Rutherford The Doctors Company 5885 Meadows Road Suite 300 Lake Oswego, Oregon 97035 United States</p> <p>Update > Delete ✕</p>
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[Add a new address >](#) 

[< Back to your account](#) [< Home](#)

Make sure you fill out all of the fields with asterisks, and hit the “Save” button when you are finished. You will then be able to select this address when you are ordering.


Home phone **

Additional information

Mobile phone **

You must register at least one phone number.

Please assign an address title for future reference. *

[Save >](#) 

My Personal Information

When you are logged into your account, you have the option here to click on “My Personal Information” and update your personal data. For example, to change your password, you would enter your current password in the respective field, then enter your new password in the new password field and confirm it. Make sure to click on the “Save” button when you are finished and your personal account information will be updated.

Social title
 Mr. Ms. Miss Unknown King

* **First name**

* **Last name**


* **E-mail address**

Date of Birth

* **Current Password**

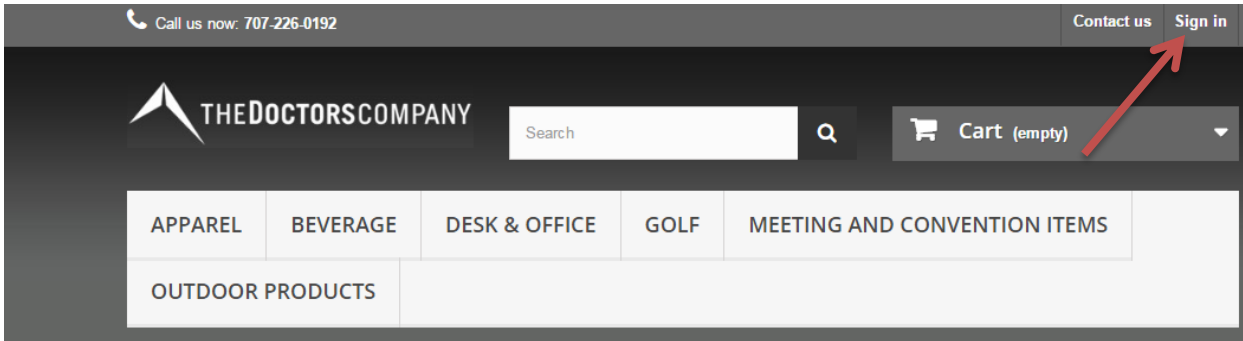
New Password

Confirmation

Save > 

Forgot Password

If at any time you forget your password, click on “Sign In” in the upper right hand corner of the home page.





You will be taken to the “Authentication” page. Enter your email address and click on the “Forgot your password?” link.


AUTHENTICATION


ALREADY REGISTERED?


Email address

Password

[Forgot your password?](#) 

 **Sign in**

You will be taken to the “Forgot Your Password?” page. Enter your email address again and click on the green “Retrieve Password” button.

FORGOT YOUR PASSWORD?

Please enter the email address you used to register. We will then send you a new password.

Email address

[< Back to Login](#)

You will receive the message below. Check your email for your new password and select the grey “Back to Login” button. Enter your email and your new password.

[Home](#) > [Authentication](#) > [Forgot your password](#)

FORGOT YOUR PASSWORD?

A confirmation email has been sent to your address: Shelley.Carlson@thedoctors.com

[< Back to Login](#)

For questions or additional help, you may send an email to tdccompanystore@thedoctors.com or you may contact Shelley Carlson (extension 1192). We want to ensure your experience with using our website is both easy and productive.