



△ 2867

2535
070

8143
BRAIN DOWNLOAD

4988

MODEL:428

GMB

△ 5320

7239
572

USER MANUAL HERAEUS MEDEVIO CUSTOMER PORTAL

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Access your data



[Order History/ Invoices](#)



[My Account](#)

Helpful information



[Tips and hints](#)

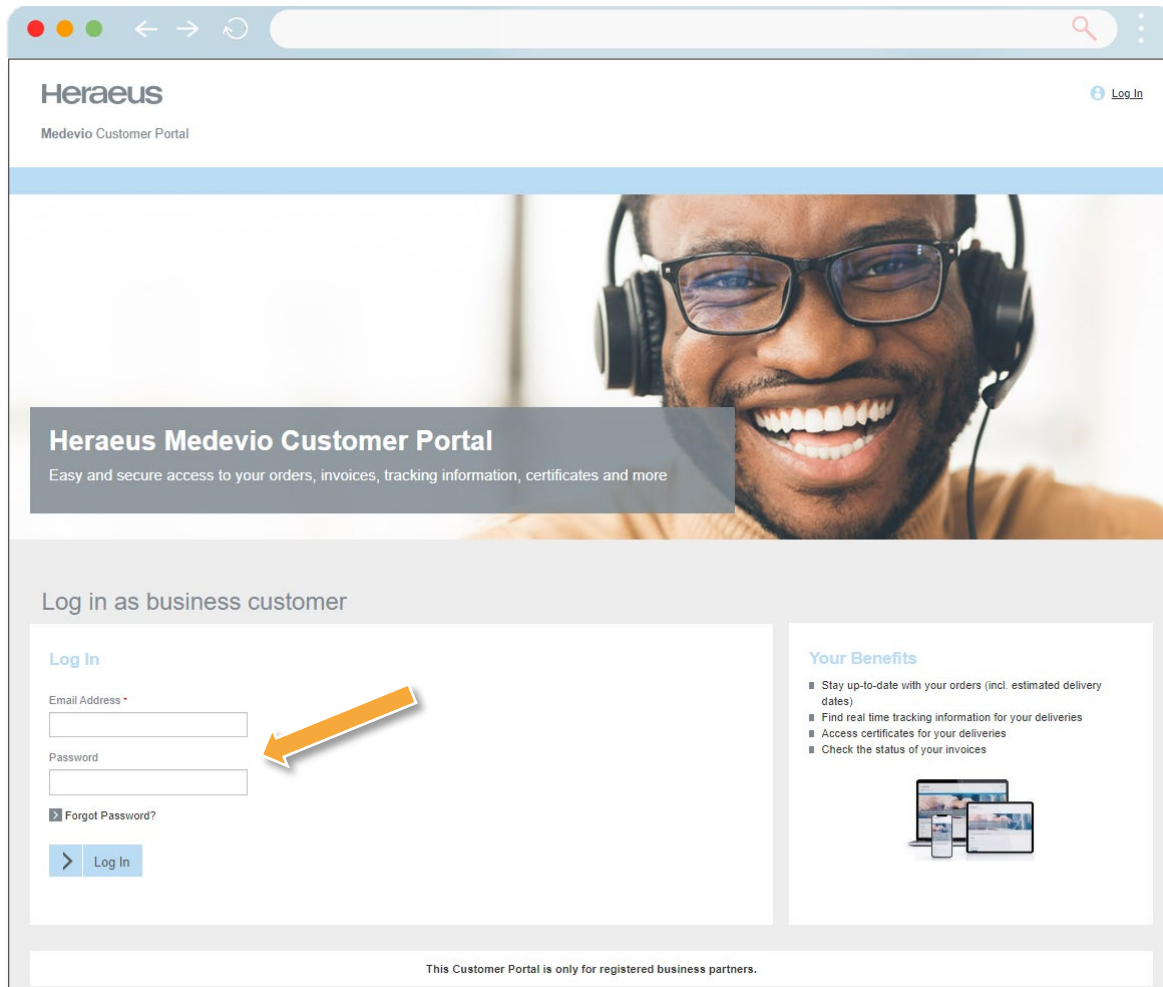


[Contact](#)



You can click on the headlines to access the section in the manual

HOW TO LOGIN TO THE HERAEUS MEDEVIO CUSTOMER PORTAL



Heraeus
Medevio Customer Portal

Log In

Heraeus Medevio Customer Portal

Easy and secure access to your orders, invoices, tracking information, certificates and more

Log in as business customer

Log In

Email Address *

Password

Forgot Password?

> Log In

Your Benefits

- Stay up-to-date with your orders (incl. estimated delivery dates)
- Find real time tracking information for your deliveries
- Access certificates for your deliveries
- Check the status of your invoices

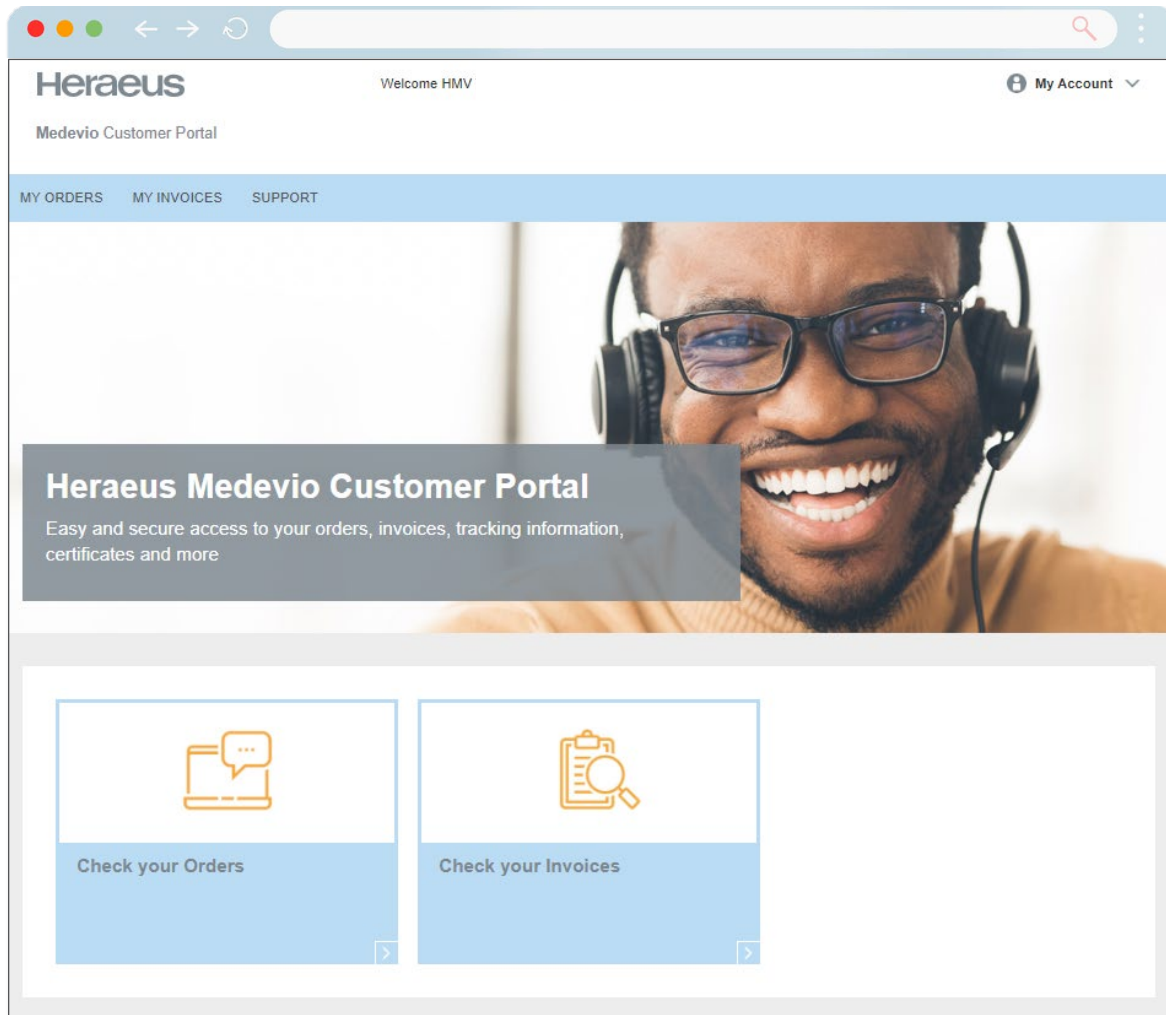
This Customer Portal is only for registered business partners.

How to get started with the [Heraeus Medevio Customer Portal](#) in a few simple steps:

- Access the Customer Portal if you click [here](#).
- You should have received your **login credentials** (email address and initial password) via a separate email. Fill out the email address and password and click the „Log In“ button to access the Customer Portal. Upon your first time signing in you will be asked to change your password.
- If you **forgot your password** you can request a new one via the „Forgot Password?“ button.
- **Note:** Passwords need to contain at least one upper and lower case letter, one number and be at least eight characters long.
- If you do not have received your login credentials yet, please **get in touch with your dedicated sales or customer service representative**.



HOMEPAGE | KEY FUNCTIONALITIES OF THE CUSTOMER PORTAL

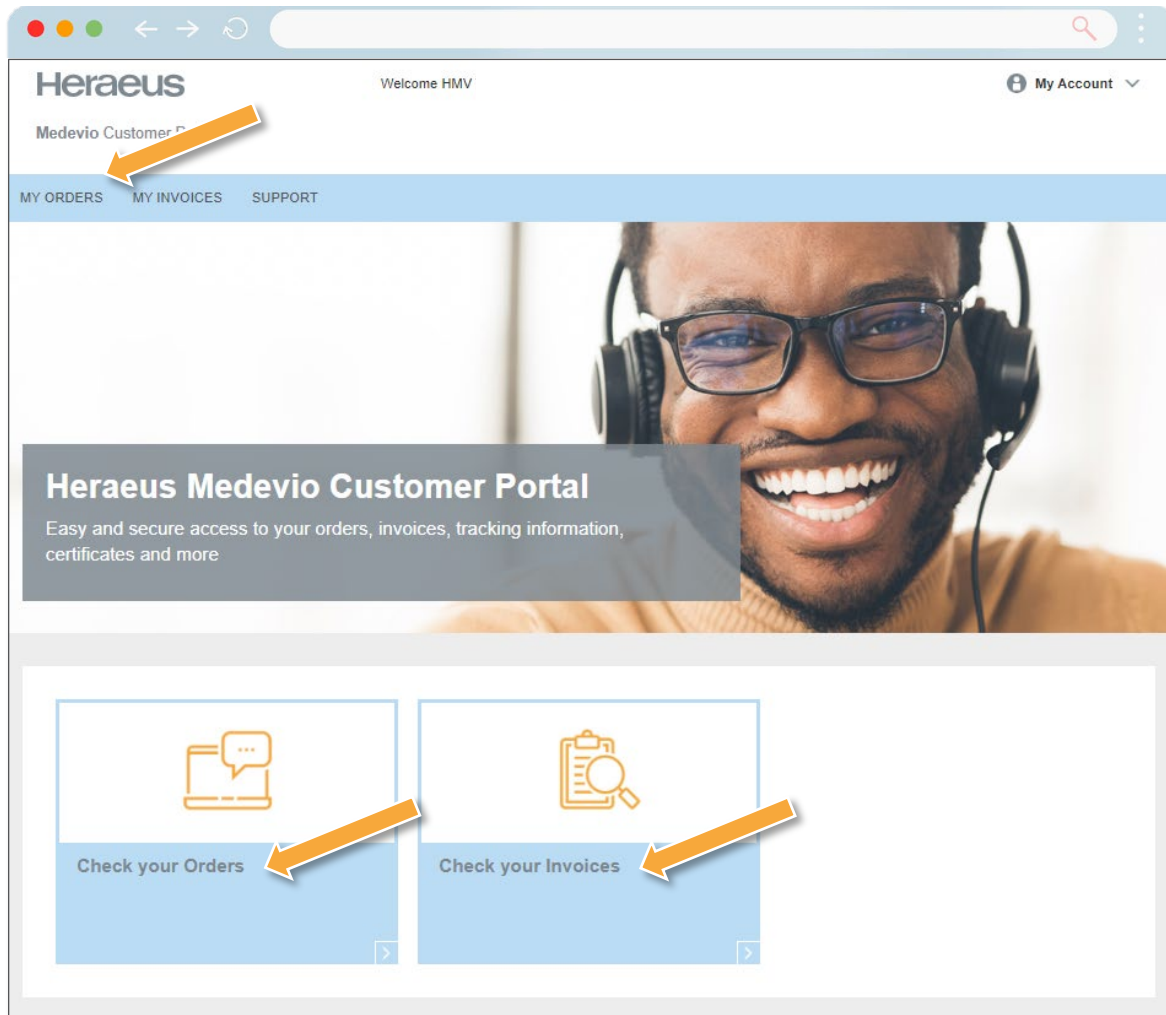


After successful login, the Heraeus Medevio Customer Portal provides many **value-adding features** that you can access via the Homepage:

- **My Orders:** Quickly find information about your **current** or **historic orders**, review past orders and see the **order status**.
- **My Invoices:** View your **invoices** and see the invoice status.
- **Support:** Get in touch with our **customer service** team regarding a general inquiry or a specific question, e.g. on your order.
- **My Account:** You are provided with **account details**, like personal details, payment addresses and delivery addresses. Furthermore you are able to **change** your current **password** and see an overview of **colleagues**.



ACCESS YOUR ORDERS AND INVOICES

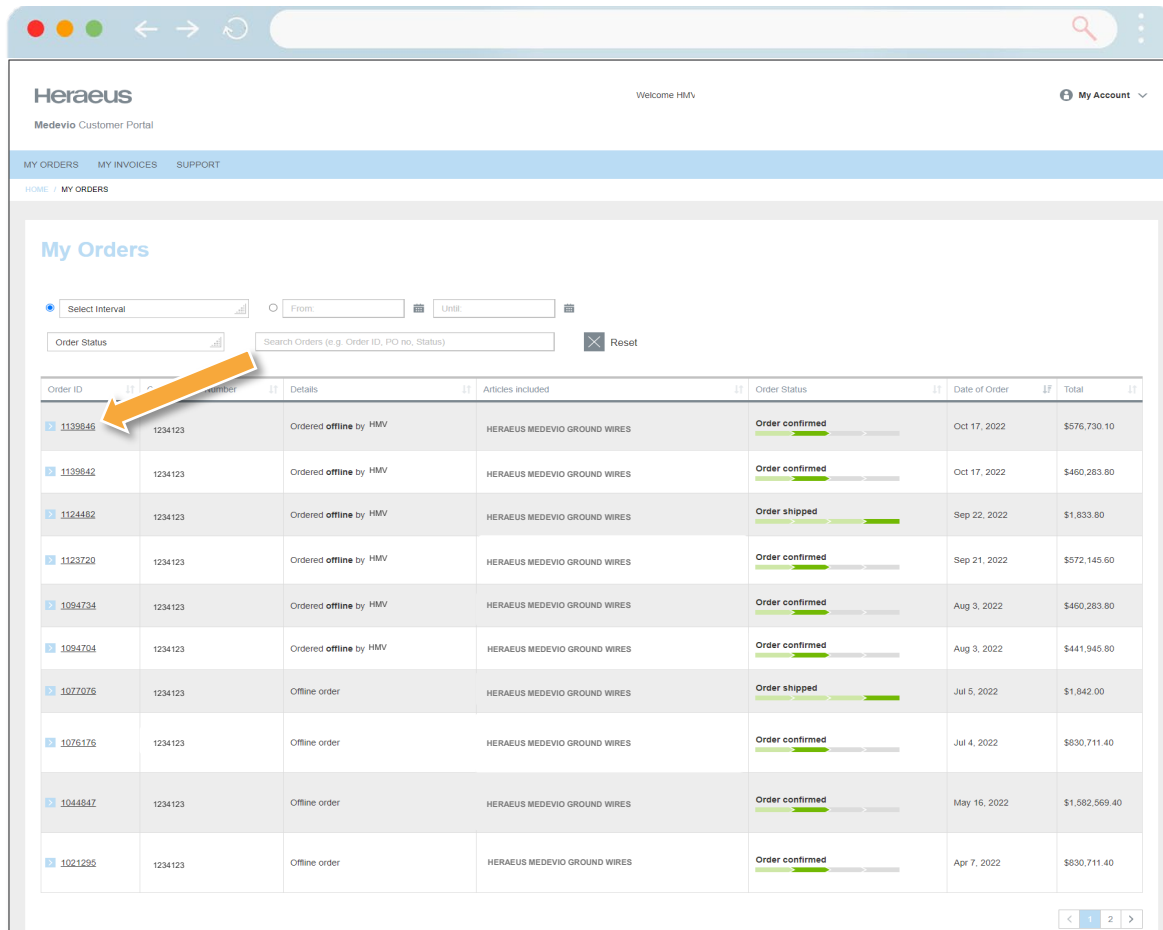


If you want to see past invoices or review orders, just click on the buttons **“Check your Orders”** or **“Check your Invoices”** in the center of the homepage or choose either the **“My Orders”** tab or **“My Invoices”** tab in the navigation bar in the header:

- **Order Details:** Once an order was placed it will appear in the order details page. There you can see the order status and download the order confirmation by clicking on the individual order.
- **Invoice Details:** View, search for and download invoices from past orders.



MY ORDERS – OVERVIEW



The screenshot displays the 'My Orders' section of the Heraeus Medevio Customer Portal. At the top, there are navigation links for 'MY ORDERS', 'MY INVOICES', and 'SUPPORT'. Below this, a search bar allows filtering by 'Order Status' and 'Search Orders (e.g. Order ID, PO no. Status)'. A table lists the following orders:

Order ID	Order Reference	Details	Articles Included	Order Status	Date of Order	Total
1139846	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Oct 17, 2022	\$576,730.10
1139842	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Oct 17, 2022	\$460,283.80
1124482	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order shipped	Sep 22, 2022	\$1,833.80
1123720	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Sep 21, 2022	\$572,145.60
1094734	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Aug 3, 2022	\$460,283.80
1094704	1234123	Ordered offline by HMV	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Aug 3, 2022	\$441,945.80
1077076	1234123	Offline order	HERAEUS MEDEVIO GROUND WIRES	Order shipped	Jul 5, 2022	\$1,842.00
1076176	1234123	Offline order	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Jul 4, 2022	\$830,711.40
1044847	1234123	Offline order	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	May 16, 2022	\$1,582,569.40
1021295	1234123	Offline order	HERAEUS MEDEVIO GROUND WIRES	Order confirmed	Apr 7, 2022	\$830,711.40

- In the **“My Order”** section you are provided with an overview of your currently running and historic orders. You have the possibility to filter the orders by specific criteria like **time period** and **order status**.
- You can see an overview of your **Order ID**, your **order reference**, **who it was ordered by**, the **status**, the **date of the order** as well as the **amount**.
- If you want to look at a specific order, you can simply click on the **Order ID**.

ORDER DETAILS PAGE – PART I

Order Details

Order ID: 1234567
 Customer PO Number: 1234345
 Date of Order: Jul 5, 2022
 Sold by: HMCRC - Medevio Costa Rica

Payment Method
 Invoice
 Total Net Amount: \$1,842.00
 Payment Term: within 14 days 1% cash discount, within 30 days Due net

Delivery Address
 HMV
 Heraeusstraße 12-14
 63450 Hanau
 Germany
 Incoterms: EXW Cartago

Payment Address
 HMV
 Heraeusstraße 12-14
 63450 Hanau
 Germany

[Service Request](#)

Current Order Status

Order placed → Order confirmed → Order In Progress → **Order shipped**

Item	Article	Price Type	Amount	Price/Unit	Total
0010	HERAEUS MEDEVIO GROUND WIRES	List price	10.000 PC	\$184.20 / ST	\$1,842.00

Est. Delivery Date: Jul 31, 2022
 Goods issued Date: Jul 26, 2022
 Order Status: **Shipped**
[Shipment information](#)
 Tracking No.: #000000000

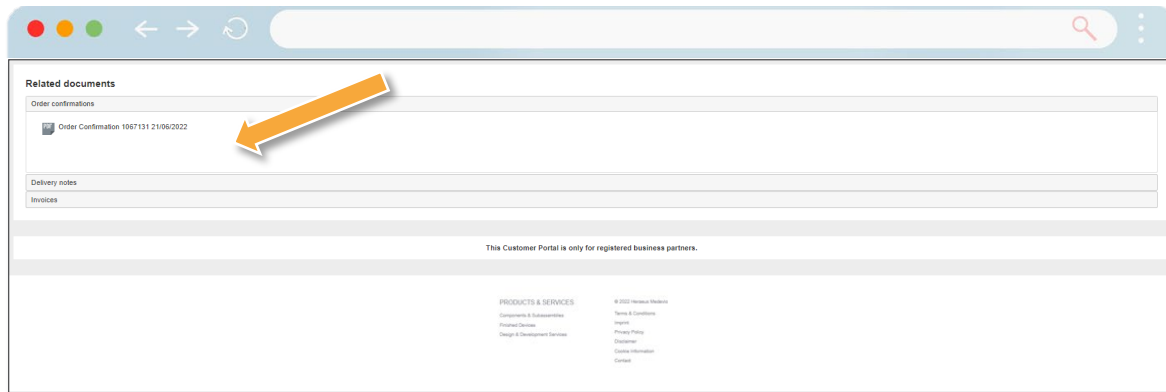
[Back to overview](#)

Final Summary

Total Amount: **\$1,842.00**
 VAT excluded

- After clicking on the Order ID you will be provided with more details to a specific order, like **payment method**, the **payment terms**, the **Incoterms**, **Delivery**, or **payment address**.
- In the **Order Details** you can see **ordered article** or **articles**, the **price type**, the **amount**, the **price per unit** as well as the **total**. Furthermore, you can see your **requested delivery date**, the **estimated delivery date**, the **goods issued date**, the **order status** as well as **shipment information**.
- If the provider offers a tracking opportunity, you can click on it and it will lead you directly to the logistics provider **shipment tracking page**.
- By clicking on the **“Service Request”** button, you can send us your inquiry which will be directly send to the Medevio Customer Service.

ORDER DETAILS PAGE – PART II



- Review **order-related documents** like the **order confirmation**, the **delivery note**, the **invoice** and download them as a pdf file on the bottom of the order details page.



MY INVOICES – OVERVIEW

The screenshot displays the 'My Invoices' section of the Heraeus Medevio Customer Portal. The page includes a navigation bar with 'MY ORDERS', 'MY INVOICES', and 'SUPPORT'. Below the navigation, there are filters for 'Select Interval', 'From', 'Until', 'Payment Status', and a search bar. The main content is a table of invoices with the following data:

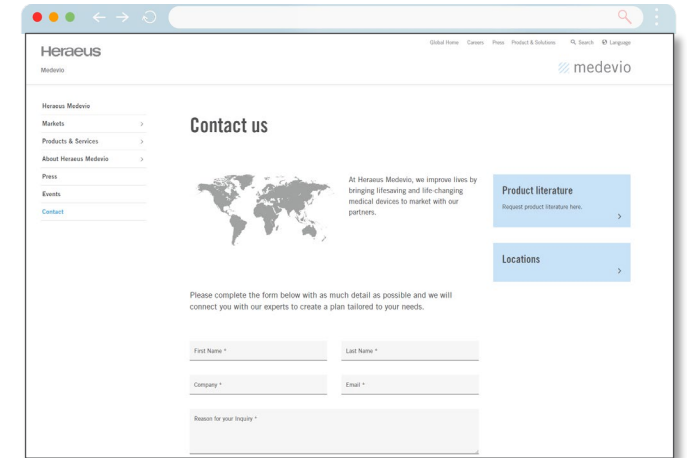
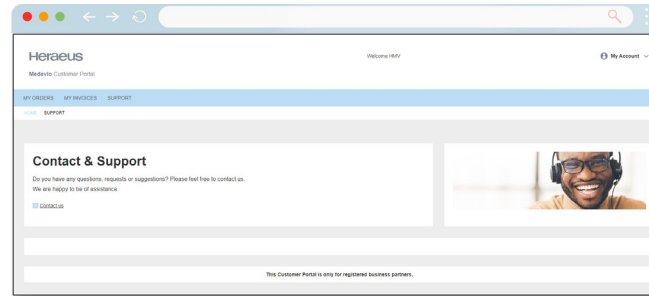
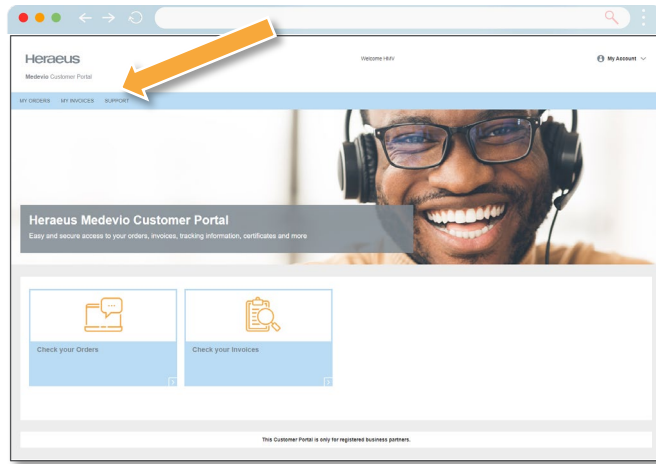
Heraeus SAP Invoice No.	Order ID	Type	Due Date	Payment Status	Invoice Issue Date	Total Amount	Invoice
3254105098	0001009206	Standard invoice	12/17/2022	Overdue	11/17/2022	\$211,803.90	PDF
3254105047	0001009206	Standard invoice	12/04/2022	Overdue	11/04/2022	\$211,803.90	PDF
3254105044	0001009206	Standard invoice	12/03/2022	Overdue	11/03/2022	\$211,803.90	PDF
3254105034	0001009206	Standard invoice	12/01/2022	Overdue	11/01/2022	\$211,803.90	PDF
3254105013	0001124482	Standard invoice	11/26/2022	Overdue	10/27/2022	\$1,833.80	PDF
3254104999	0001009206	Standard invoice	11/24/2022	Overdue	10/25/2022	\$211,803.90	PDF
3254104975	0001009206	Standard invoice	11/18/2022	Fully paid	10/19/2022	\$213,672.00	PDF
3254104936	0001009206	Standard invoice	11/10/2022	Fully paid	10/11/2022	\$211,830.00	PDF
3254104917	0001009206	Standard invoice	11/05/2022	Fully paid	10/06/2022	\$212,751.00	PDF
3254104865	0000991520	Standard invoice	10/26/2022	Fully paid	09/26/2022	\$213,672.00	PDF

Showing 1 to 10 of 32 entries

- In the **“My Invoices”** section you are provided with an overview of your invoices. You have the possibility to filter the invoices like **time period** and **payment status**.
- After selecting the needed criteria, you can see the **Invoice number**, the **Order ID**, the **type of the invoice**, the **due date**, the **payment status**, the **invoice issue date** as well as the **total amount**.
- The opportunity to download the invoice as pdf file is also given by clicking on the pdf symbol.

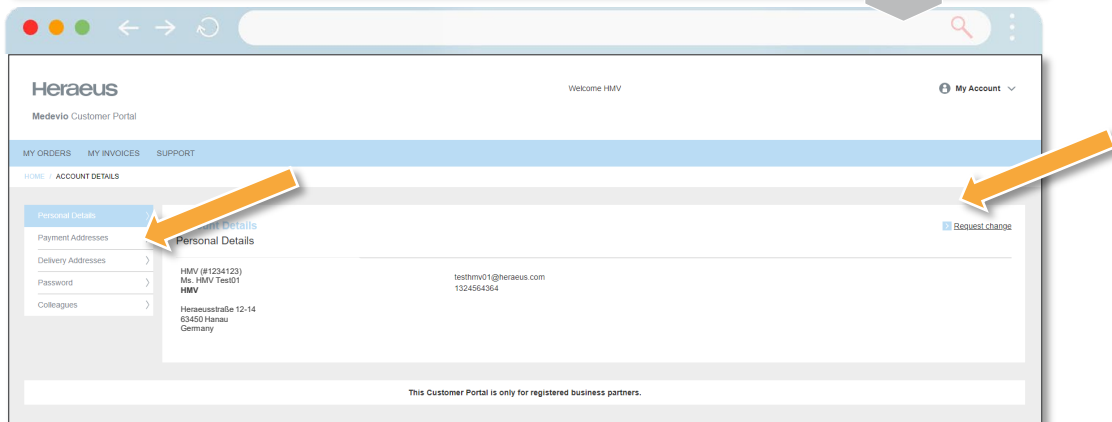
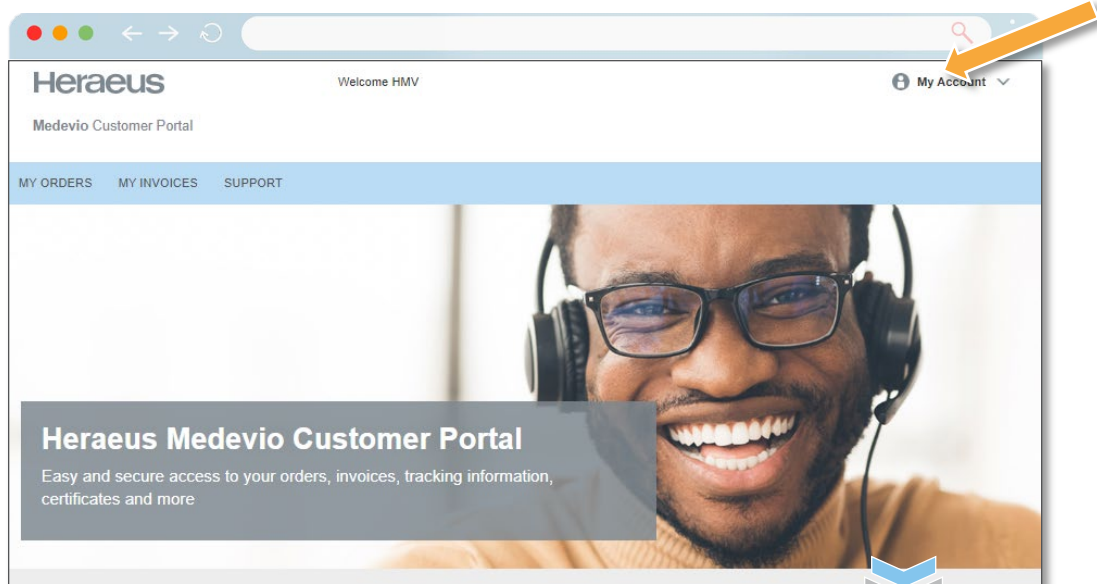


SUPPORT



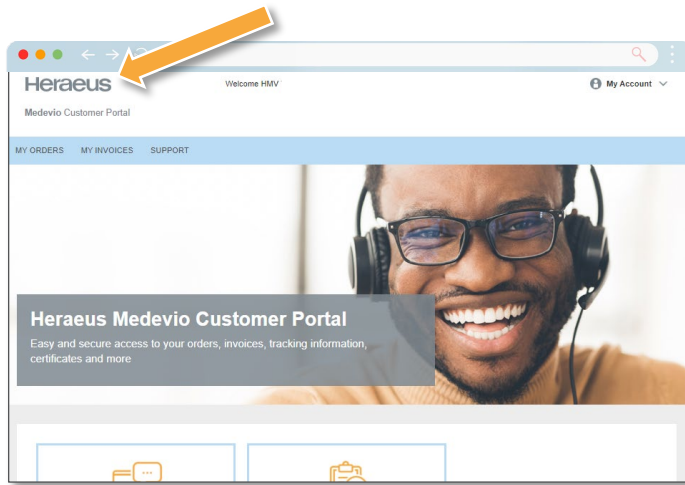
- If you need support you can click on **“Support”** button in the navigation bar on the Customer Portal homepage which will lead you to the general Medevio contact page.

NAVIGATE TO MY ACCOUNT



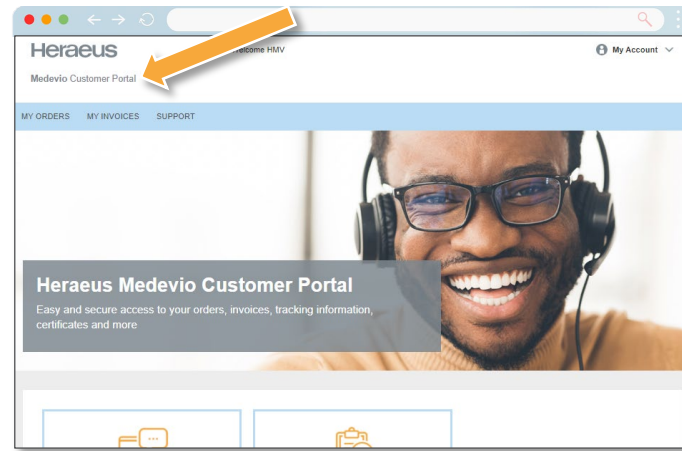
- To enter your **account section**, you can click at **"My Account"** in the top right corner on the Customer Portal homepage.
- In this section, you are provided with **account details**, like **personal details**, **payment addresses** and **delivery addresses**.
- By clicking on the **"Request Change"** button you can request a change of your account details (e.g. delivery address, payment address) and are also able to upload related documents to your request.
- In addition to that, you are also able to **change your current password** and see an **overview of your colleagues**.

USEFUL TIPS AND TRICKS



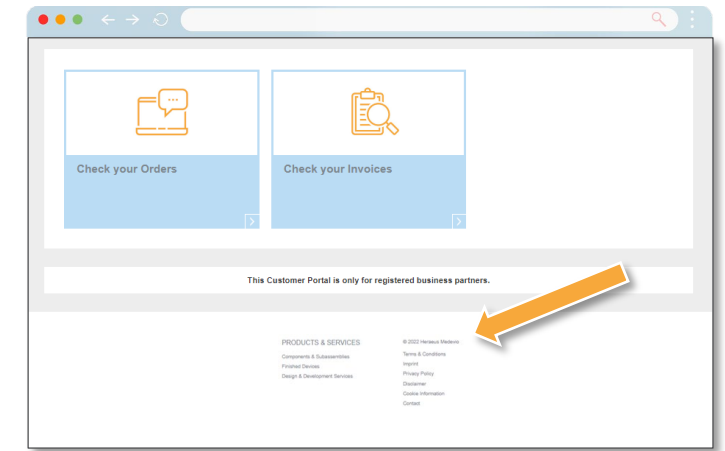
I want to view the generic Heraeus group website.

- By clicking on the **Heraeus logo** on the top left corner of the Customer Portal you will be directly navigated to the generic Heraeus group website.



I want to go back to the Medevio Customer Portal homepage.

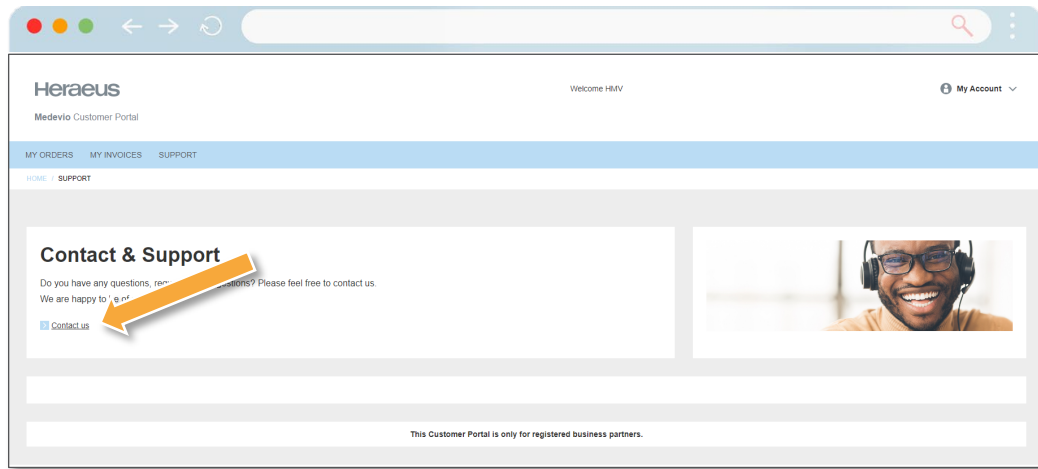
- By clicking on the **Medevio Customer Portal title** on the top left corner of the Customer Portal you will always be navigated to the Medevio Customer Portal homepage.



I want to view products & services as well as terms & conditions & imprint.

- In the footer of the Customer Portal homepage you can find the links related to **products and services** and also **terms & conditions** and **imprint**.
- By clicking on these links you will be navigated to the related pages.

ANY QUESTIONS? PLEASE DO NOT HESITATE TO REACH OUT.



Contact details for Heraeus Medevio Customer Portal:

For **general questions** on the Heraeus Medevio Customer Portal:



Medevio.portal@heraeus.com



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