

FAQ's for Dealers ecommerce page

1. I am currently a dealer for EZIP and would like to have my team set-up for online orders, what do I need to do?

If you already have account setup with EZIP as a dealer you will only have to supply the full names and email addresses to EZIP of the team members you want to have to your page. EZIP will provide an email to each individual member with a username (email address provided) and a password.

2. I am currently not a dealer for EZIP, but would like information on becoming one and also being able to order online.

If you are currently not doing business with EZIP, but you are interested in becoming a dealer and ordering online, please send an email to nucmedsales@ezag.com, and a team member will follow up to discuss opportunities.

3. Will all of my team members be able to place orders once they have a username and password?

There are three different access types available for your account. You can indicate to us at what level you would like each team member when you send us their contact information.

Contact only: The user does not have a password and cannot buy your products on your online store. He can only browse your online store and is available for e-mail marketing campaigns.

User: The user has a password and can buy products on your on-line store. He can only view all his orders and his frequently ordered products. He cannot view the orders or frequently ordered products of other users for the same customer. He can access his session Home page, preferred list page and his profile page where he can modify his information and password. He can also print a price list and use the Express order page.

Power User: The Power user has a password and can buy products on your on-line store. He can view the orders and the frequently ordered products of all the customer's users. He has the same accesses as the user and can also add shipping addresses to the customer record

4. One of my users forgot their password, will we need to contact EZIP to get a new one?

No, your user will only need to click on the "Connect Here" tab at the top of the homepage. Once they hit that tab they will be directed to the Log In page which will allow them to enter their email to generate a new password.

5. How long after I place my order will the source(s) ship?

Published lead time for most products can be made available to you on request. Most stocked items ship within 3-5 business day.

6. How will I know the total cost of my order?

When you are placing an order, you will see the cost(s) of the item(s) that you are placing the orders for. Your personalized dealer site will have your pricing per your price list. A formal invoice via our OS will be emailed to you the day the item ships. This will include freight costs.

7. What other tools are available on the EZIP e-commerce site?

You will be able to find the most recent versions of our Source Application Guide, a decay application tool, radioactivity converter as well as product videos and return kit forms.

8. Is this a dedicated dealer page or an open site for all to order?

This site that you will have access to is a dedicated dealer page. Your team, with password access, will be able to see information on orders placed, see invoices, track orders, see most frequently ordered items and other tools that are specific to your account.

9. Will the website provide a similar OA to what we are receiving now from EZIP?

The ecommerce site will provide to you an email order confirmation. With this web order confirmation you will also receive the standard EZIP OA that has additional details about your order.

10. Will I be able to update / change my orders on your website?

No, because of the nature of the product, and a need to do license reviews, if you need to make a change to an order you will have to email your account rep with the details of the change. We will manually make the change, confirm any additional regulatory requirements and send you an updated OA via email.