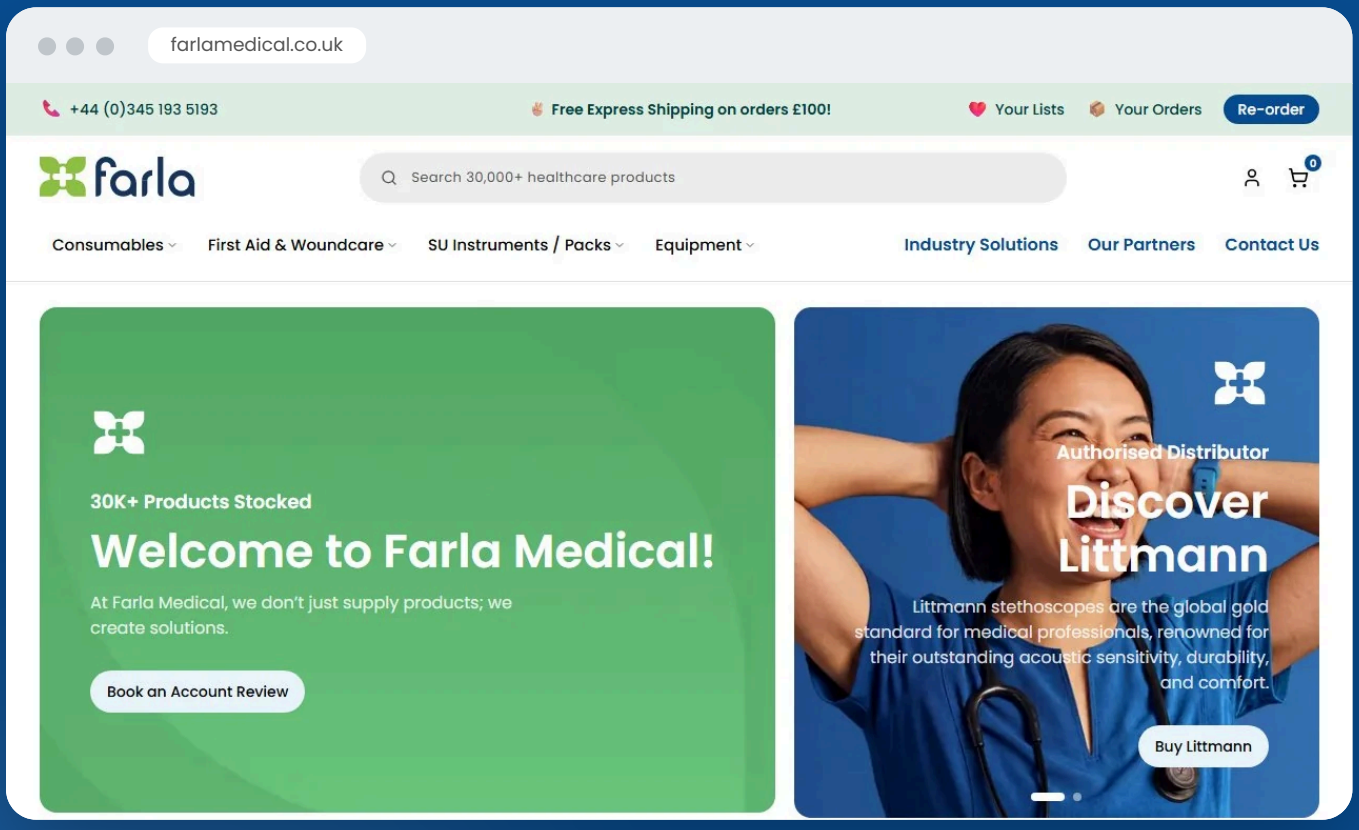
Farla Medical

THE FARLA ONLINE GUIDE

Your whole account, in one place

Farla Online is built around the way practices, clinics and care homes order: faster dispatch, one-click re-ordering, and every order you place with us, including the ones you phone or email through.

- ✓ Free to set up
- ✓ Your own trade prices
- ✓ Card, account or proforma



What you can do with a free Farla Online account, and how to get started

GETTING STARTED

Up and running in three steps

Signing up takes a couple of minutes. If you already buy from us, your account is waiting for you.

1

Create your login

Tell us who you buy for and who you are. We email you a link to confirm your address.

2

Link your organisation

Already a customer? Enter the account number from one of your invoices and the contact on that account approves you. New to Farla? We open a trade account for you.

3

Order your way

See your own prices, pay by card, on account or by proforma, add your PO number and pick your delivery date.

BEFORE YOU START

- Your work email address, for your login
- The practice, clinic, care home or company you buy for
- Already a customer? Your Farla account number, printed on any of our invoices

SIGN UP

farlamedical.co.uk/signup

Or choose “Create an account” at the top of any page.

30,000+ healthcare products

4pm order cut-off for same day dispatch

YOUR ACCOUNT

Everything you can do

All of this comes free with a Farla Online account.

Your own prices

Every product shows the price on your account, so your basket matches your invoice.

Pay your way

Card, on your credit account or by proforma, with your PO number on every order.

Lists for every room

Save a list for each treatment room, trolley or monthly top-up and add it all in one go.

One-click re-order

Your most-bought items and everything you have ordered, in the right size and pack.

Every site, one login

Switch between the practices, clinics or homes you order for. Prices, addresses and history follow.

Your team, your say

Colleagues ask to join with your account number. Your account's contact approves them.

Credit at a glance

Your limit, what is used, what is available and anything overdue, always up to date.

Every order and invoice

Web, phone and email orders in one history, with invoices ready to download.

Delivery you can plan

A date for every item before you pay, deliveries split or kept together, and tracking for each parcel.

A CLOSER LOOK

See it in action

The parts of Farla Online our customers use most.

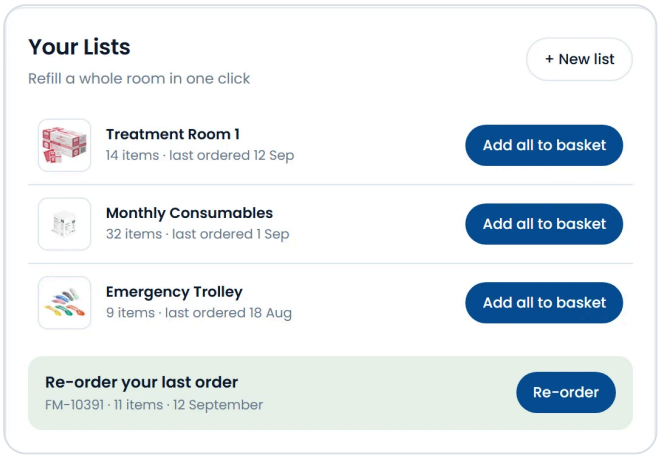
01 · LISTS AND RE-ORDERING

Refill a whole room in one click

Save a list for each treatment room, trolley or monthly top-up, then add the lot to your basket in one go. Re-order shows everything you have bought, in the exact size and pack, ready to add again.

YOU CAN

- Keep a list for each room, trolley or top-up
- Add a whole list to your basket in one click
- Re-order anything you have bought, in the same size and pack



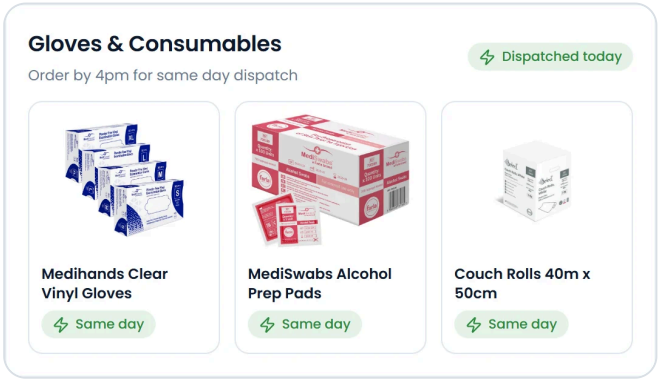
02 · SAME DAY DISPATCH

Thousands of products out the door today

Order by 4pm on a working day and thousands of lines leave our warehouse the same day. Product pages show what is available for immediate dispatch, and you can filter any category to just those items.

YOU CAN

- See what is ready for immediate dispatch on every product
- Filter any category to items that leave today
- Order by 4pm on a working day



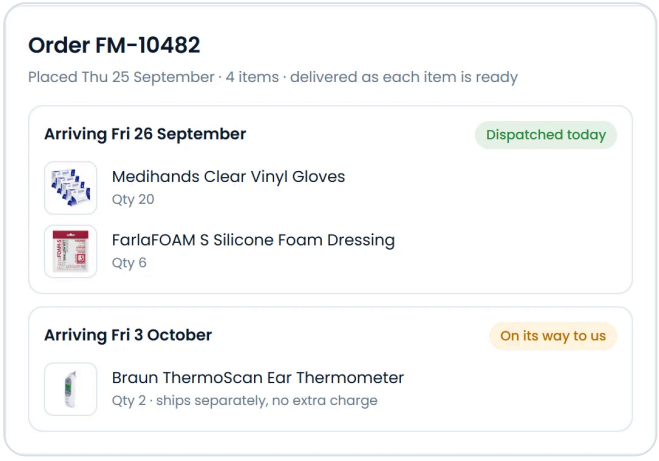
03 · DELIVERY

Delivered as it becomes available

Your order does not have to wait for its slowest item. Have items sent as they are ready, or keep everything together in one delivery. You see the date for every item before you check out.

YOU CAN

- See a delivery date for every item before you pay
- Have items sent as they are ready, or all together
- Split deliveries cost nothing extra



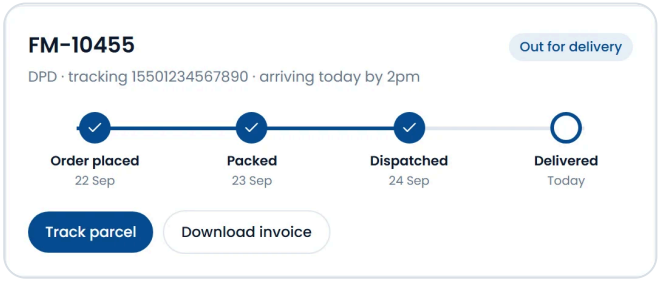
04 · TRACKING

See and track every open order

Follow each order from placed to packed to delivered, with carrier tracking for every parcel. No need to call us to find out where it is.

YOU CAN

- Follow each order from placed to packed to delivered
- Track every parcel with the carrier
- See the expected delivery date for each item



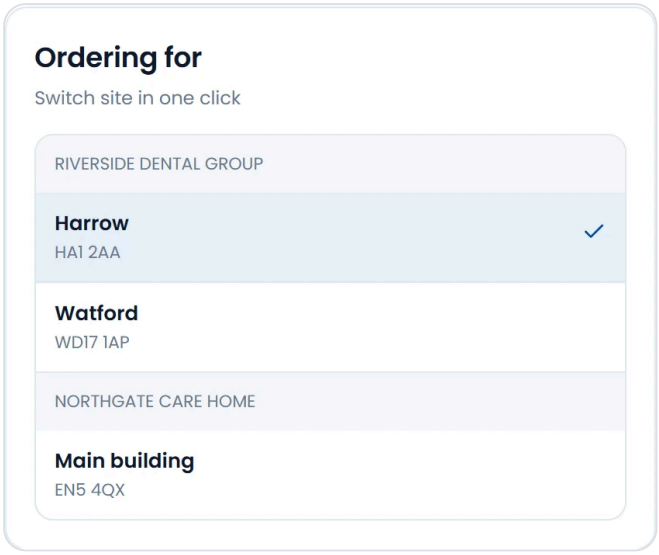
05 · SITES AND TEAM

Every site and every colleague, one account

Order for each practice, clinic, care home or company you look after, and switch between them in one click. Invite colleagues to join, and your account's admin decides who gets access.

YOU CAN

- Order for every practice, care home or company you look after
- Switch site in one click, with the right prices and addresses
- Let colleagues join, with your admin deciding who



06 · CREDIT ACCOUNTS

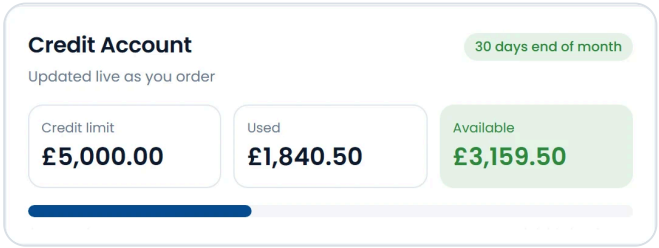
Your credit account, online

See your credit limit, how much is used and what is available, updated as you order, along with anything overdue. No need to call our accounts team to check where you stand.

YOU CAN

- See your limit, what is used and what is available
- Spot anything overdue before it becomes a problem
- Apply for a credit account online

→ farlamedical.co.uk/credit-application



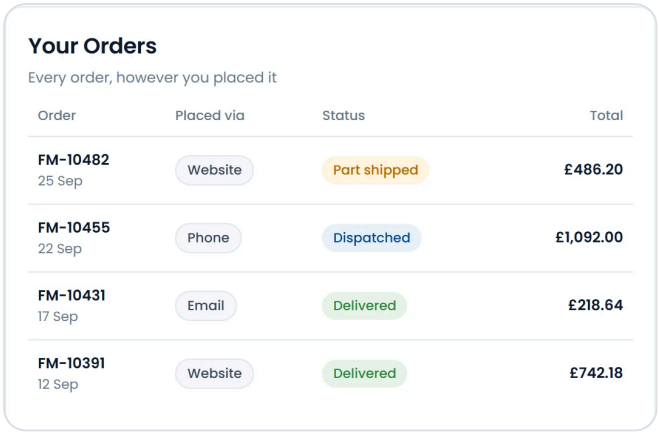
07 · ORDER HISTORY

Every order, however you placed it

Orders you phone or email through appear next to your web orders, with invoices ready to download. One history for the whole account, whoever placed the order.

YOU CAN

- See phone and email orders next to your web orders
- Download an invoice for any order
- Share one history with everyone on the account



WHO IT IS FOR

Made for everyone on the team

Practice and home managers

- Keep every site's ordering in one place
- Decide who on the team can order
- Set up lists so anyone can restock

Clinicians, nurses and carers

- Restock a room from its list in one click
- Check when an item will arrive
- Find what is ready to dispatch today

Finance and accounts

- See your credit limit and balance without calling
- Download the invoice for any order
- Add PO numbers so orders match your records

GOOD TO KNOW

Common questions

Does Farla Online cost anything?

No. A Farla Online account is free for every customer.

We already buy from Farla. Do we start again?

No. Enter the account number from one of your invoices when you sign up. Your prices, addresses and order history are already there, including orders you phoned or emailed through.

Do we need a credit account?

No. You can pay by card or by proforma. To pay on account, apply for credit online and our accounts team will be in touch.

We have several sites. Do we need several logins?

No. One login can order for every practice, clinic, care home or company you look after, and you switch between them in one click.

Can we still order by phone or email?

Yes. Carry on as you are. Those orders appear in your account too, so everything stays in one place.

Ready when you are

Create your free account in a couple of minutes, or sign in if you already have one.

farlamedical.co.uk

+44 (0)345 193 5193 sales@farla.co.uk