

# Website Customer User Tutorial

[aspensurgical.com](https://aspensurgical.com)



 aspen surgical®

# Website Tutorial

[aspensurgical.com](https://aspensurgical.com)

Thank you for being Aspen Surgical's customer! We have developed a new and improved website to allow customer access to a multitude of self-service applications through the Self-service Portal on [AspenSurgical.com](https://AspenSurgical.com)

Inside you will find instructions on how to perform a cross reference search, request self-service portal access, login to the portal & request a password reset, browse the catalog & view pricing, request & generate a quote, utilize Aspen's quick cross tool whether sign in or signed out, view order history & details. Additional features on page 11 of this tutorial.

We hope you enjoy this new tool and if you have any questions, please don't hesitate to reach out to your Aspen Surgical Sales Representative.

Note: Some functions are only available to customers with Purchase User Access on [AspenSurgical.com](https://AspenSurgical.com)

# Table of Contents

[aspensurgical.com](http://aspensurgical.com)

Website Customer User Tutorial

Cross Reference Search...1

Request Self-service Portal Access...2

Login to the Portal and Forgotten Password...3

Self-service Portal Navigation Menu...4

Browse Catalog to View Pricing...5

eCommerce Shopping Cart...6 & 7

    > Request a Quote & Generate a Quote

Quick Cross Tool...8

Order History & Order Details...9

    > Shipment Tracking Information

Invoice History & Invoice Details...10

Other Features...11

Website Support...12



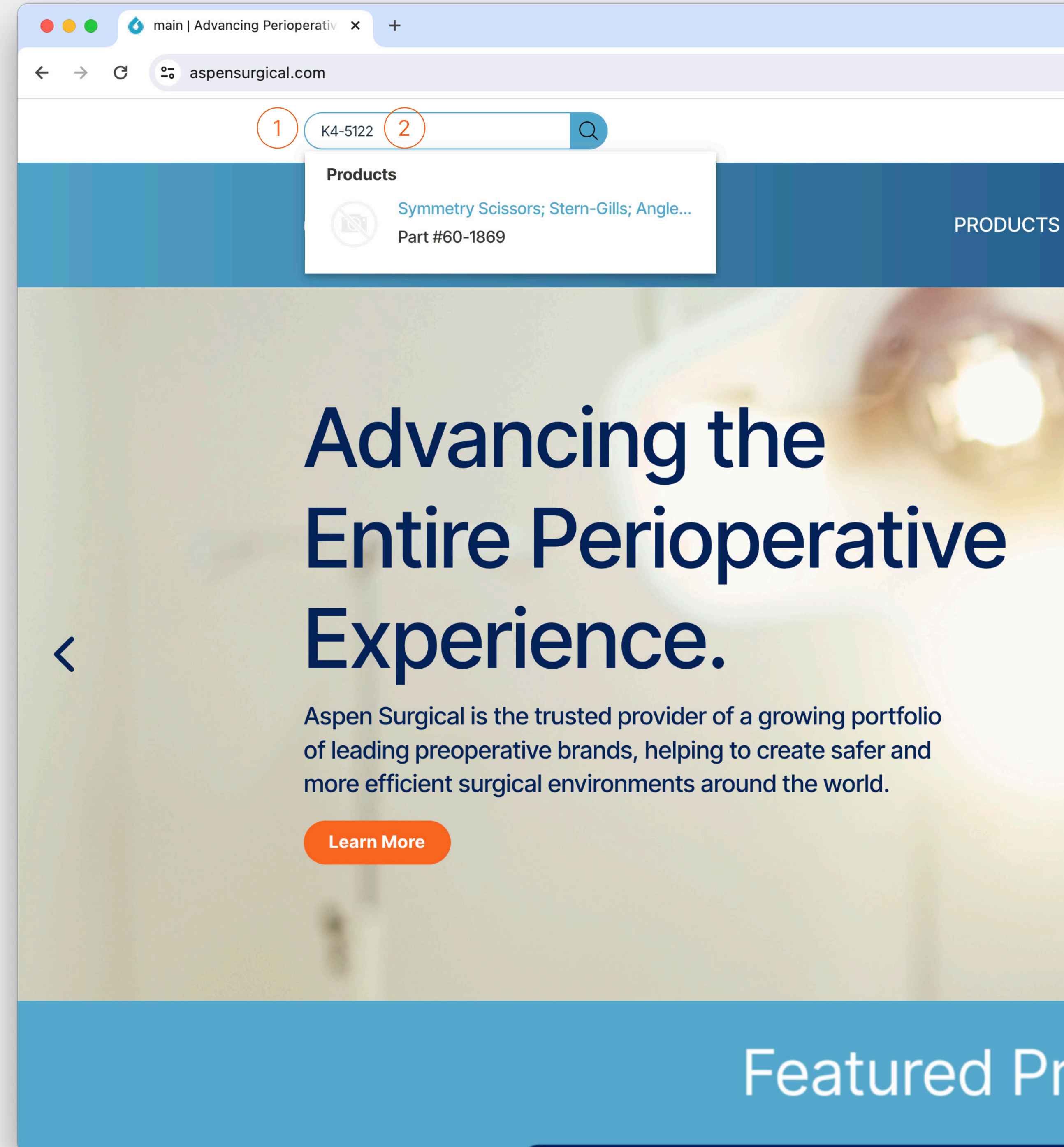
# Cross Reference Search

aspensurgical.com

- 1 Visit aspensurgical.com and click on the Search Feature on the top left of the site.

**Keyword search:** Enter an instrument or product descriptor to pull up applicable items.

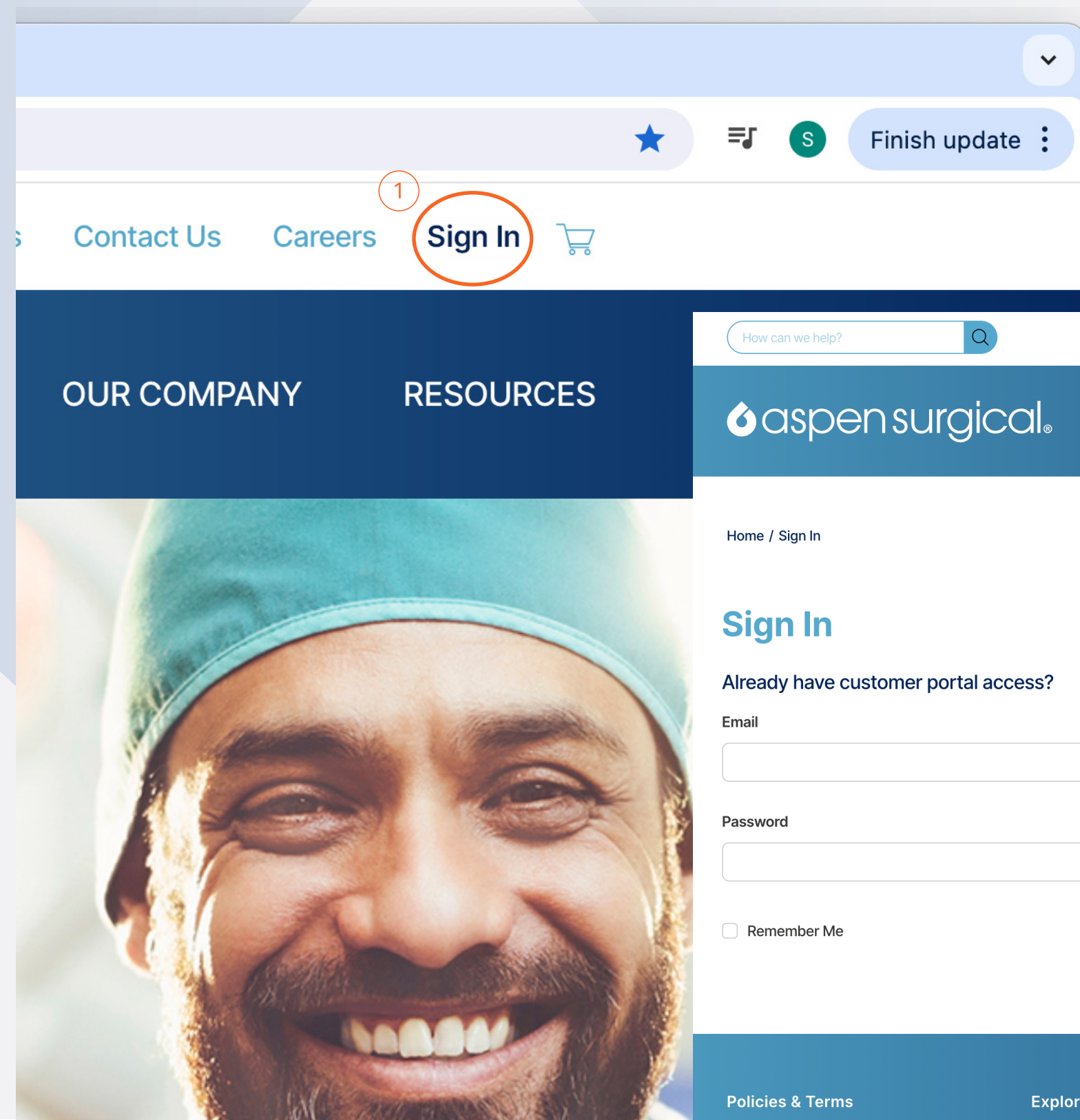
- 2 **Cross Reference Search:** Enter in another vendor's part number to cross reference the equivalent Aspen Surgical part number.
  - Full Quick Cross Tool is on **page 8** of this document.
  - If you are having trouble locating a cross, please contact your local representative.





# Request Access to Self-service Portal

[www.aspensurgical.com/SignIn/RequestWebsitePortalAccess](http://www.aspensurgical.com/SignIn/RequestWebsitePortalAccess)



**Option #1 (Preferred):**  
**Reach out to your Aspen Surgical Sales Representative to gain access to the Self-service Portal on AspenSurgical.com.**

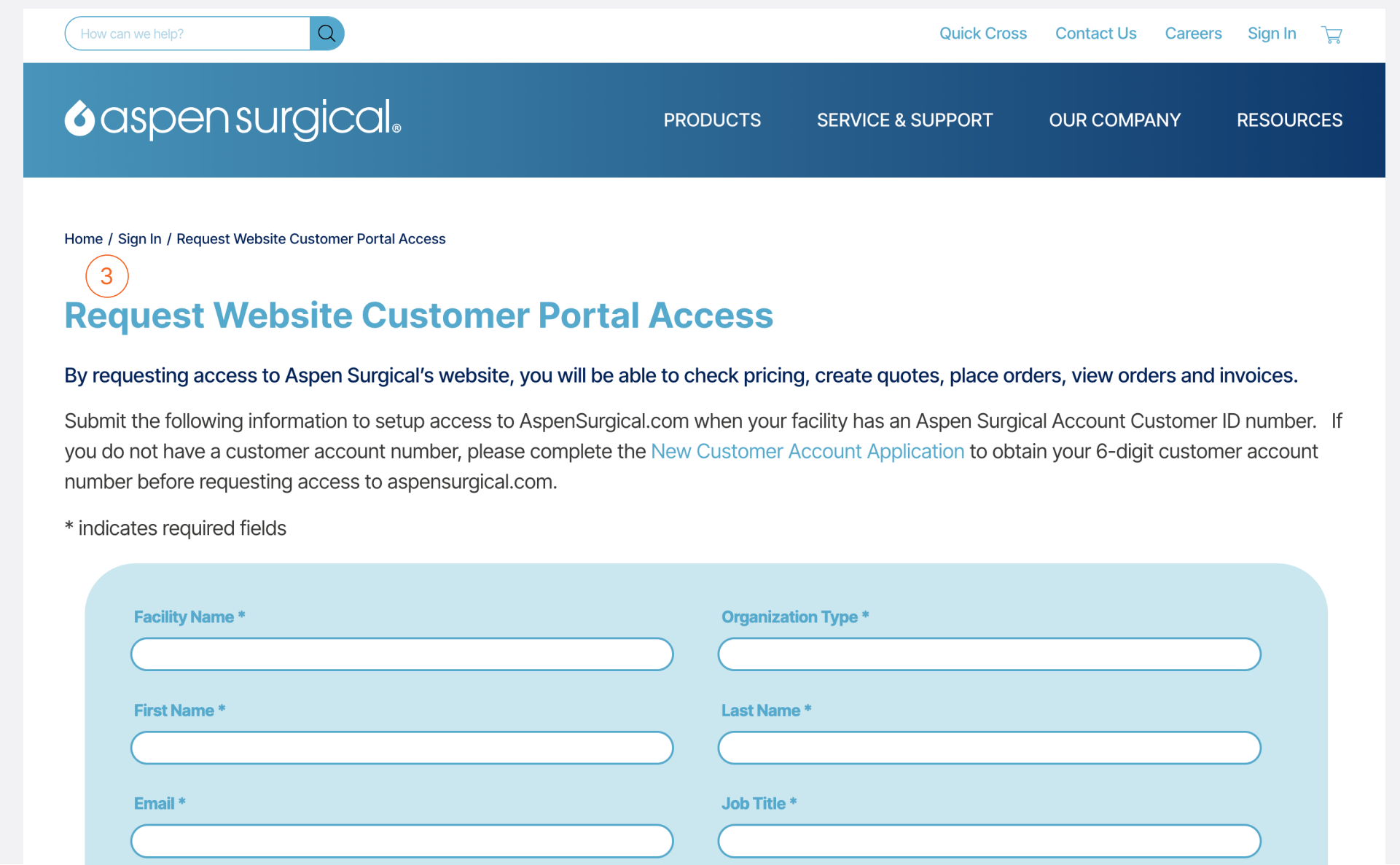
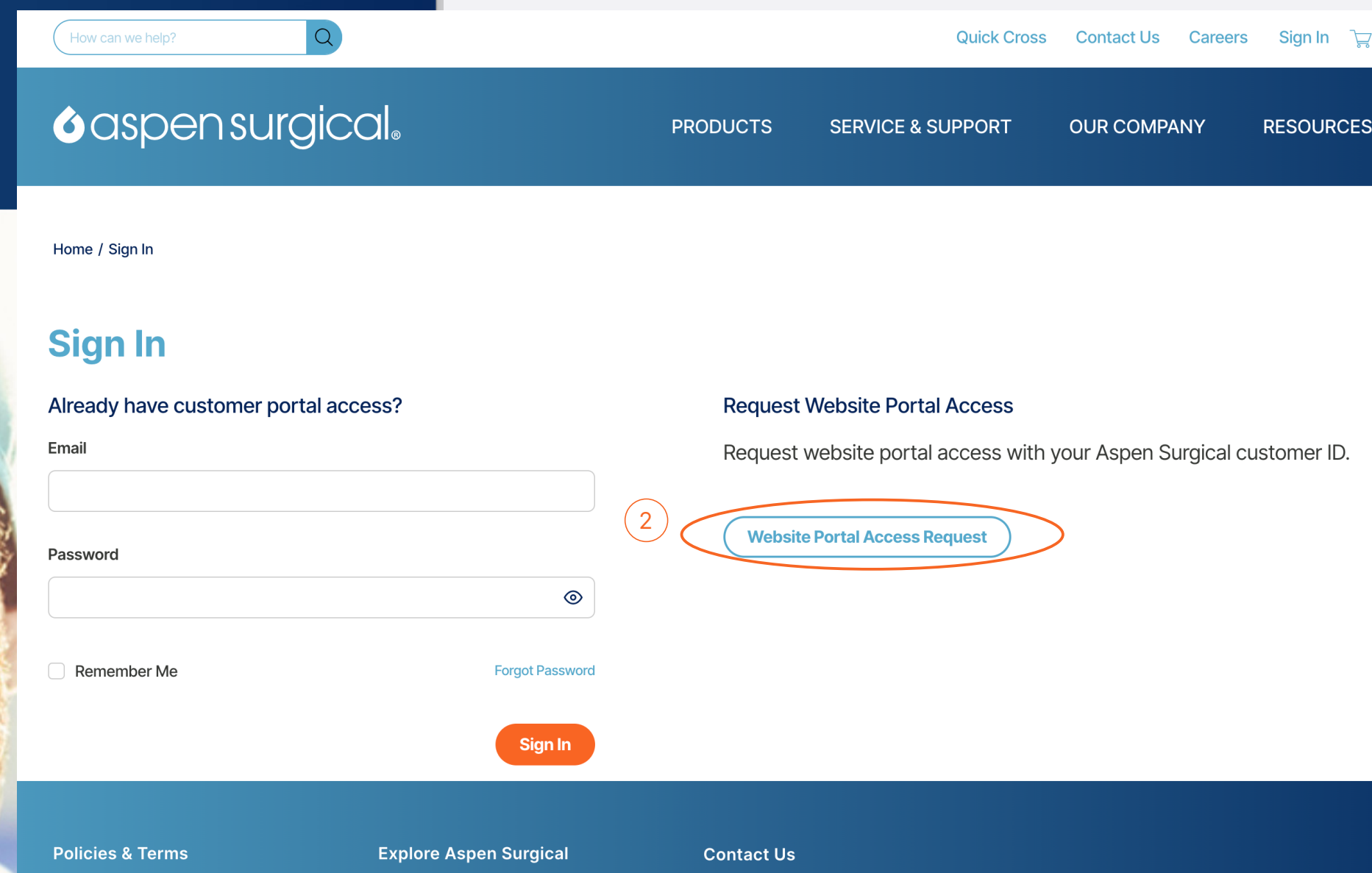
Other options for access:

## Option #2

- 1 **Visit the Sign In page** on [AspenSurgical.com](http://AspenSurgical.com).
- 2 Click on **Website Portal Access Request Form**
- 3 **Submit the form.** After the submission is processed, you will receive an email from [customerservice@aspensurgical.com](mailto:customerservice@aspensurgical.com) with a link to set your password to the Self-service Portal on [AspenSurgical.com](http://AspenSurgical.com).

## Option #3

**Contact Aspen Surgical Customer Service** to gain access to the Self-service Portal on [AspenSurgical.com](http://AspenSurgical.com). Email [customerservice@aspensurgical.com](mailto:customerservice@aspensurgical.com) or call **+1-888-364-7004**.



# Login to the Portal and Forgotten Password

www.aspensurgical.com/SignIn

Visit the Sign In page on aspensurgical.com

- 1 Enter your email, password and click **Sign In**.
- 2 Use the remember me checkbox to auto-sign in on future visits to the Self-service Portal on AspenSurgical.com.
- 3 Use the **Forgotten Password Tool** to change your password.

The screenshot shows the AspenSurgical Sign In page. The header includes a search bar, navigation links (Quick Cross, Contact Us, Careers, Sign In), and the AspenSurgical logo. The main content area has a breadcrumb 'Home / Sign In' and a 'Sign In' heading. Below the heading, there are two sections: 'Already have customer portal access?' and 'Request Website Portal Access'. The 'Already have customer portal access?' section contains an 'Email' field with the value 'customerservice@aspensurgical.com', a 'Password' field with masked characters, a 'Remember Me' checkbox, and a 'Forgot Password' link. A 'Sign In' button is at the bottom. The 'Request Website Portal Access' section has a 'Website Portal Access Request' button. The footer contains links for Policies & Terms, Cookie Policy, Explore Aspen Surgical, Products, Contact Us, and a contact number for Americas, Europe, Middle East & Africa.

How can we help?

Quick Cross Contact Us Careers Sign In

aspensurgical® PRODUCTS SERVICE & SUPPORT OUR COMPANY RESOURCE

Home / Sign In

## Sign In

Already have customer portal access?

1 Email

customerservice@aspensurgical.com

Password

2 ☐ Remember Me

3 [Forgot Password](#)

Sign In

Request Website Portal Access

Request website portal access with your Aspen Surgical customer ID.

[Website Portal Access Request](#)

Policies & Terms Explore Aspen Surgical Contact Us

Cookie Policy Products Americas, Europe, Middle East & Africa: +1 888-364-7004

aspensurgical®

The screenshot shows the AspenSurgical Sign In page with a 'Reset Password' modal open. The modal has a title 'Reset Password' and a close button. It contains an instruction: 'Enter your email and we'll send you an email that will allow you to reset your password.' Below this is an 'Email' field with the placeholder text 'Enter email'. At the bottom of the modal are two buttons: 'Return to sign in' and 'Send Email'. The background page is dimmed, showing the same 'Sign In' heading and fields as the previous screenshot.

How can we help?

Quick Cross Contact Us Careers

aspensurgical® PRODUCTS SERVICE & SUPPORT OUR COMPANY RE

Home / Sign In

## Sign In

Already have customer portal access?

Email

Password

☐ Remember Me

Reset Password 3

Enter your email and we'll send you an email that will allow you to reset your password.

Email

Enter email

Return to sign in Send Email



# Self-service Portal Navigation Menu

[www.aspensurgical.com/MyAccount](http://www.aspensurgical.com/MyAccount)

- 1 Once you sign in, locate the user icon in the upper right of the screen. This drops down the navigation menu for the Self-service Portal on AspenSurgical.com.

In the portal you may:

- Browse the catalog to view your Aspen Surgical product pricing.
- Add items to your cart and checkout to place orders.
- You may look up order status and track shipments by viewing your Order History and Details.
- Save your favorite orders, lists and products.

The screenshot displays the Aspen Surgical website. At the top right, a user icon (a person silhouette) is circled with a red '1'. A dropdown menu is open, showing the following options: 'Hello, Customer!', 'ASPEN SURGICAL 107140 CALEDONIA', 'Quick Order My Account', 'Account Settings', 'Addresses', 'Change Customer', 'Invoice History', 'My Lists', 'Order Approval', 'Order History', 'Saved Orders', and 'Sign Out'. The main header features the Aspen Surgical logo and navigation links for 'PRODUCTS', 'SERVICE & SUPPORT', and 'OUR COMPANY'. The hero section has the headline 'Advancing the Entire Perioperative Experience.' and a subtext: 'Aspen Surgical is the trusted provider of a growing portfolio of leading preoperative brands, helping to create safer and more efficient surgical environments around the world.' Below this is a 'Learn More' button. The 'Featured Products' section includes a breadcrumb trail: 'SURGICAL & MEDICAL ESSENTIALS > SURGICAL INSTRUMENTS > ELECTROSURGERY'. Three product cards are shown: 'Aspen™ Specialty Light Handles & Camera Covers' (Strength, Compatibility, Visibility), 'Symmetry® Modular Laparoscopic Instruments' (Ergonomic, Versatile, Durable, Made for comfort & precision), and 'Bovie® DERM 942' (High frequency desiccator with plus-and-play functionality).



# Browse Catalog to View Pricing

www.aspensurgical.com/Catalog/Products

- 1 Once you **Sign In** to the Self-service Portal on AspenSurgical.com, visit the Aspen Surgical Catalog by navigating to the **Products Section** or use the **search bar** to find a specific product.
- 2 View Price of each Catalog Item.
- 3 Click **"Add to Cart."**

1

Quick Cross   Contact Us   Careers   Sign In

PRODUCTS   SERVICE & SUPPORT   OUR COMPANY   RESOURCES

Laparoscopic Instruments

Home / Products / Laparoscopic Products / Laparoscopic Instruments

Search Category

Enter Keywords

Filter by

Product Type

One-piece (225)

Probes (2)

Spare Parts (2)

Suction Irrigator Electrodes (3)

Three-piece (94)

Two-piece (232)

Size

Bariatric (183)

Standard (367)

Product Style

View as

651 items

2

SYMMETRY® ONE-PIECE HUNTER BOWEL FENESTRATED GRASPER, 5mm

97-1090RC

1

EA

3

\$1,856.84

Add to Cart

Add to List +

SYMMETRY® ONE-PIECE SLIDE-LOCK RETRACTION GRASPER, 5MM

95-1049SL-DA-ROT

1

EA

Add to Cart

Add to List +

SYMMETRY® ONE-PIECE SLIDE-LOCK WAVE GRASPER, 5MM

95-1049SL

1

EA

Add to Cart

Add to List +

Home / Products / Laparoscopic Products / Laparoscopic Instruments / Symmetry® One-Piece Hunter Bowel Fenestrated Grasper, 5mm

2

SYMMETRY® One-Piece Hunter Bowel Fenestrated Grasper, 5mm

Part # 97-1090RC

Price: \$1,856.84

3

QTY 1

Add to Cart

Request Product Sample

Add to List +

# eCommerce Shopping Cart – Not Signed In

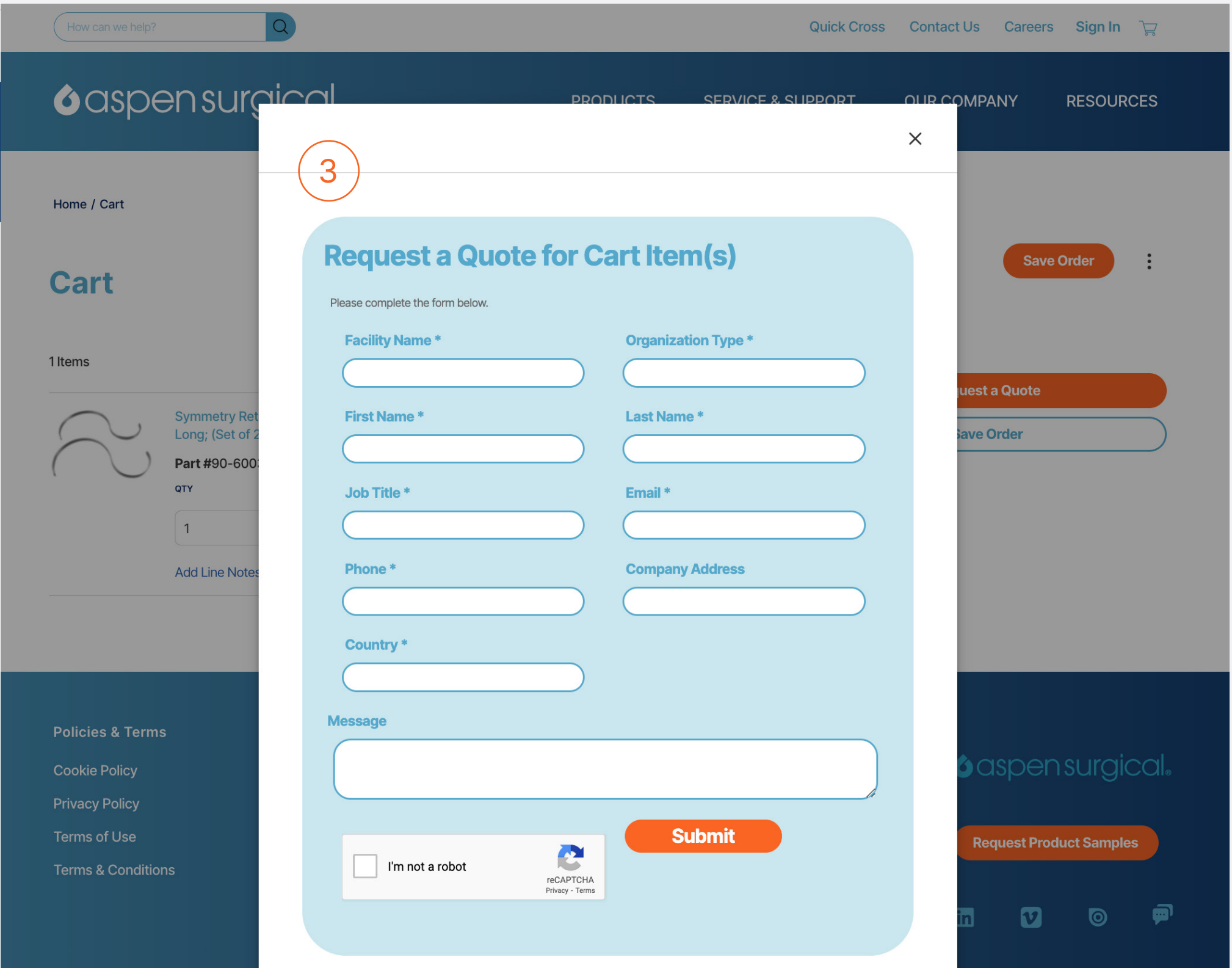
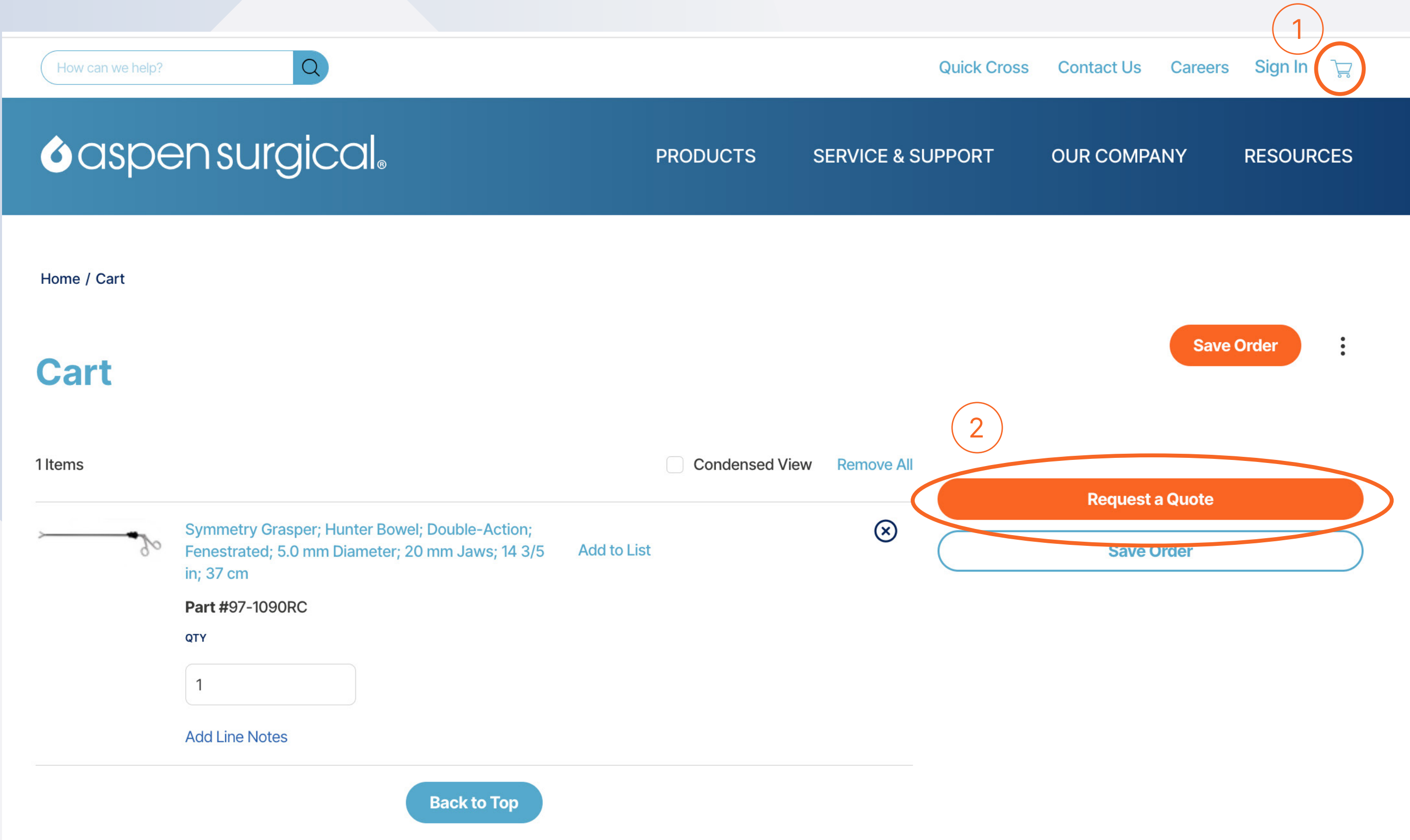
www.aspensurgical.com/Cart

1 Click on your cart.

Note: Pricing information and the Checkout feature is only available when you **Sign In** to the Self-service Portal on AspenSurgical.com.

2 Request a Quote for items in your cart by clicking the button.

3 Submit the Request a Quote for Cart Item(s).





[www.aspensurgical.com/Cart](http://www.aspensurgical.com/Cart)

- 1 **Checkout** with the items in your cart.
- 2 **Generate a Quote** for the items in your cart.
- 3 **Save the Order** with the items in your cart.

How can we help?

Quick CrossContact UsCareers

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Home / Cart

Cart

Save Order

1 Items

☐ Condensed ViewRemove All



Symmetry Grasper; Hunter Bowel; Double-Action; Fenestrated; 5.0 mm Diameter; 20 mm Jaws; 14 3/5 in; 37 cm

Part #97-1090RC

QTY

\$900.81

Add Line Notes

PRICE

**\$900.81 / Each**

[Add to List](#)

×

Subtotal	\$900.81
Shipping & Handling	\$0.00
Tax	\$0.00
<b>Total</b>	<b>\$900.81</b>

1

2

3

Checkout

Generate a Quote

Save Order

Back to Top

Need a help?
Quick Cross    Contact Us    Careers
  

[PRODUCTS](#)
[SERVICE & SUPPORT](#)
[OUR COMPANY](#)

Edit Quote
Submit Web Quote

## Web Quote

**Aspen Surgical Products, Inc.**  
 6945 SOUTHBELT DRIVE SE  
 Caledonia, MI 49316

Aspen Surgical  
 6945 SOUTHBELT DR. SE  
 CALEDONIA, MI 49316  
 US

To place an order from this quotation with Aspen Surgical, email your purchase order to [orders@aspensurgical.com](mailto:orders@aspensurgical.com) or call 888-364-7004.

For orders outside the United States, email your purchase order to [export@aspensurgical.com](mailto:export@aspensurgical.com).

Quotation Prepared By: [sales.rep@aspensurgical.com](mailto:sales.rep@aspensurgical.com)

Quote date: 05/24/2024

Valid until: 07/23/2024

Quote Name:

Notes/Attention:

Quote Total: \$900.81 USD

Line	Aspen Item	Part Description	Qty	Unit Price	Total
1	97-1090RC 	Symmetry Grasper; Hunter Bowel; Double-Action; Fenestrated; 5.0 mm Diameter; 20 mm Jaws; 14 3/5 in; 37 cm	1	\$900.81	\$900.81

[Quick Cross](#)
[Contact Us](#)
[Careers](#)

[PRODUCTS](#)
[SERVICE & SUPPORT](#)
[OUR COMPANY](#)
[RESOURCES](#)

[Home](#) / [My Account](#) / [Saved Orders](#) / [Saved Order Details](#)

## Saved Order Details

[Print](#)
[Delete Order](#)
[Add All to List](#)
[Place Order](#)

**Order Date**

5/24/2024

**Shipping Address**

Aspen Surgical  
6945 SOUTHBELT DR. SE  
CALEDONIA, MI 49316  
US

**Billing Address**

Aspen Surgical  
6945 SOUTHBELT DR. SE  
CALEDONIA, MI 49316  
US

**Subtotal**

\$900.81

	PRICE	QTY	SUBTOTAL	
<p>Symmetry Grasper; Hunter Bowel; Double-Action; Fenestrated; 5.0 mm Diameter; 20 mm Jaws; 14 3/5 in; 37 cm</p> <p>Part #97-1090RC</p>	\$900.81 / Each	1	\$900.81	<a href="#">Add to List</a>



# Quick Cross Tool

www.aspensurgical.com/QuickCross

Navigate to the Quick Cross Tool and enter another vendor’s part number to cross-reference the equivalent Aspen Surgical part number.

- 1 10 item limit if you are **not Signed In**.
- 2 200 item limit if you are **Signed In**.
- 3 Follow the **Directions** on the screen.

Not Signed In

How can we help?

Quick CrossContact UsCareersSign In

aspen surgical

PRODUCTSSERVICE & SUPPORTOUR COMPANYRESOURCES

Quick Cross

Streamline your procurement process with the Aspen Surgical cross-reference tool.

Home / Resources / Quick Cross

One item per line.

1

(Limit 10)

Submit

Directions

3

Cross-reference any competitive part number.

The Aspen Surgical Quick Cross Reference Tool helps healthcare procurement professionals manage and compare surgical product specifications. Cross-reference competitor part numbers quickly and easily, ensuring you confidently find the exact match you need.

To input your part numbers, manually type each code or copy and paste them directly from Microsoft Word or Excel. Ensure that each part number is listed on a unique line. You may specify a quantity for each item. For instance, if you wish to order three units of product code 50-4688, simply format the line as "50-4688 3."

Customers with an Aspen Surgical account ID number can log in and cross-reference up to 200 competitor part numbers. Note: you must have an Aspen Surgical account to view pricing and availability.

Complete the [Aspen Surgical Website Portal](#) access request form to get started.

Signed In

How can we help?

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Quick Cross

Streamline your procurement process with the Aspen Surgical cross-reference tool.

Home / Resources / Quick Cross

One item per line.

2

(Limit 200)

Submit

Directions

3

Cross-reference any competitive part number.

The Aspen Surgical Quick Cross Reference Tool helps healthcare procurement professionals manage and compare surgical product specifications. Cross-reference competitor part numbers quickly and easily, ensuring you confidently find the exact match you need.

To input your part numbers, manually type each code or copy and paste them directly from Microsoft Word or Excel. Ensure that each part number is listed on a unique line. You may specify a quantity for each item. For instance, if you wish to order three units of product code 50-4688, simply format the line as "50-4688 3."

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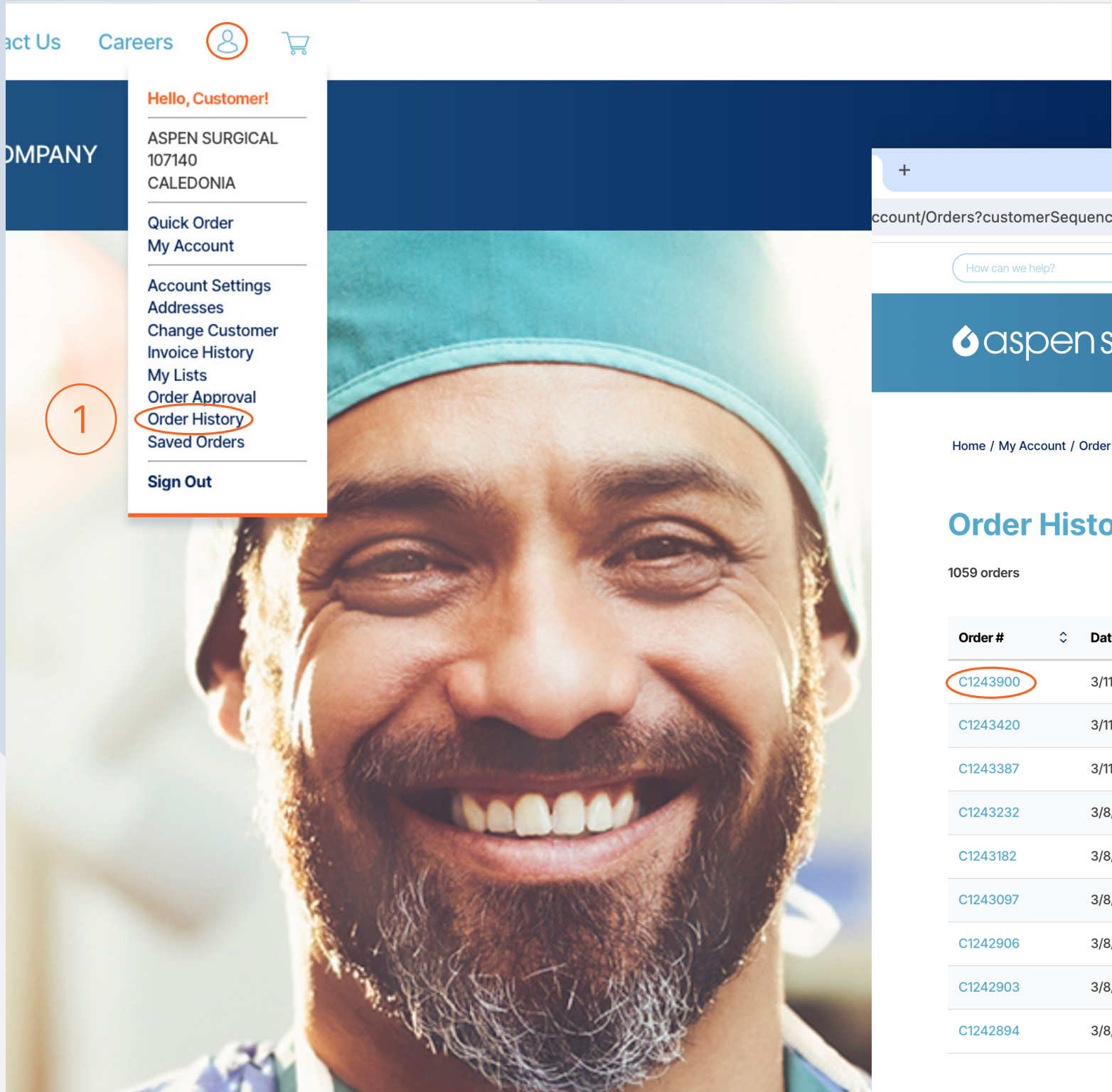
Complete the [Aspen Surgical Website Portal](#) access request form to get started.



# Order History & Order Details

www.aspensurgical.com/MyAccount/Orders

- 1 Use the Self-service Portal Menu to navigate to Order History.
- 2 Easily View Order Details.
- 3 Easily View Shipment Tracking Information.



## 1 Order History

account/Orders?customerSequence=-1&sort=orderDate%20DESC%2CerpOrderNumber%20DESC%2CwebOrderNumber%20DESC&page=4

How can we help?

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PRODUCTS SERVICE & SUPPORT OUR COMPANY RESOURCES

Home / My Account / Order History

### Order History

1059 orders

Order #	Date	Order Total	Status	Ship To / Pick Up	PO #	
C1243900	3/11/2024	\$57.27	Invoiced	Aspen Surgical 6945 Southbelt Dr. SE...	24503151	Reorder
C1243420	3/11/2024	\$192.49	Invoiced	Aspen Surgical 6945 Southbelt Dr. SE...	24500857	Reorder
C1243387	3/11/2024	\$584.17	Partially Delivered	Aspen Surgical 6945 Southbelt Dr. SE...	24498480	Reorder
C1243232	3/8/2024	\$1,134.96	Invoiced	Aspen Surgical 6945 Southbelt Dr. SE...	24496061	Reorder
C1243182	3/8/2024	\$1,185.21	Invoiced	Aspen Surgical 6945 Southbelt Dr. SE...	24498107	Reorder
C1243097	3/8/2024	\$128.90	Invoiced	Aspen Surgical 6945 Southbelt Dr. SE...	24497792	Reorder
C1242906	3/8/2024	\$438.40	In Process	Aspen Surgical 6945 Southbelt Dr. SE...	24496398	Reorder
C1242903	3/8/2024	\$175.80	In Process	Aspen Surgical 6945 Southbelt Dr. SE...	24496397	Reorder
C1242894	3/8/2024	\$1,887.80	Partially Delivered	Aspen Surgical 6945 Southbelt Dr. SE...	24496394	Reorder

Results Per Page 9

## 2 Order Details

ders/Details?orderNumber=C1243900

How can we help?

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PRODUCTS SERVICE & SUPPORT OUR COMPANY RESOURCES

Home / My Account / Order History / Order Details

### Order #C1243900

Customer Account Number 100000

Order Date 3/11/2024

PO Number ASP12345678

Status Invoiced

Date Requested 3/13/2024

Terms NET 30

Return Request Print Reorder

Subtotal	\$57.27
Tax	\$0.00
Total	\$57.27

### Shipping Information

Shipping Address Aspen Surgical 6945 SOUTHBELT DR. SE CALEDONIA, MI 49316 US

Shipping Method Fedex Ground

Date Requested 3/13/2024

Shipment Tracking Information 123456789012

### Billing Information

Billing Address Aspen Surgical 6945 SOUTHBELT DR. SE CALEDONIA, MI 49316 US

Order Notes

### Order Summary

Welltiner Tip Protectors; Small Clear; 50ea/bag; Non-sterile	PRICE
ITEM #	\$19.09 / BG

Add to List



# Invoice History & Invoice Details

www.aspensurgical.com/myaccount/invoices

- 1 Use the Self-service Portal Menu to navigate to Invoice History.
- 2 Easily View Invoice Details.

Note: User must have purchase access to view invoice history and details.

act Us

Careers

COMPANY

Hello, Customer!

ASPEN SURGICAL  
107140  
CALEDONIA

Quick Order  
My Account

Account Settings  
Addresses  
Change Customer  
Invoice History  
My Lists  
Order Approval  
Order History  
Saved Orders

Sign Out

How can we help?

aspen surgical.

PRODUCTS

SERVICE & SUPPORT

OUR COMPANY

RESOURCES

Home / My Account / Invoice History

Invoice History

1035 Invoices

Invoice #

Invoice Date

Terms

Due Date

Ship To / Pick Up

PO #

3132849

3/20/2024

NET 30

4/19/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24508130

3132677

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

F24511554

3132684

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24443579

3132671

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24490845

3132670

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24490840

3132160

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24500857

3132681

3/15/2024

NET 30

4/14/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24522427

3131546

3/14/2024

NET 30

4/13/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24466882

3131611

3/14/2024

NET 30

4/13/2024

Aspen Surgical 6945 Southbelt Dr. SE, Caledonia, Michigan 49316

24490845

Results Per Page

9

<<

<

1

>

>>

Policies & Terms

Explore Aspen Surgical

Contact Us

Quick Cross

Contact Us

Careers

aspen surgical.

PRODUCTS

SERVICE & SUPPORT

OUR COMPANY

RESOURCES

Home / My Account / Invoice History / Invoice Details

Invoice 3132849

Customer Account Number

100000

Invoice Date

3/20/2024

PO Number

ASP12345678

Status

Shipping Method

Subtotal

\$2,648.32

Tax

\$0.00

Invoice Total

\$2,648.32

Terms

NET 30

Salesperson

Due Date

4/19/2024

Shipping Information

Shipping Address

Aspen Surgical  
6945 SOUTHBELT DR. SE  
CALEDONIA, MI 49316  
US

Billing Information

Billing Address

Aspen Surgical  
6945 SOUTHBELT DR. SE  
CALEDONIA, MI 49316  
US

Invoice Summary

Suture Booties Standard Yellow Sterile 5 Pair (5 pack/box)

PRICE

QTY INVOICED

SUBTOTAL

051003PBX

MY PART #

25

\$330.00

710000

MY PART #

8

\$2,318.32



# Other Features to Consider

## My Account

[www.AspenSurgical.com/MyAccount](http://www.AspenSurgical.com/MyAccount)

Navigate the Self Service Portal and view your dashboard.

## Quick Order

[www.AspenSurgical.com/QuickOrder](http://www.AspenSurgical.com/QuickOrder)

Use the application to quickly add items or upload a spreadsheet of items to your cart.

## Account Settings

[www.AspenSurgical.com/MyAccount/AccountSettings](http://www.AspenSurgical.com/MyAccount/AccountSettings)

Change your user access password to the Self-service Portal on AspenSurgical.com

## Addresses

[www.AspenSurgical.com/MyAccount/Addresses](http://www.AspenSurgical.com/MyAccount/Addresses)

### Addresses

View addresses for your Aspen Surgical Customer ID Number.

## My Lists

[www.AspenSurgical.com/MyAccount/MyLists](http://www.AspenSurgical.com/MyAccount/MyLists)

Save and share lists of count sheets or favorite items.

## Saved Orders

[www.AspenSurgical.com/MyAccount/SavedOrders](http://www.AspenSurgical.com/MyAccount/SavedOrders)

### SavedOrders

Easily save orders to reorder or add items to your cart.

# aspensurgical.com

## Website Support

Visit Contact Us and submit the form.

Americas, Europe, Middle East & Africa:  
Call +1-888-364-7004

Email  
United States:  
customerservice@aspensurgical.com

Email  
Canada, Puerto Rico, Latin America,  
Europe, Middle East, and Africa:  
export@aspensurgical.com

Australia, New Zealand & Asia:  
Call +61 3 9413 5555  
Email anz@aspensurgical.com

