

## ZOLL CMS Marketing Materials Online Fulfillment Center/OFC

### Overview & FAQ's

#### Access:

- URL/Link: <http://zoll.xmp.knepperpress.net/>
  - Note: the ZOLL CMS Marketing Materials website does not have a mobile app, however the website can be used from your browser on your mobile device.
  - Don't forget to add the link to your favorites list

#### Overview:

- Easy to navigate shopping experience
- Customizable items (business cards/name badges)
- Quick shipping turnaround times
- Order tracking Information
- Order history overview

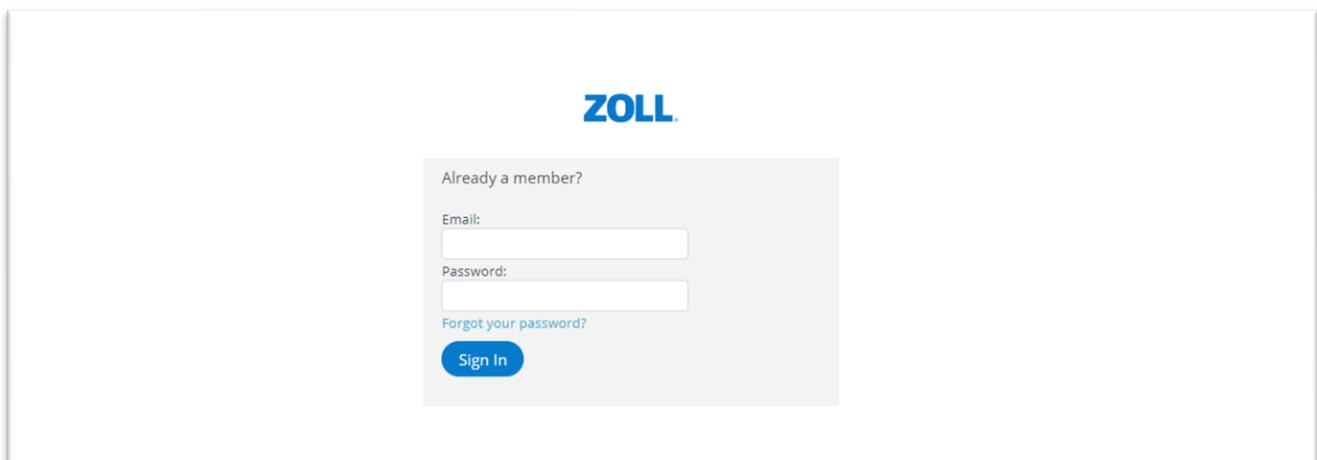
#### Log in details:

- Username: your '@zoll.com' email address
- Password: you will receive an email from [fulfillment@knepperpress.com](mailto:fulfillment@knepperpress.com) with an initial password.
  - When you log in for the first time we recommend to create a new password.
  - If you forget your password, click the 'forgot your password?' button on the home page and you will be sent an email to reset

#### Support contacts are:

- For North America [KAmsler@zoll.com](mailto:KAmsler@zoll.com)
- For EMEA [OFC-support@zoll.com](mailto:OFC-support@zoll.com)

### Log In Page



**ZOLL**

Already a member?

Email:

Password:

[Forgot your password?](#)

[Sign In](#)

## Welcome Page

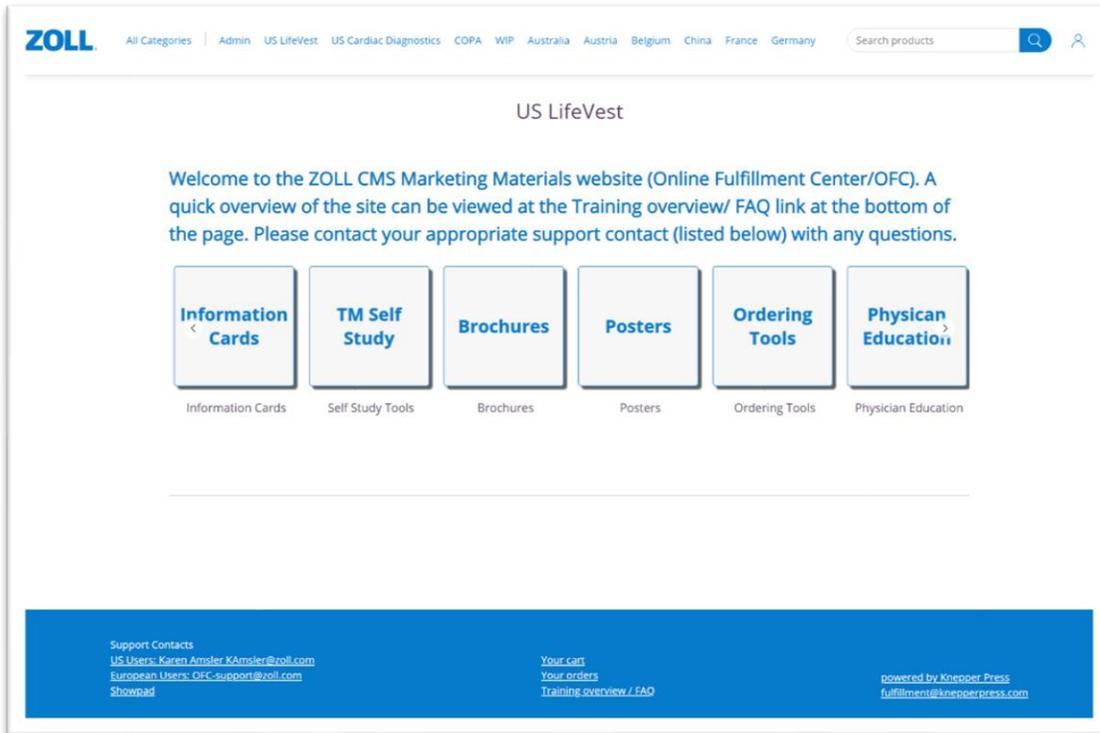
The screenshot shows the ZOLL CMS Marketing Materials website. At the top left is the ZOLL logo. To its right is a navigation menu with links for 'All Categories', 'Admin', 'US LifeVest', 'US Cardiac Diagnostics', 'COPA', 'WIP', 'Australia', 'Austria', 'Belgium', 'China', 'France', and 'Germany'. A search bar labeled 'Search products' is on the right. The main content area features a welcome message: 'Welcome to the ZOLL CMS Marketing Materials website (Online Fulfillment Center/OFC). A quick overview of the site can be viewed at the Training overview/ FAQ link at the bottom of the page. Please contact your appropriate support contact (listed below) with any questions.' Below this is a row of six buttons for regional navigation: Austria, Belgium, China, France, Germany, and Great Britain. Each button has a left and right arrow. Below the buttons are labels for each region: Austria, Belgium, China, France, Germany, and Great Britain. Further down, 'Switzerland' is listed. The footer is a blue bar containing 'Support Contacts' (US Users: Karen Amsler, European Users: OFC-support, Showpad), 'Your cart' (Your orders, Training overview / FAQ), and 'powered by Knepper Press' (fulfillment@knepperpress.com).

Note: access to specific catalogs is based on your role and your location.

### Overview:

- Clicking the ZOLL logo at the top left corner from any page will return you to the home screen (as above)
- A link to this FAQ document can be found at the bottom center of this page
- Your order history can be accessed from the bottom center of this page
- Support contacts are listed at the bottom left corner of the page
  - Please notify these contacts if you need any address updates, if you have specific requirements/requests for your order, and if you have any trouble with this website
    - For North America [KAmsler@zoll.com](mailto:KAmsler@zoll.com)
    - For EMEA [OFC-support@zoll.com](mailto:OFC-support@zoll.com)

## Catalog View



You can select various catalogs across the top navigation bar or from the icons in the center of the welcome page screen

- Many products are available such as brochures, posters, information cards, ordering tools, general business supplies, scrubs, and business cards (business cards and scrubs are US-materials only)

## Category View

**Brochures**

14 products

- Prescriber Brochure / 20C0019**  
 Shipped in Packs (25 Items/Pack)
- SCA Screening Brochure / 20C0071**  
 Shipped in Packs (25 Items/Pack)
- ZPM Network Quick Start Guide / 20C0498**  
 Shipped in Packs (10 Items/Pack)
- ZPM Network Quick Start Guide- US Spanish / 20c0498SPA**  
 Shipped in Packs (10 Items/Pack)
- Patient Brochure Booklet / 20C0621**  
 Shipped in Packs (10 Items/Pack)
- US Spanish Patient Brochure Booklet / 20C0621SPA**  
©2019 Zoll Medical Corporation. All rights reserved.
- AHA/ACC/HRS Guidelines / 20C0729**  
 Shipped in Packs (25 Items/Pack)
- LifeVest Patient Decision Aid / 20c0921**  
 Shipped in Packs (10 Items/Pack)

Once you click on a catalog, you will see the screen above showing the various materials for the category you selected

- From this screen you may quickly review and add items to your shopping cart
- If an item ships in packs, the number of items per pack is displayed under the name of the item
- For each item, input your order quantity of items/packs or use the "+" and "-" to adjust the quantity
- Click on the "Add to Cart" button
- If you input a quantity over the maximum limit, a message will notify you
- If you would like to see any items in greater detail, click anywhere on the image of that item

## Item Detail View

The screenshot shows the ZOLL product detail page for the WEAR Checklist / 20C0074. The page layout includes a top navigation bar with the ZOLL logo, 'All Categories', and 'US LifeVest'. A search bar is located in the top right corner. The main content area is split into two columns. The left column displays a product image with the text 'WEAR THE FOUR MOST IMPORTANT THINGS FOR YOU TO KNOW.' and a list of instructions: 'Wear it all day and all night.', 'Every 24 hours, change the battery.', 'All packs for SPECT users. Press the Release button.', and 'Read the display for CO2 levels and follow the rescue time on the screen.' Below the image is a 'Page 1' indicator and a 'Showpad' icon. The right column shows the product title 'WEAR Checklist / 20C0074', a quantity selector set to '1', and a note 'Packs: (25 Items/Pack)'. A prominent blue 'Add to cart' button is centered below the quantity selector. The footer is a blue bar containing support contact information for US and European users, navigation links for 'Your cart', 'Your orders', and 'Training overview / FAQ', and a note 'powered by Knipper Press fulfillment@knipperpress.com'.

- On the item detail page shown above you can take a closer look at each item
- By clicking on the image, you can take a closer look at the item to determine if this is what you would like to order
- You can also add items to your cart from this page
- To return to shopping other items, click the ZOLL logo or the catalog name of your choosing at the top left of the page



## Custom Business Cards

**ZOLL** All Categories | US LifeVest Search products

### Field Sales Business Cards

Customize Finalize

First Name:\*

Last Name:\*

Title:\*

Title line 2 (if needed):

Direct Phone:

Cell Phone:

\* Indicates a required field

Preview: ZOLL LifeVest  
User ZOLL  
Coordinator of Patient Administration  
Cardiac Management Solutions  
412.555.2222 (ext)  
121 Gamma Drive  
Pittsburgh, PA 15208  
800.543.3267 (24 hour support)  
866.567.7615 (toll)  
zoll.com

Page 1  
Refresh Preview

- You can order custom items, such as business cards and name badges
  - To do so, select the business cards category from the welcome page
    - Name badges can be found in the scrubs category
  - Select the appropriate business card item, once you do so you will see the page above
  - Several fields including your name and title will be prepopulated
    - You may edit some but not all these fields, if you need to edit fields such as title, please contact [kamsler@zoll.com](mailto:kamsler@zoll.com)
  - When all your information has been entered, click 'Next' at the bottom right
    - You can also click 'Refresh Preview' to get a quick live look at the card
  - On the next page, select if you will need 250,500 or 1,000 cards in your order
  - Click the 'Proof' button to open a full-size PDF proof of your card
    - A proof must be reviewed and the 'proof is approved' box must be checked before you can add business cards to your shopping cart

## Shopping Cart Navigation

The screenshot shows the ZOLL website interface. At the top left is the ZOLL logo and navigation links for 'All Categories' and 'US LifeVest'. A search bar is located at the top center. In the top right corner, there are icons for a user profile and a shopping cart. A yellow arrow points to the shopping cart icon. Below the navigation bar, the page title is 'Brochures'. Underneath, it says '14 products'. There are four product cards displayed, each with a brochure cover image, a title, a description, and an 'Add to cart' button with a quantity selector (minus, 1, plus).

14 products

- Prescriber Brochure / 20C0019  
Shipped in Packs (25 Items/Pack)
- SCA Screening Brochure / 20C0071  
Shipped in Packs (25 Items/Pack)
- ZPM Network Quick Start Guide / 20C0498  
Shipped in Packs (10 Items/Pack)
- ZPM Network Quick Start Guide- US Spanish / 20c0498SPA  
Shipped in Packs (10 Items/Pack)

- At any time, you can click the cart icon in the top right corner of any page
  - This will take you to a screen to view the contents of your shopping cart
  - From here you can review your items, return to shopping, or complete your order

## Shopping Cart

### Shopping Cart

Select all

	Name	Units	
<input checked="" type="checkbox"/> 	 Reorder Pad (SSR/TA Only)/90H0003RF <a href="#">Edit</a>	Total: 1 Pack (1 Pack = 5 Items)	<input type="button" value="x"/>
<input checked="" type="checkbox"/> 	 Prescriber Brochure - Australia/20C0019AUS <a href="#">Edit</a>	Total: 1 Pack (1 Pack = 25 Items)	<input type="button" value="x"/>
<input checked="" type="checkbox"/> 	 Prescriber Brochure/20C0019 <a href="#">Edit</a>	Total: 2 Packs (1 Pack = 25 Items)	<input type="button" value="x"/>
<input checked="" type="checkbox"/> 	 ZPM Network Quick Start Guide- US Spanish/20c0498SPA <a href="#">Edit</a>	Total: 3 Packs (1 Pack = 10 Items)	<input type="button" value="x"/>

All US orders ship from Pittsburgh, PA by UPS Ground (1-5 business days). All European orders ship from Germany by UPS Ground or GO!

- From this page you can review your items and make any adjustments
  - You can remove items from the cart by clicking the appropriate 'x' button at the right side
  - You can return to any item to make changes by clicking on the 'edit' button
- When you are satisfied with the items in your shopping cart click on the "Checkout" button.

## Checkout

The screenshot shows the ZOLL checkout page. At the top left is the ZOLL logo and navigation links for 'All Categories' and 'US LifeVest'. A search bar is on the top right. The main heading is 'Checkout - Order Summary'. Below this, there are tabs for 'Address Details', 'Payment & Submission', and 'Submission'. A blue banner states 'All costs covered by ZOLL Marketing'. The 'Shipping' section contains a dropdown menu for 'Select Shipping Address' with 'Zoll User' selected. Below the dropdown, the selected address is displayed: 'Zoll User, 123 Main St, Pittsburgh, Pennsylvania 15222, United States'. At the bottom of the form, there are '< Back' and 'Next >' buttons.

- From this screen, please review your shipping address, which will be automatically populated and click the "Next" button.
  - If you need to change your address, contact the support contact for your location
    - North America [KAmsler@zoll.com](mailto:KAmsler@zoll.com)
    - For Europe [OFC-support@zoll.com](mailto:OFC-support@zoll.com)
- If you have no change to the shown address, click the 'Next' button
- All costs for marketing materials and order from this website are covered by ZOLL CMS Marketing
- You are not responsible for any costs in relation to orders placed on this website

## Order Summary

The screenshot shows the ZOLL website's checkout order summary page. At the top left is the ZOLL logo, followed by 'All Categories' and 'US LifeVest'. A search bar with 'Search products' is on the right. The main heading is 'Checkout - Order Summary'. Below it is a breadcrumb trail: 'Address Details > Payment & Submission'. Underneath is the section 'Ordered Items'. A table lists the items:

Name	Units
 SCA Screening Brochure/20C0071	Total: 2 Packs (1 Pack = 25 Items)

At the bottom of the page are two buttons: '< Back' on the left and 'Checkout' on the right.

- Give your order a final review and then click on the "Checkout" button.

## Order Confirmation

The screenshot shows the ZOLL order confirmation page. The main heading is 'Order Summary'. Below it is the text: 'Your order has been received successfully.' followed by 'Order number: 820851'. Below that is the shipping information: 'All US orders ship from Pittsburgh, PA by UPS Ground (1-5 business days). All European orders ship from Germany by UPS Ground or GO!'. At the bottom are two buttons: 'Print Order Details' and 'Continue Shopping'.

- When you see the order confirmation page shown above, your order has been successfully completed
  - Here you can find your order number
- By clicking 'Print Order Details' you can review a receipt for your order
  - This same receipt/ order confirmation will be automatically emailed to you as well

## Order History

**Order History**

Order ID:  View: All orders

Orders List

Order#	Order Date	Total Amount	Status
<a href="#">820851</a>	7/20/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">744751</a>	7/12/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">134751</a>	6/27/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">524751</a>	6/27/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">614751</a>	6/27/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">680751</a>	6/27/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">160751</a>	6/22/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">156651</a>	6/22/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">865651</a>	6/19/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>
<a href="#">855651</a>	6/19/2022	\$0.00 USD	In Progress <a href="#">Show receipt</a>

1 2 3 4 5

Support Contacts  
 US Users: [Karen.Amsler@zoll.com](mailto:Karen.Amsler@zoll.com)  
 European Users: [OFC-support@zoll.com](mailto:OFC-support@zoll.com)  
[Show map](#)

[Your cart](#)  
[Your orders](#)  
[Training overview / FAQ](#)

powered by Knepper Press  
[fulfillment@knepperpress.com](mailto:fulfillment@knepperpress.com)

- At any time, order history is available by either of two paths
  - By clicking the person icon in the top right corner, then 'My Orders' in the drop-down list or
  - By clicking 'Your Orders' in the bottom center of the page
- More detail for each order, including shipping status and tracking number are available by clicking on the order number

## Detailed Order History

### Order Details

Order#: 820851 [Show receipt](#)

All US orders ship from Pittsburgh, PA by UPS Ground (1-5 business days). All European orders ship from Germany by UPS Ground or GO!

Payment details: Invoice

#### Purchase details

Product	Units
 Reorder Pad (SSR/TA Only)/90H0003RF <a href="#">Reorder</a>	Total: 1 Pack (1 Pack = 5 Items)
 Prescriber Brochure - Australia/20C0019AUS <a href="#">Reorder</a>	Total: 1 Pack (1 Pack = 25 Items)
 Prescriber Brochure/20C0019 <a href="#">Reorder</a>	Total: 2 Packs (1 Pack = 25 Items)
 ZPM Network Quick Start Guide- US Spanish/20c0498SPA <a href="#">Reorder</a>	Total: 3 Packs (1 Pack = 10 Items)

#### Delivery details

Address	ID	Product Name	No. of Units	Status	Tracking
Delivery 1 <a href="#">ZOLL User</a>	19154	Reorder Pad (SSR/TA Only)	1 Pack	Pending	Standard
	19155	Prescriber Brochure - Australia	1 Pack	Pending	
	19217	Prescriber Brochure	2 Packs	Pending	
	19218	ZPM Network Quick Start Guide- US Spanish	3 Packs	Pending	

[Back](#)

- For each order you can review a full detailed history including items orders, quantity of each, order number, order status, and tracking details

Fulfillment Locations:

- US orders ship from Knepper Press Located in Clinton, PA, USA



- EMEA orders ship from CRS medical GmbH in Asslar, Germany

