



HUB COMMERCE USER GUIDE

Alexion

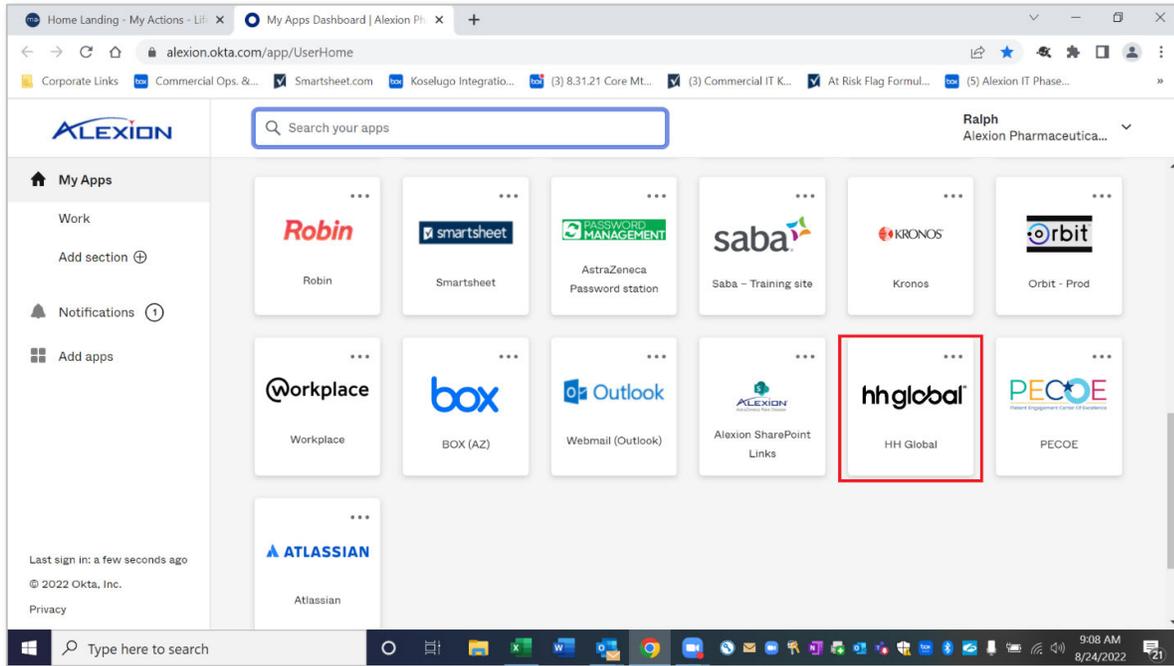
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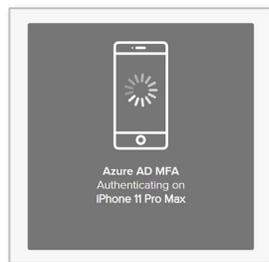
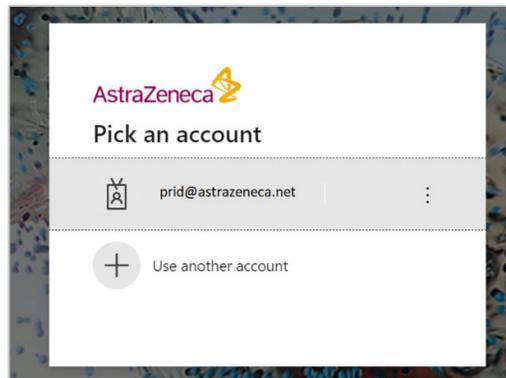
ACCESS HUB COMMERCE

To Access HUB Commerce

1. Click the **HH Global** Quick Link on your Okta site to log into HUB Commerce using SSO.

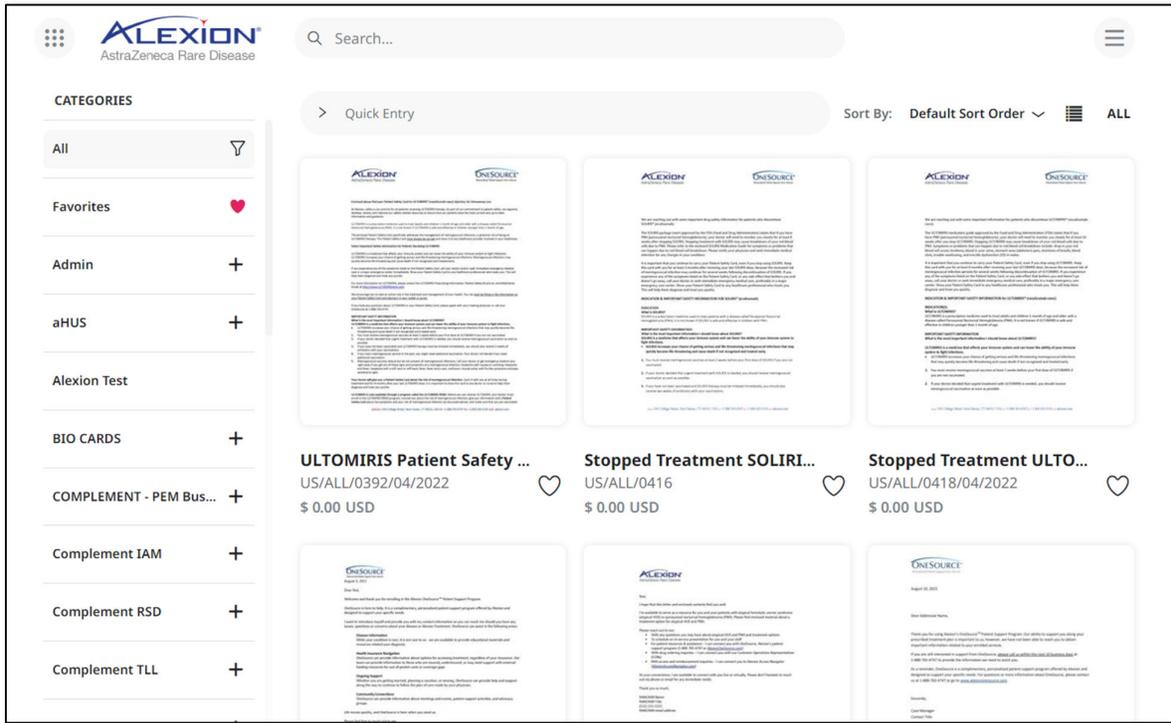


2. After clicking on the HH Global tile from the Okta page, the user will be redirected to the MS Azure Login page to confirm your network credentials. Please ensure you are enter your **PRID** email if it is not already populated. E.g., PRID@astrazeneca.net This is your organization's SSO Login. Azure will then authenticate you and direct the user to Hub Commerce's landing page.



BROWSE THE CATALOG

To browse through a list of items, click on one of the categories on the left. Once you select a category, the available products in that category will be listed.



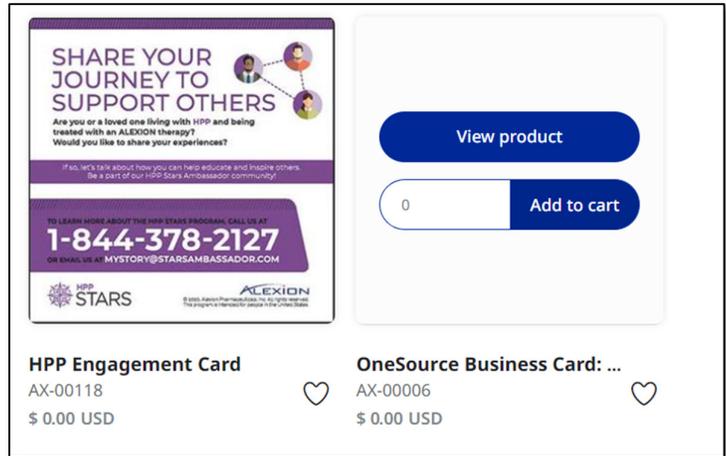
The search field will display items based on name or description containing the search term entered.



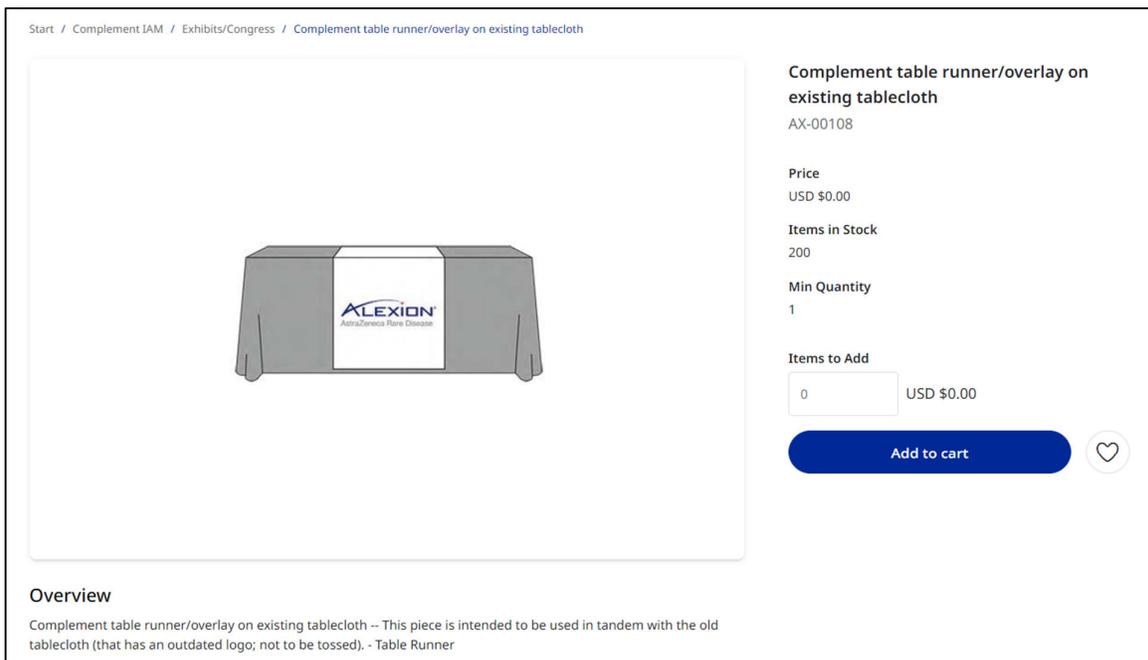
The **catalog item** display will include the item image, SKU and price.

If a quantity box appears when hovering over the item image, the item can be added to the shopping cart by entering a quantity and clicking the **Add to cart** button.

Note: The above feature will NOT appear if the Stock Item is Out of Stock.



Click on **View product** button to view the product detail page where additional details can be viewed. The **detail page** will include the item description at the bottom left and pricing, inventory levels (for inventory items) and the item SKU upper right.

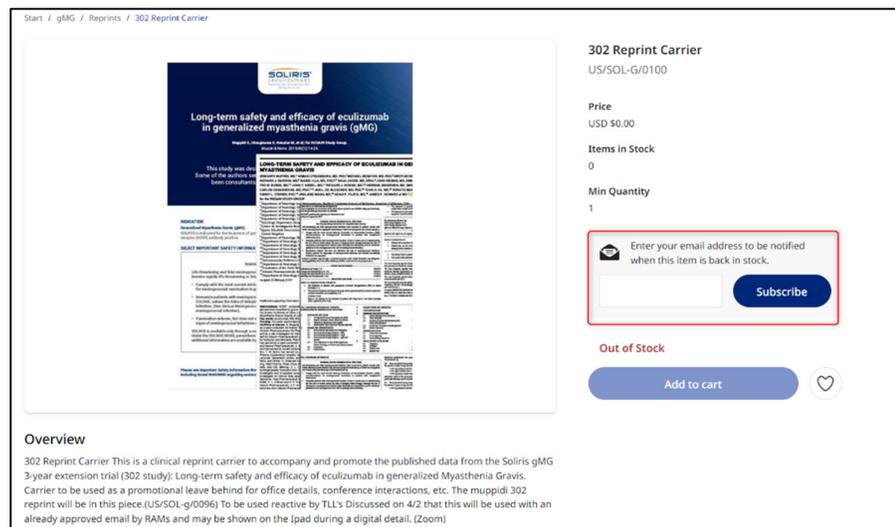


OUT OF STOCK

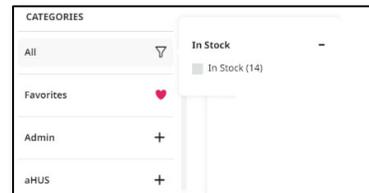
When an item is out of stock, the user will be shown an “Out of Stock” message under the product image on the category page.



If a product is Out of Stock, the user can enter their email address to be notified when the item is back in stock. To subscribe to back in stock notifications, navigate to the product detail page and enter your email in the notification field in the bottom right corner.



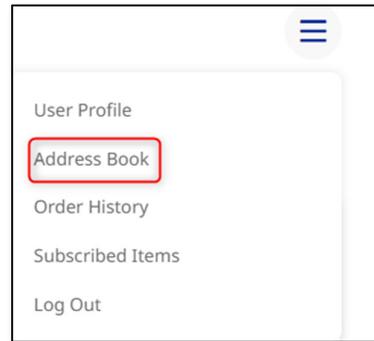
Users can also filter “In Stock” products by simply clicking on the filter feature within Product Categories.



ADDRESS BOOK

To access your address book, hover over the menu icon and select **Address Book**.

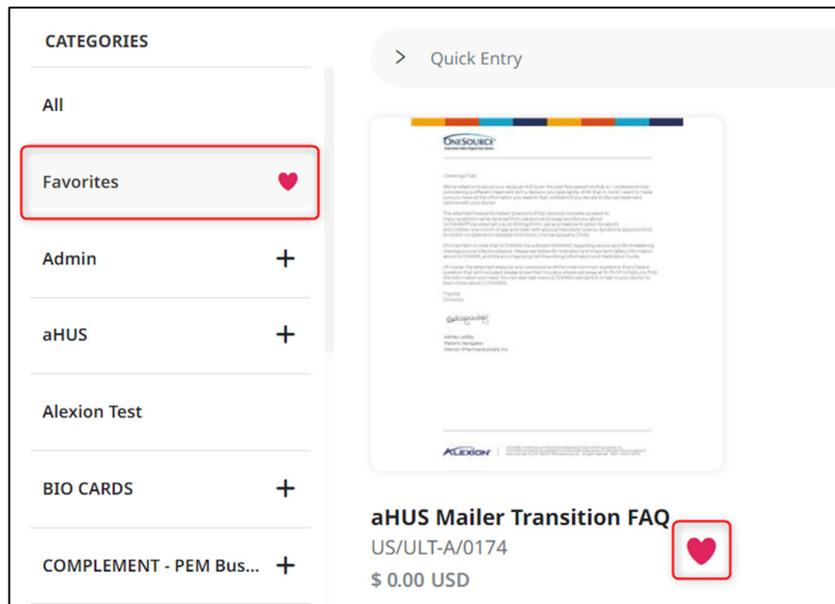
To add a personal address, click in the **Add Address**  top right corner.



ADD ITEMS TO YOUR FAVORITES

If you will be ordering a certain item frequently, click the “**Add to Favorites**” heart to add it to your Favorites list to make it easy to find in the future. The heart is available on both the catalog and detail pages.

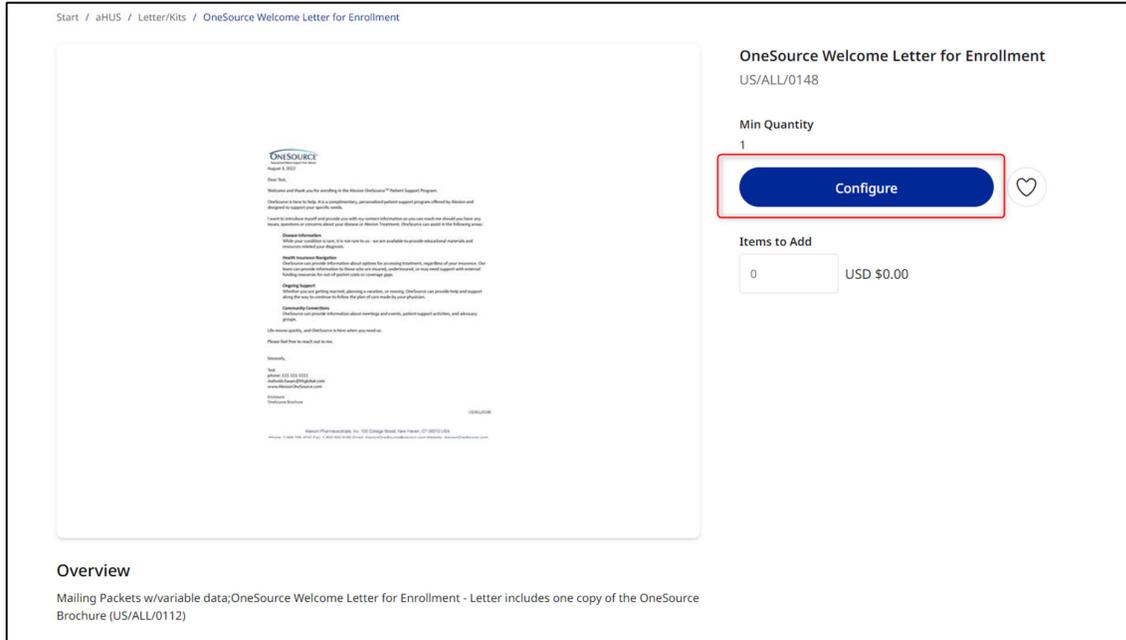
You can see the list of all your favorite items by clicking Favorites in the Categories menu. Click the heart to remove it from your favorites.



CONFIGURE AN ITEM

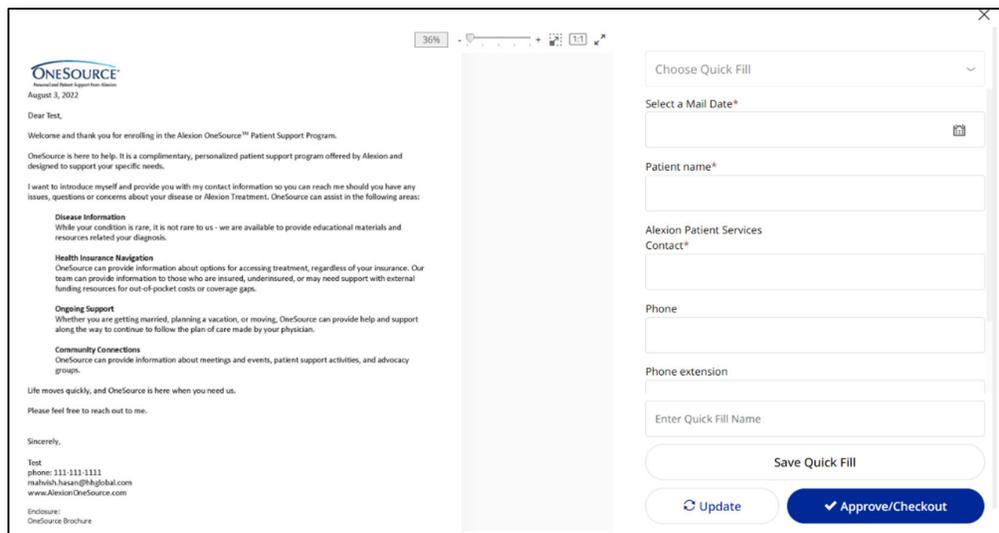
To configure an item, go to the product detail page by clicking on **View Product**.

In the product detail page, click on the **Configure** button to bring up the customization form.

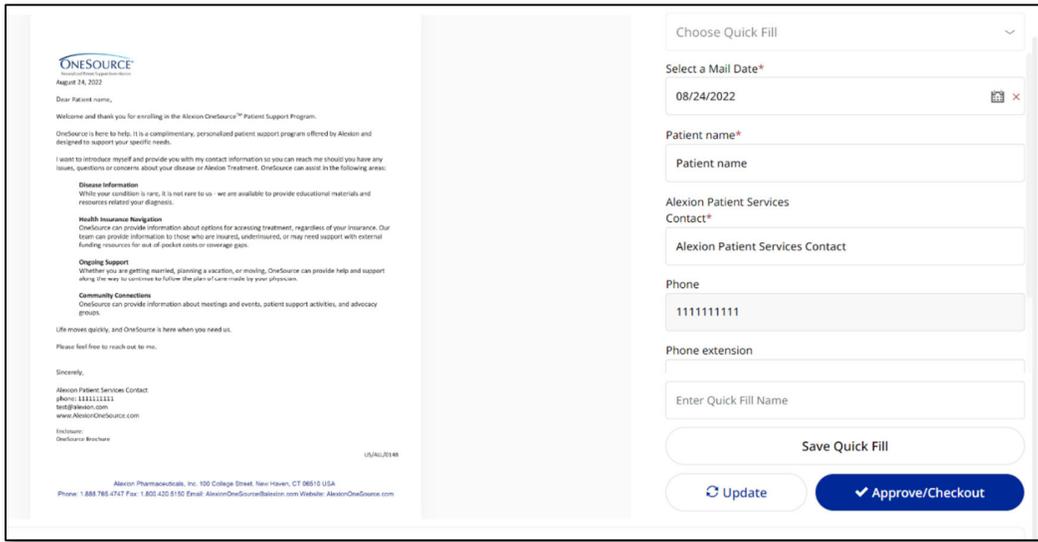


Fill in the form on the right side of the screen with the customized information. All fields with a red asterisk are required. You can save this entry information as “Quick Fill” for future orders, by adding a name for this customization in the “Enter Quick Fill Name” field and click on Save Quick Fill.

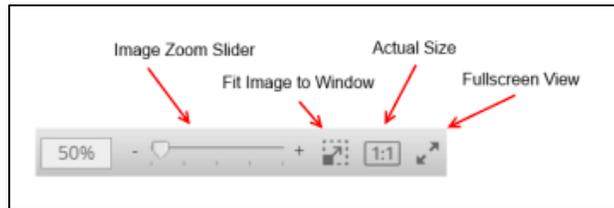
Click on **Update**, to generate an on-screen proof.



If you need to adjust any information, make revisions then click **Update** to refresh the on-screen proof.

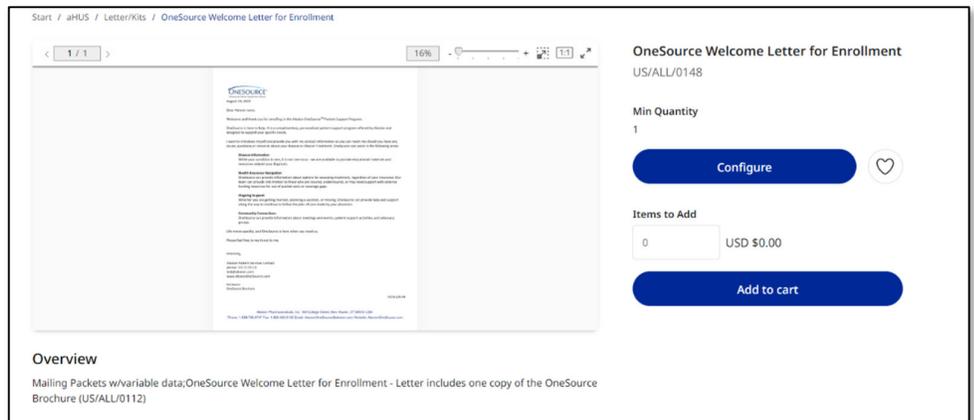


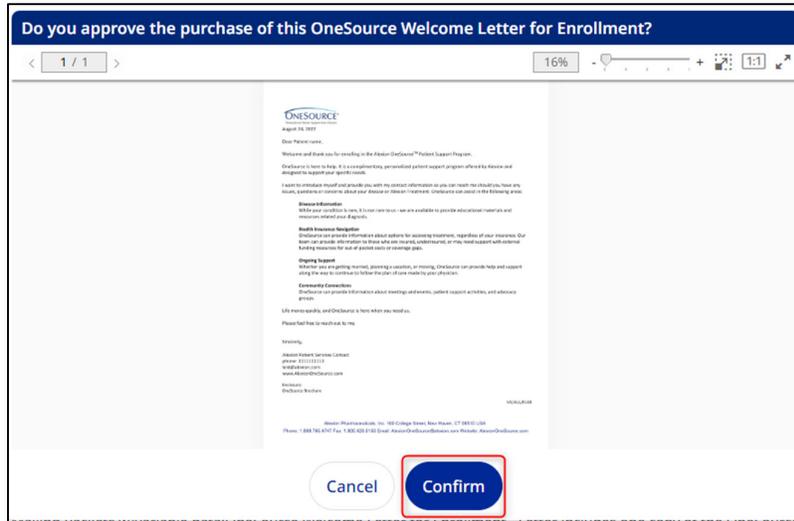
Use the toolbar at the top, to adjust your view of the proof and form.



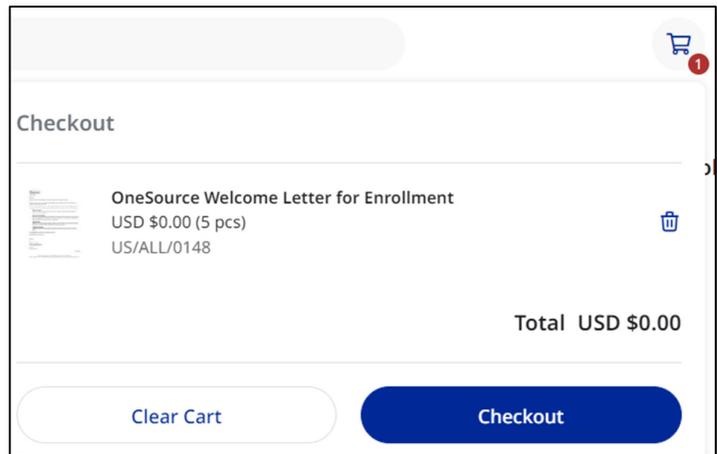
Once you're satisfied with the proof, click the **Approve/Checkout** button to close the form and return to the product detail page.

To add the item to your shopping cart, select a quantity and click the **Add to cart** button. You will be asked to confirm the proof one more time before the item is added to the shopping cart.





When you have added all desired items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select **Checkout**. This launches the checkout screen.



Once the **Checkout** page opens, you will be prompted through five steps: **Items, Shipping, Delivery, Payment, and Checkout**.

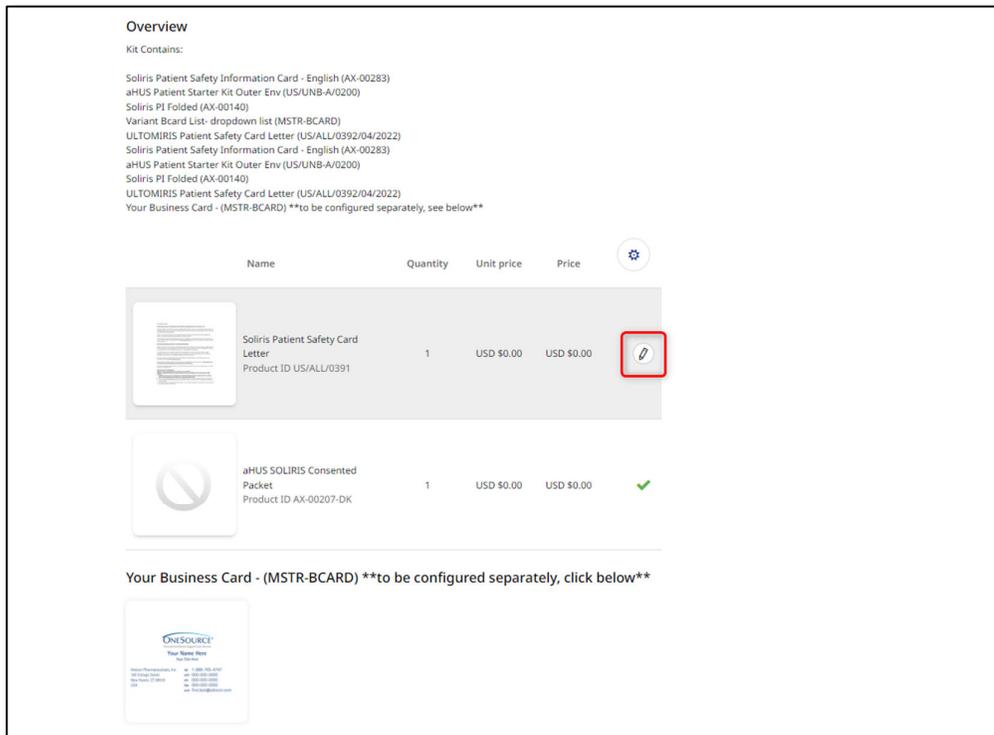
CONFIGURE A KIT

A KIT includes various items bundled at the warehouse and shipped to you as a bundled package. Some KITS on the Commerce site include customizable letters, which you will modify on the site.

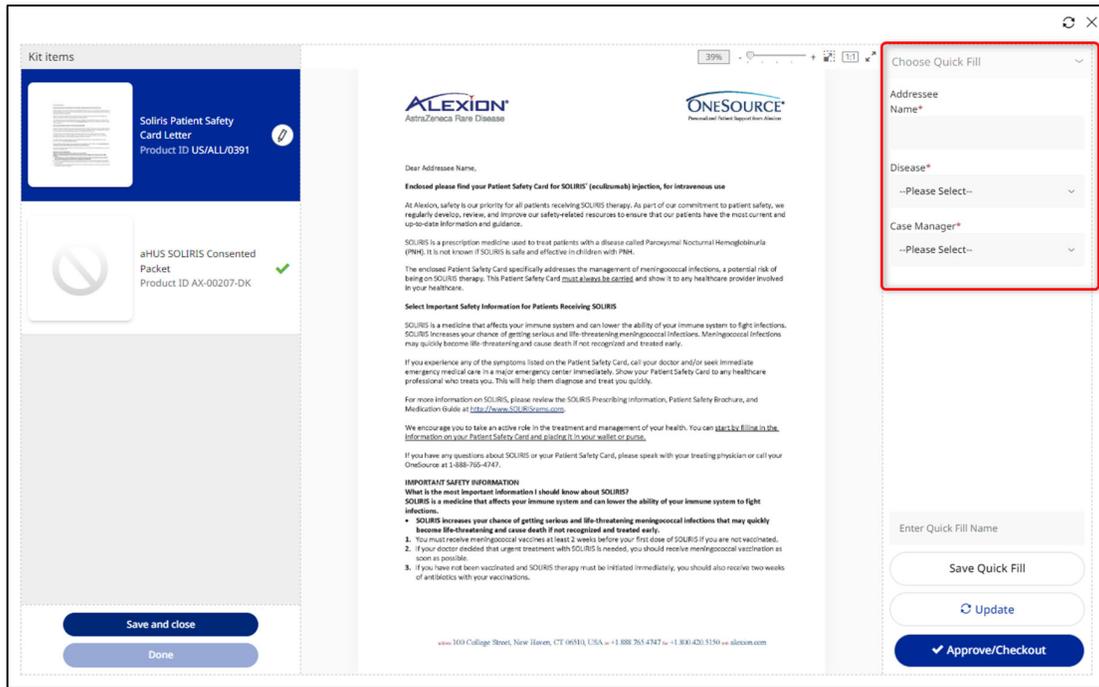
To begin configuring, find the bundle on the site. These can be found within the Letter/Kit category. Once you have found the KIT, click “View Product” to begin.



The user will see all the components listed in the Item Description within the Product Detail Page. If the KIT includes a customizable item, it will be listed as a component below the description with a pencil next to it which you will click to start customizing.

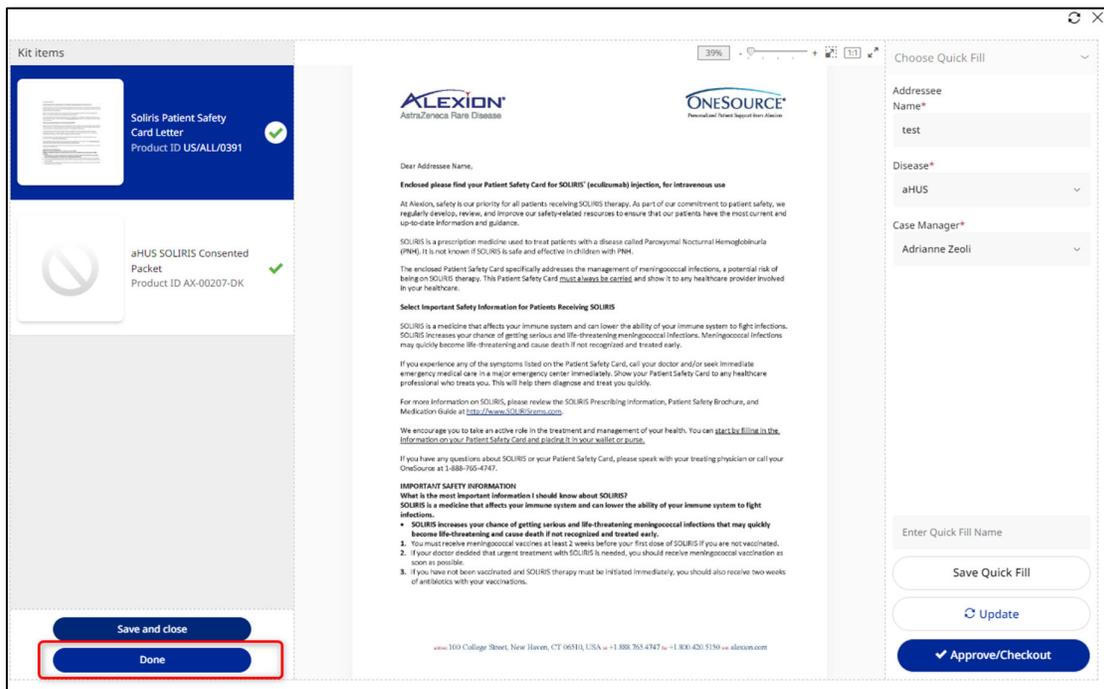


Once the pencil has been checked, the user will be presented with the following screen; the user can then start modifying the letter per their needs.



To learn how to customize an item, please reference [Configure an Item](#)

Once you are done with the edits, click on “Done” and proceed with adding the KIT to your cart.



This particular kit has an option to include your personalized business card. The business card item must be added to your cart separately.

Overview

Kit Contains:

Soliris Patient Safety Information Card - English (AX-00283)
 aHUS Patient Starter Kit Outer Env (US/UNB-A/0200)
 Soliris PI Folded (AX-00140)
 Variant Beard List- dropdown list (MSTR-BCARD)
 ULTOMIRIS Patient Safety Card Letter (US/ALL/0392/04/2022)
 Soliris Patient Safety Information Card - English (AX-00283)
 aHUS Patient Starter Kit Outer Env (US/UNB-A/0200)
 Soliris PI Folded (AX-00140)
 ULTOMIRIS Patient Safety Card Letter (US/ALL/0392/04/2022)
 Your Business Card - (MSTR-BCARD) ****to be configured separately, see below****

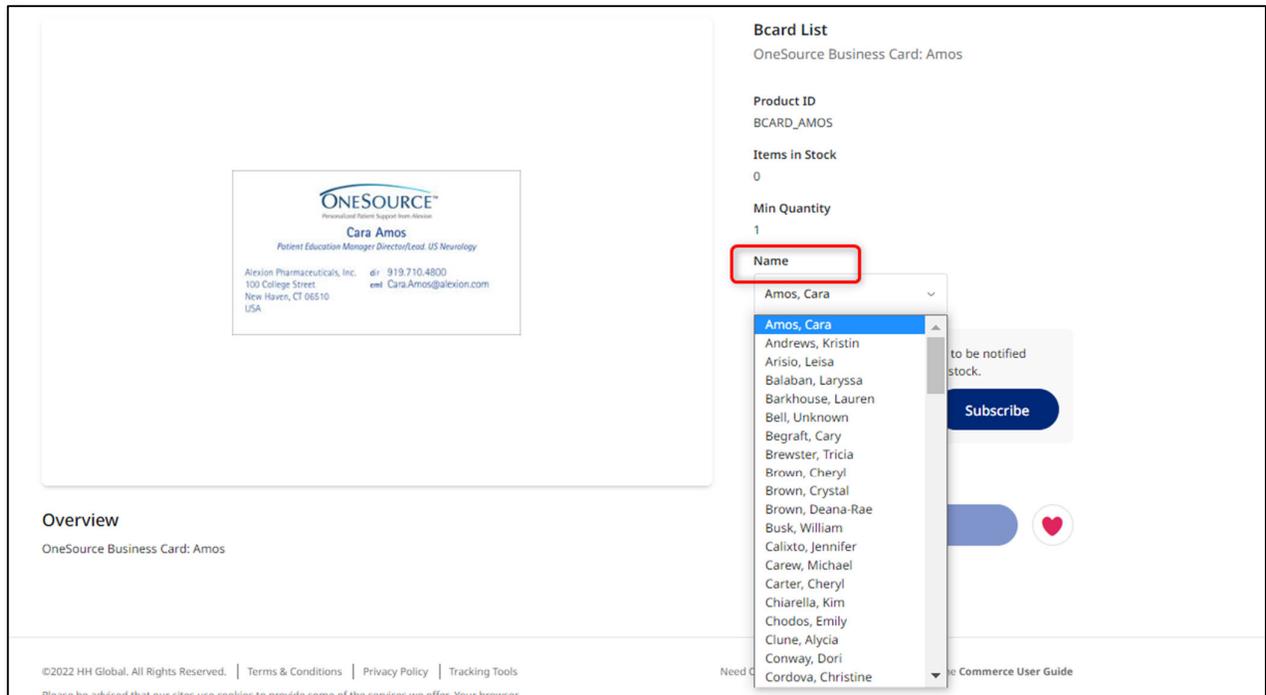
Name	Quantity	Unit price	Price	
 <p>Soliris Patient Safety Card Letter Product ID US/ALL/0391</p>	1	USD \$0.00	USD \$0.00	✓
 <p>aHUS SOLIRIS Consented Packet Product ID AX-00207-DK</p>	1	USD \$0.00	USD \$0.00	✓

Your Business Card - (MSTR-BCARD) **to be configured separately, click below******



Click on the business card within your Product Detail Screen. You will be taken directly to the MSTR-BCARD parent sku. Within the Product Detail Page, select your NAME from the dropdown. If your name does NOT exist, then we don't have your business cards in our warehouse. You must first order new business cards by customizing SKU # AX-00097.

If your name does exist, then please select your name and add to cart.



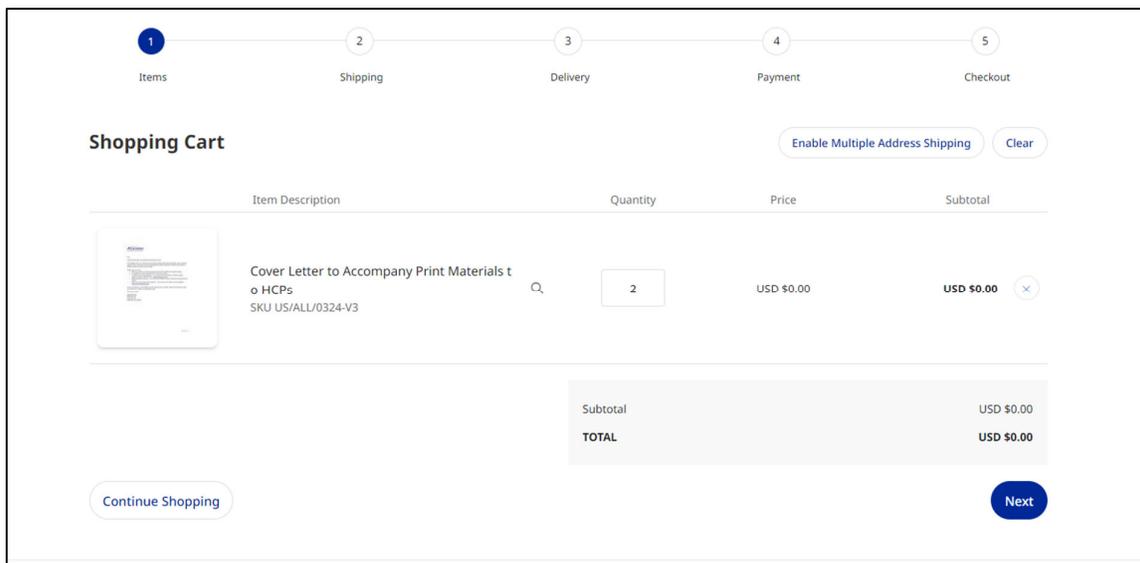
When you have added all desired items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select **Checkout**. This launches the checkout screen.

Once the **Checkout** page opens, you will be prompted through five steps: **Items, Shipping, Delivery, Payment, and Checkout**.

REVIEW YOUR ITEMS

On the **Items** screen, you can:

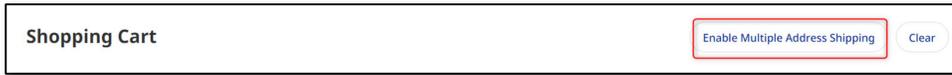
1. Remove all items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the **Quantity** field.
3. Remove individual items by clicking the **X** button for the line item.
4. Continue adding items to your cart before checking out by clicking the **Continue Shopping** button.
5. Enable Multiple Address Shipping.
6. Continue with the purchasing process by clicking the **Next** button.



SELECT YOUR SHIPPING ADDRESS

MULTIPLE ADDRESS SHIPPING

Within the Items review section of the Checkout process, you can enable “Multiple Address Shipping”. This will allow you to ship the item to multiple locations.



On the **Multiple Address** screen, you will have the following options:

1. Download the template
2. Upload Addresses from your computer
3. Add addresses from your address book
 - a. Personal Address Book
4. Or continue as a single shipping address by “Enabling Single Address Shipping”



If you prefer to work with spreadsheets, click the download arrow  next to “Download template” to download a copy of the import template.

	A	B	C	D	E	F	G	H	I	J
2	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
3										
4										

Enter in all your shipping addresses, one location per line. You'll need to be sure all fields with a red asterisk are filled in or the import will fail.

Important Note: Ensure the City and State cells does **NOT** have an extra space before entering the city and state, and that the zip code is five digits.

When entering the phone number, please be sure to enter only digits, parenthesis, or a + sign

Valid examples include (000) 000-0000, or 000-000-0000. The phone field will not accept decimals.

The Country field will offer a dropdown.

	A	B	C	D	E	F	G	H	I	J
2	Country*	First Name*	Last Name*	Company*	Phone*	Address 1*	Address 2	City*	State	Zip Code
3	United States	John	Doe	My Company	000-000-0000	1234 Anywhere St		City	ST	00000
4	United States	Janet	Doe	My 2nd Company	000-000-0000	234 Anywhere St	2nd Fl	City	ST	00000
5	United States	Jennifer	Doe	My 3rd Company	000-000-0000	345 Anywhere St		City	ST	00000
6	United States	Jim	Doe	My 4th Company	000-000-0000	456 Anywhere St		City	ST	00000
7	United States	Julie	Doe	My 5th Company	000-000-0000	567 Anywhere St		City	ST	00000

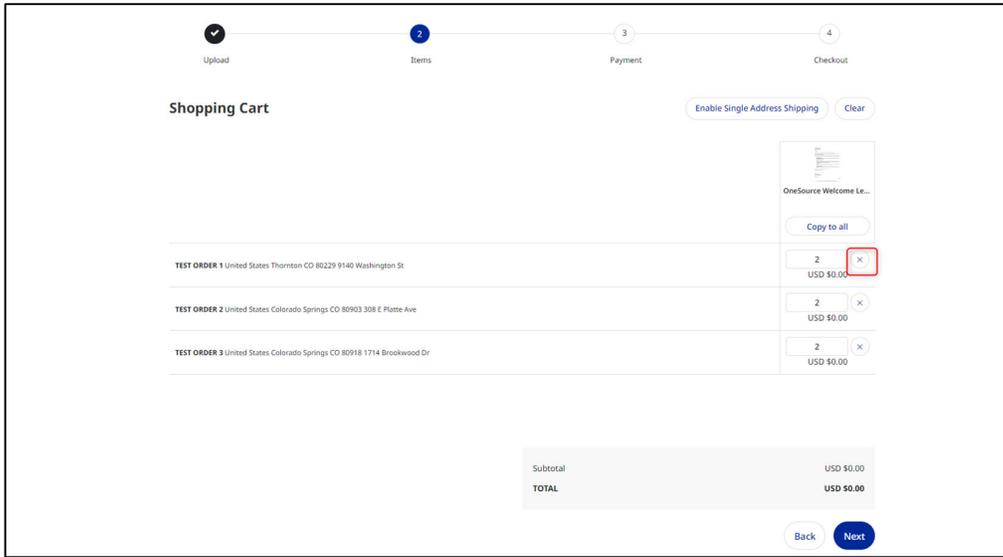
After filling in all your locations, click the upload arrow  next to "Upload Addresses" and select your file. **Please note:** the import will only work with spreadsheets matching the format of the downloaded template file.

After a successful import, the screen will move to the Items page, which shows the list of locations in rows, and the corresponding items in columns.

To ship to locations already in the system, click the "Add from Address Books" button to open the address book screen.

All addresses require a value to be entered in the following fields for checkout:

- First Name
- Last Name
- Company
- Phone
- Address Line 1
- City
- State (US)
- Zip Code (US)



Note: If you want to send none (or 0) to a location then you must select the “X” to the right of the quantity. The application will NOT allow you to enter zero for an item and/or location.

Once you have entered and confirmed the shipping addresses and quantities for each is correct. If all is correct, click “**Next**” on the bottom of the page to proceed to the **Payment** page.

SINGLE ADDRESS SHIPPING

You can input a new address, or you can click on **Open Address Book** to select a shipping location from the Corporate Address book or your Personal Address Book.

The screenshot shows a checkout process with four steps: 1. Items (checked), 2. Shipping (active), 3. Payment, and 4. Checkout. The 'Shipping Address' section contains the following fields:

- Country *: United States (dropdown)
- First Name *: Internal
- Last Name *: Tester1
- Company *: HH Global
- Address 1 *: 203 N. LaSalle
- Address 2: Suite 5
- City *: Chicago
- State *: Illinois
- Zip Code *: 60601
- Phone *: 1111111111

At the top right of the form, there is a red-bordered button labeled "Open Address Book" and a "Clear" button. At the bottom right, there is a summary table:

Subtotal	USD \$0.00
TOTAL	USD \$0.00

Navigation buttons include "Continue Shopping" at the bottom left, "Back" and "Next" at the bottom right.

PERSONAL ADDRESS BOOK

The **Personal Address Book** is a user level address book you can manage. We recommend using it for one-off addresses that are used infrequently.

On the address book selection screen, you can choose from the shipping addresses you have saved in your User Profile. To narrow the list of displayed addresses, enter the desired criteria in the Search By area and click Search.

The screenshot shows a 'Shipping Address' form with various input fields. A 'Personal Address Book' popup is displayed, showing a search result for 'Test User' with the address 'HH Global 203 N. LaSalle Chicago, IL 60601'. The popup includes 'Ok' and 'Cancel' buttons. The form fields include: Search by (with a Search button), Country (dropdown), First Name, Last Name, Company, Address 1, Address 2, Address 3, Address 4, City, State, Zip Code, Phone, Mobile Phone, and Email. At the top right of the form are 'Open Address Book' and 'Clear' buttons. On the right side of the popup, there are navigation icons: a close button (X), a refresh button (circular arrow), a list icon (three horizontal lines), a checkmark icon, and the number '12'.

Once you have entered and confirmed the shipping address is correct, click **Next** to proceed to the **Delivery** page.

DELIVERY METHODS

The items will be shipped using Alexion's FedEx account. Within the Delivery step, select the Shipping option. FedEx Ground is the preferred method.

Choose Delivery Method

Internal Tester2
HH Global
203 N. LaSalle
Chicago, IL, 60601
United States
4444444444

<input type="radio"/>	FedEx Priority Overnight	USD \$0.00
<input type="radio"/>	FedEx 2 day	USD \$0.00
<input checked="" type="radio"/>	FedEx Ground	USD \$0.00

Subtotal	USD \$0.00
Shipping Total	USD \$0.00
TOTAL	USD \$0.00

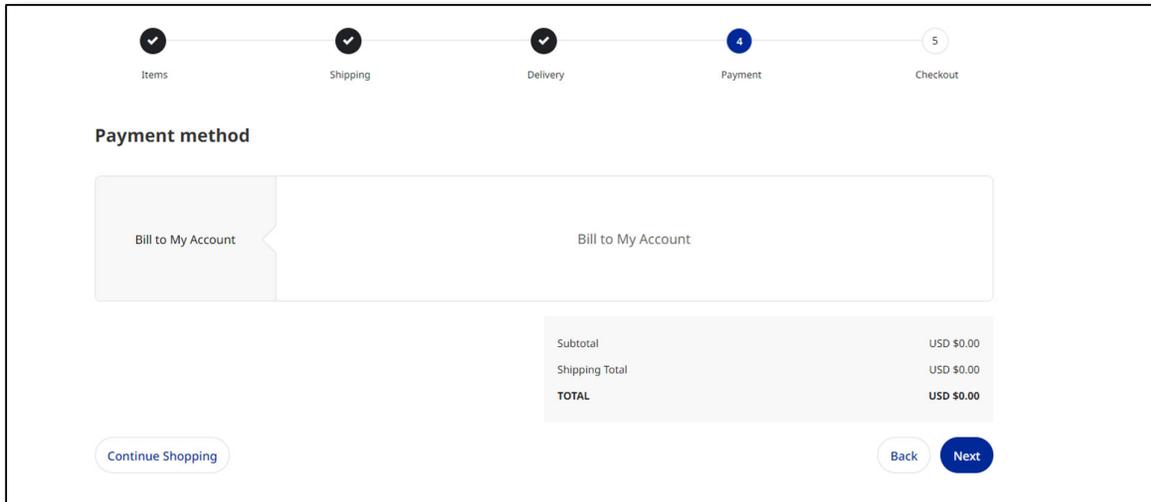
[Continue Shopping](#) [Back](#) [Next](#)

Once you have selected the shipping method, click **Next** to proceed to the **Payment** page.

PAYMENT METHOD

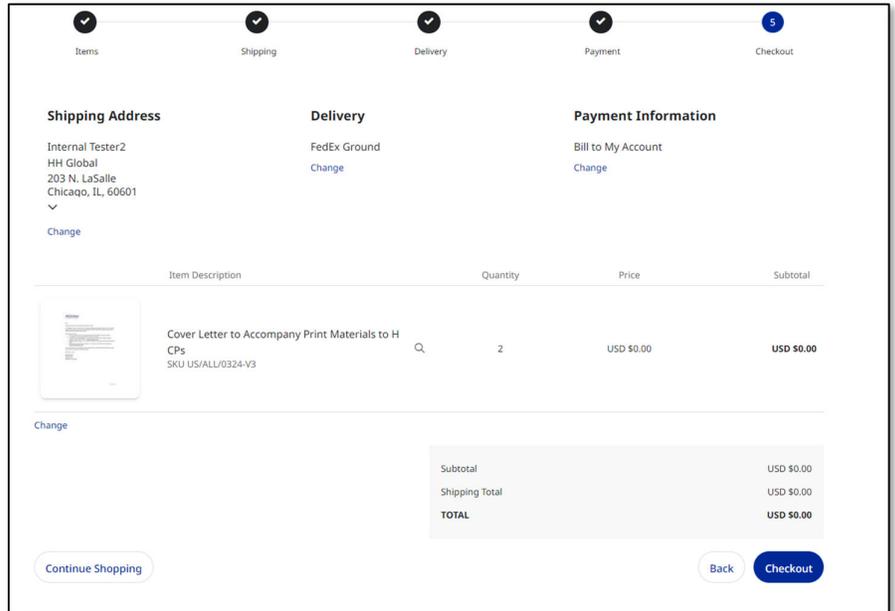
BILL TO MY ACCOUNT

Bill to My Account is the payment method enabled. Click **Next** to proceed to the Checkout Confirmation screen.



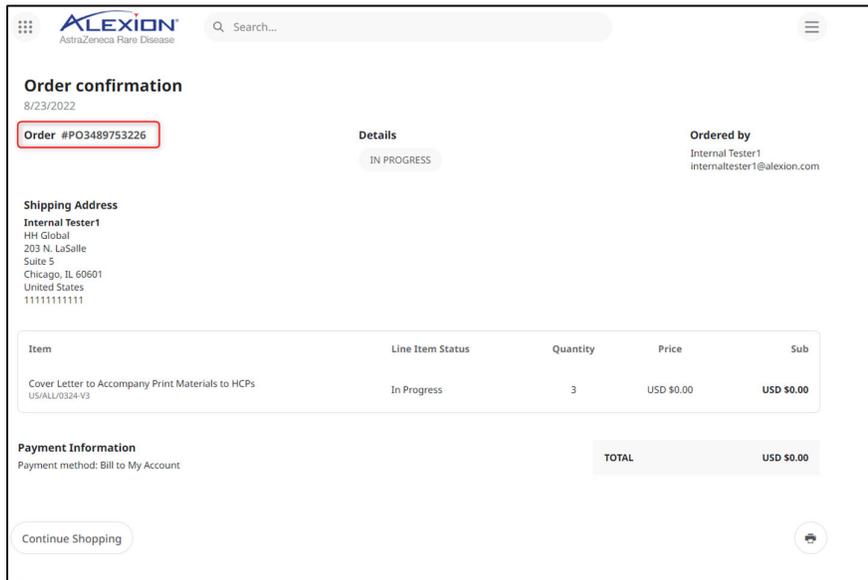
FINALIZE YOUR ORDER

On the Checkout page, you can review and change all your order information before clicking **Checkout** which will route your order for processing.



An **Order Confirmation** screen will appear with the option to print on the bottom right corner.

You will also receive an email copy of your order confirmation at the email address on your account. If you need to contact ALEXION’s Commerce Support regarding the order for any reason, please reference your order number.



Once the order has shipped or partially shipped, the user will be notified via email with the tracking details.

Your order was updated

ORDER UPDATED

ORDER #PO2362887704
Sully Candelario

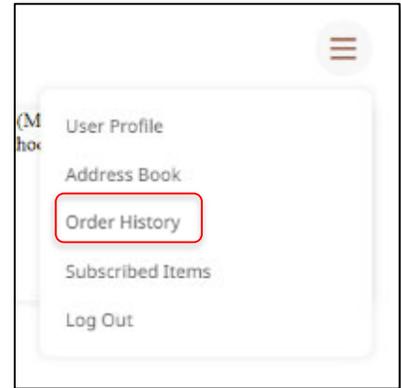
STATUS
1. In Progress
2. Partially Shipped
3. Completed

SHIPPING ADDRESS BILLING ADDRESS

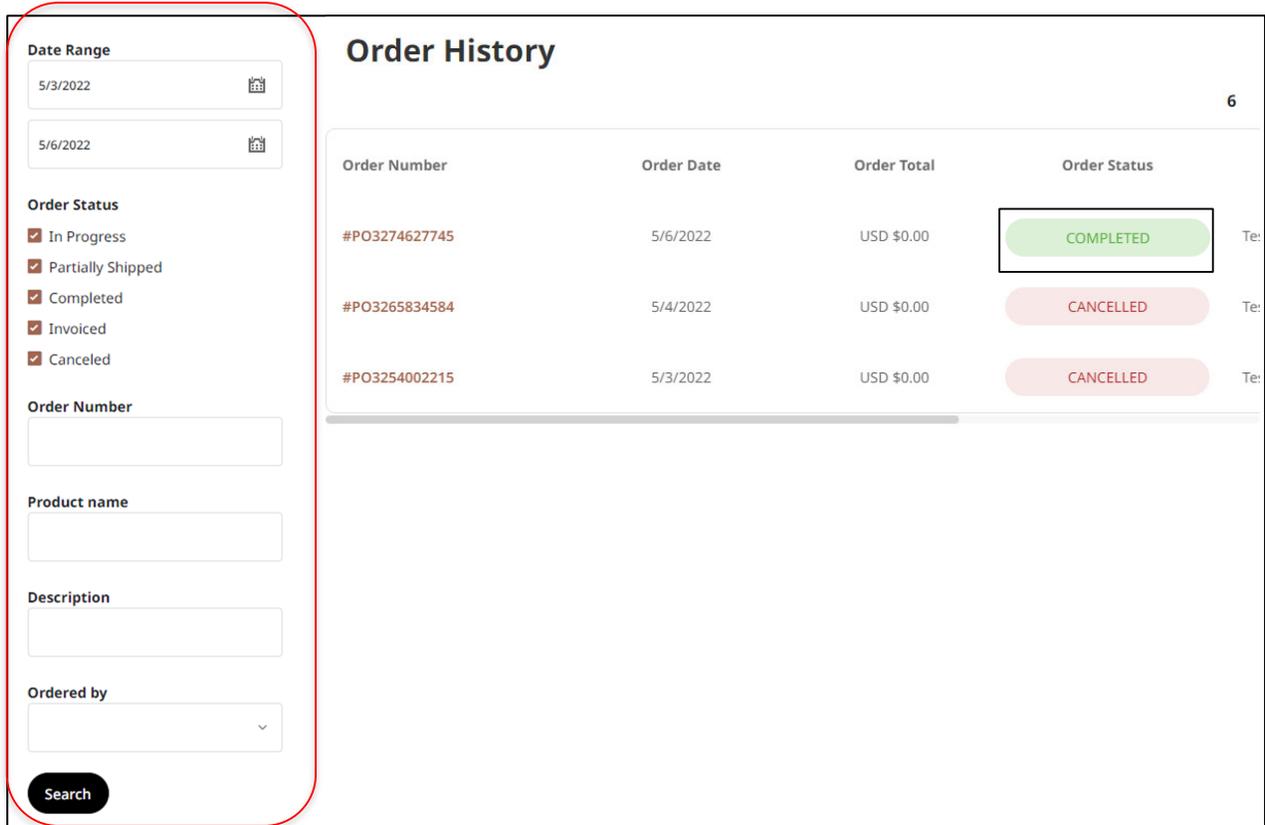
Item	Line Item Status	Quantity	Price	Sub
<input type="text"/>	In Progress	1	USD \$5.93	USD \$5.93
<input type="text"/>	In Progress	500		USD \$55.00
<input type="text"/>	In Progress	250		USD \$20.00

VIEW AND COPY PREVIOUS ORDERS

To access a list of all non-bulk orders you have placed, hover over the menu icon and select **Order History**.



On the **Order History** screen, you can **filter** order by date or status or search by keyword.



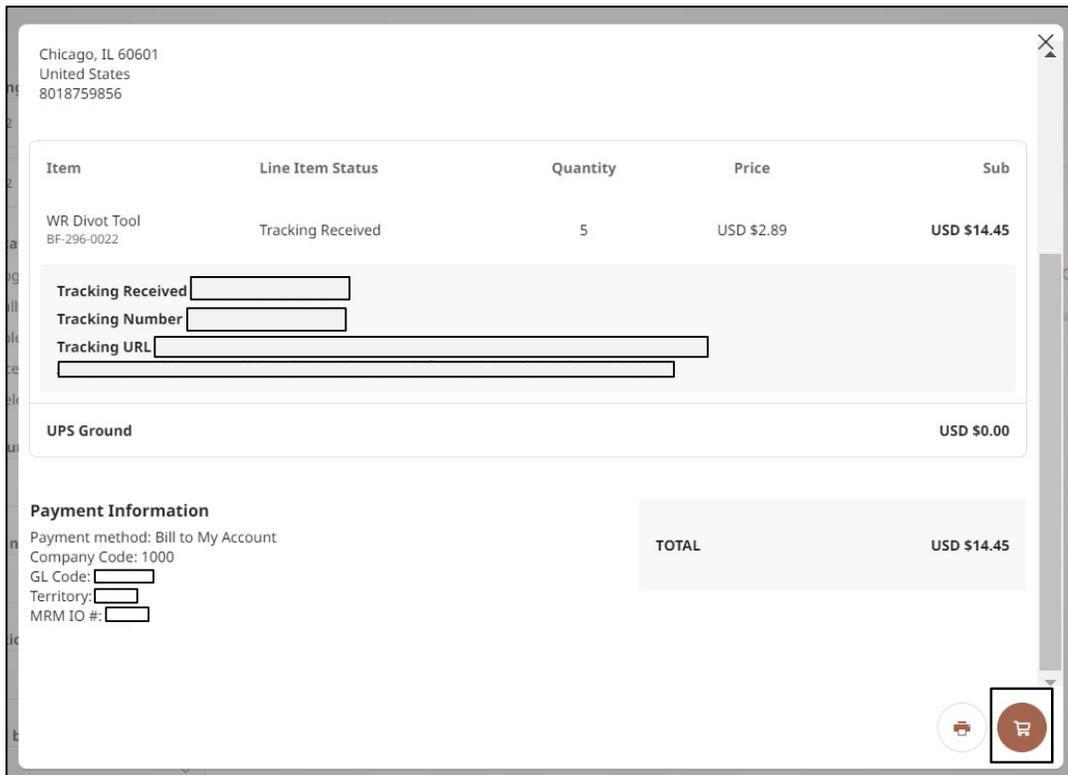
The screenshot shows the 'Order History' page. On the left, there is a sidebar with filter options: 'Date Range' (with two date pickers), 'Order Status' (with checkboxes for In Progress, Partially Shipped, Completed, Invoiced, and Canceled), 'Order Number' (text input), 'Product name' (text input), 'Description' (text input), and 'Ordered by' (dropdown menu). A 'Search' button is at the bottom of the sidebar. The main content area is titled 'Order History' and shows a table with 6 items. The table has columns for Order Number, Order Date, Order Total, and Order Status. The first row shows a 'COMPLETED' status, while the other two show 'CANCELLED'.

Order Number	Order Date	Order Total	Order Status
#PO3274627745	5/6/2022	USD \$0.00	COMPLETED
#PO3265834584	5/4/2022	USD \$0.00	CANCELLED
#PO3254002215	5/3/2022	USD \$0.00	CANCELLED

ORDER HISTORY DETAILS

Click  [View Details](#) to bring up an order's confirmation screen, which lists all the included items.

At the bottom of the screen, click the shopping cart to add all these items to your cart, or the print button to print the screen.



Chicago, IL 60601
United States
8018759856

Item	Line Item Status	Quantity	Price	Sub
WR Divot Tool BF-296-0022	Tracking Received	5	USD \$2.89	USD \$14.45

Tracking Received
Tracking Number
Tracking URL

UPS Ground USD \$0.00

Payment Information
Payment method: Bill to My Account
Company Code: 1000
GL Code:
Territory:
MRM IO #:

TOTAL **USD \$14.45**

CONTACT SUPPORT

Have a question or concern? Please contact support at alexion-az-rdusupport@hhglobal.com or complete this [Feedback Form](#).