

Business Services



Sunrise Medical is committed to providing business services that will help increase efficiencies at every level of your organization. Our ordering, invoicing, post-purchase, and product education and selection resources are designed to:

- ✓ Save time
- ✓ Increase overall productivity
- ✓ Simplify business processes
- ✓ Strengthen product and industry expertise
- ✓ Reduce paperwork

Order and Invoicing Resources

Compatibility Assurance™

When you order a Quickie, Zippie, or Breezy mobility base with JAY seating on one order and with one PO, we will:

- Issue you one invoice
- Tie the shipments' tracking numbers together
- Inspect the order for compatibility before it leaves our plant

We stand behind the compatibility of our products. If your seating system and mobility base are not compatible when you receive them, we will address the issue by the next business day.



Chair + Seating = Compatibility Assurance

Check Out Compatibility Assurance Video



Try it Today

Take advantage of Compatibility Assurance by clicking "Compatibility Assurance" on the Order Details screen!

2nd Acknowledgement Method

Email/Fax#

*Ship Method

Freight

Carrier

Prepaid

Prepaid

☐ Ship Complete (per wrhs)

Freight Policy: ST

☒ **Compatibility Assurance**

Online Ordering

- Access quotes and orders 24/7
- Quote or order most product lines
- Check status and track shipping

Product	Price	Quantity	Total
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
Quickie 1500	\$1,200.00	1	\$1,200.00
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BillTrust™ Invoice Gateway

- Manage account and access invoices online 24/7
- Receive invoices by e-mail, fax or mail
- Pay invoices online

The balance shown may not reflect the entire amount owed by you to Sunrise Medical, for various reasons. For example, recent product purchases may not have been invoiced yet, or recent payment may not yet have been credited to your account.

Invoice #	Invoice Date	Invoice Amount	Payment Date	Payment Amount	Balance
1000000001	10/01/10	100.00			100.00
1000000002	10/01/10	100.00			200.00
1000000003	10/01/10	100.00			300.00
1000000004	10/01/10	100.00			400.00
1000000005	10/01/10	100.00			500.00
1000000006	10/01/10	100.00			600.00
1000000007	10/01/10	100.00			700.00
1000000008	10/01/10	100.00			800.00
1000000009	10/01/10	100.00			900.00
1000000010	10/01/10	100.00			1000.00

Advance Shipping & Backorder Notifications

- Receive e-mail notifications when items ship
- Receive e-mail notifications when items go on backorder, with estimated ship dates and reason for backorder



www.sunrisemedical.com

Order Number 0123456
Customer PO 654321

Ship To Address
SUNRISE MEDICAL
2842 BUSINESS PARK
FRESNO CA 93727

Advance Ship Notice

Order Date 06/06/13

Sold To Address
SUNRISE MEDICAL
2842 BUSINESS PARK
FRESNO CA 93727

Ord. Line	Item#	Description	Ship Qty	U/M	Ship Date
2.000	CJ11820	OUTER COVER JAY ION 18X20	1	EA	06/10/13

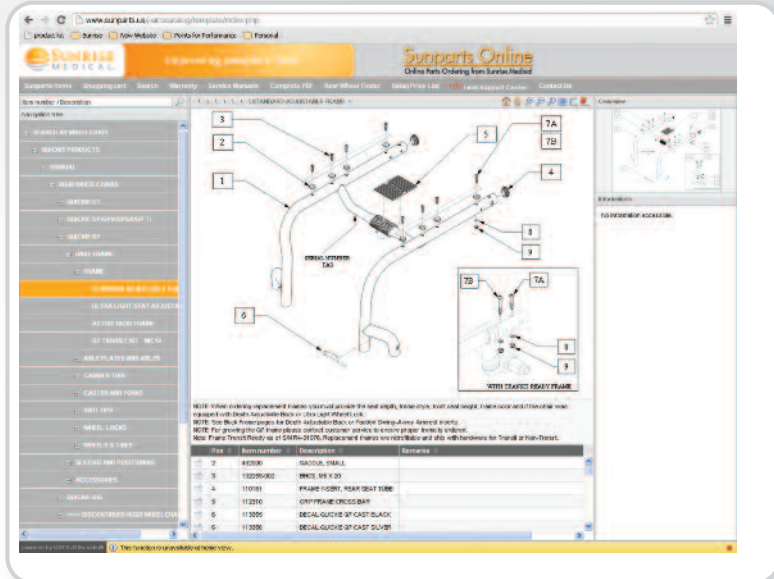
Tracking #: 75968327EX08KESL3 Carrier: UPS

Service: Ground Service Weight: 3.0

Post-Purchase Resources

Sunparts Online

- Search for replacement wheelchair and seating parts
 - By description
 - By item number
 - By product name
- Review and download parts diagrams to aid in parts selection



Technician Support Center

- Search for Technical Bulletins and Service Manuals by product
- Review programming, diagnostic code, and specialty controls set-up information
- Access Power Tech Video Gallery



Serial Number Inquiry

- Look up wheelchair order dates and configuration details using product Serial Number

Parts Lookup by Serial Number

- Conveniently look up original wheelchair configurations and part numbers using product Serial Number



Product Selection & Education Resources

The NEW www.SunriseMedical.com

- Compare technical specifications of up to three products side-by-side
- Use "Help Me Choose" menus to determine the best product options for your client
- Search the Image Library for over 3000 high resolution product images to help your Marketing efforts
- Stay up-to-date on news from Sunrise Medical



Custom Product Modifications

Built-4-Me

In situations where existing size offerings and option offerings can't properly accommodate the unique requirements of an individual end user, the Built-4-Me team can properly design, test, and manufacture required modifications to the product as specified by a rehab professional

JAY Your Way

JAY Your Way is a modification program designed to individualize and customize JAY products. Options include:

- Colored cushion covers and backrest shells
- Cushion base size and positioning modifications
- Fluid insert modifications



Sunrise Training & Education Programs (STEPS)

- Keep your professional education and certifications up-to-date
- Attend live seminars around the country
- Watch on-demand webinars from the comfort of your home or office
- Topics include product application, funding solutions, and technical information



Visit us Online

