

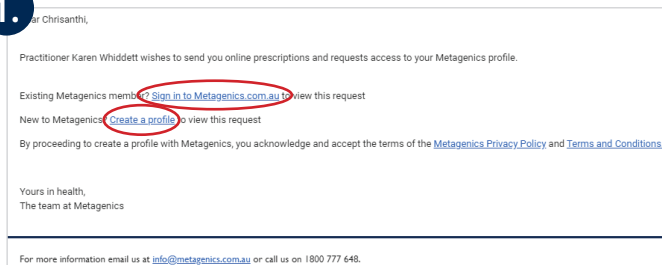
Ordering Your Prescribed Products A Guide for Patients

The below guide will step you through the process to complete a prescription request from your Practitioner and order your prescribed products.

To ensure a smooth process, please complete your patient profile details in full and refrain from navigating away from the web page or clicking the 'Back' button on your browser at any stage.

Create a Metagenics Patient Profile

1.



Dear Chrisanthi,

Practitioner Karen Whiddett wishes to send you online prescriptions and requests access to your Metagenics profile.

Existing Metagenics member? [Sign in to Metagenics.com.au](#) to view this request

New to Metagenics? [Create a profile](#) to view this request

By proceeding to create a profile with Metagenics, you acknowledge and accept the terms of the [Metagenics Privacy Policy](#) and [Terms and Conditions](#).

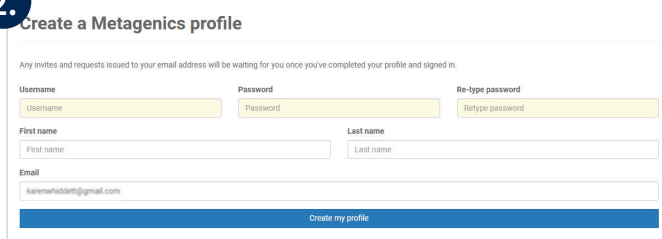
Yours in health,
The team at Metagenics

For more information email us at info@metagenics.com.au or call us on 1800 777 648.

1. Your Practitioner will send you a request via email to send you online prescriptions. If you have previously used the Patient Order System, click **'Sign in to metagenics.com.au'** (or metagenics.co.nz if you are in New Zealand), sign in and click **'My Patient Profile'** in the top menu bar and proceed to Step 6.

Alternatively, if you are new to Metagenics, click the **'Create a profile'** link in the email request and proceed to Step 2.

2.



Create a Metagenics profile

Any invites and requests issued to your email address will be waiting for you once you've completed your profile and signed in.

Username	Password	Re-type password
<input type="text"/>	<input type="password"/>	<input type="password"/>

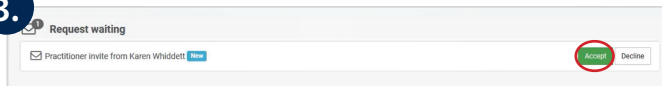
First name

Last name

Email

2. For new patients setting up their profile for the first time, enter a Username, Password, and First and Last Names into the appropriate fields. The email address field should already be filled – please do not change the email address in this field, as this is the email address your Practitioner has used to create your patient account. Once all fields are complete, click **'Create my profile'**.

3.

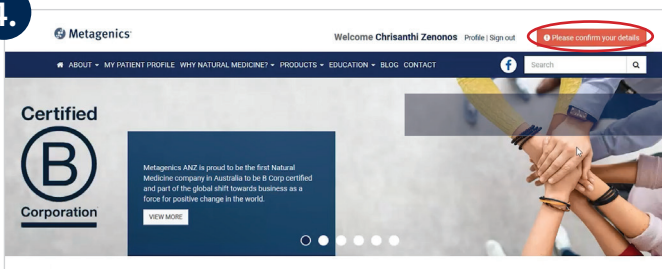


Request waiting

Practitioner invite from Karen Whiddett [View](#)

3. Once your profile has been created, you will find your Practitioner's request awaiting approval. Click **'Accept'** to proceed.

4.



Metagenics

Welcome Chrisanthi Zenonos Profile Sign out [Please confirm your details](#)

ABOUT • MY PATIENT PROFILE • WHY NATURAL MEDICINE? • PRODUCTS • EDUCATION • BLOG • CONTACT

Certified

B

Corporation

Metagenics ANZ is proud to be the first Natural Medicine company in Australia to be B Corp certified and part of the global shift towards business as a force for positive change in the world.

[VIEW MORE](#)

4. Next, click **'Please confirm your details'** on the top right of the page.

Ordering Your Prescribed Products

5.

My Patient Profile

My Patient Profile

Sign-in profile
Sites and services access details

First name: Chrisanthi
Last name: Zenonos

Email: CZenonos@hotmail.com

Change your password? Password: [field]
Re-type password: Retype password: [field]

Postal details
Information for shipping goods and services

Street: 4 Gardenet Street
Suburb/City: Newstead

State: Qld Postcode: 4006 Country: Australia Contact telephone: 0432 236 695

Save

5. A **'Profile'** form will appear, where you can enter your postal details. This step must be completed before you can order your prescribed products. Once your details have been entered, click **'Save'**.

6.

6. Once saved, click on the **'Prescriptions'** tab to see your prescriptions issued from your Practitioner.

7.

Please note if your product is out of stock it will be flagged in red on your prescription below. You can remove this product from your cart at checkout or continue with the order and the out of stock item will be placed on back order and sent to you as soon as the product becomes available.

Prescription: October 20th, 2021

KAREN WHIDDETT - STAFF

Patient: Chrisanthi Zenonos Refills Remaining: 1 Expiry Date: January 20th, 2022 Discount: 10%

View details & products

1 Adaptan 60 tablets

7. You'll see your latest prescription listed with the number of refills and prescription expiry date, as well as the list of products and prescription notes. To order products from the prescription, click **'Buy'**.

*Please note, if your product has gone out of stock since your Practitioner has prescribed a product, it will be flagged in red on your prescription below with **'Out of Stock'** next to the product name.*

8.

Training scripts: 1 Expires on 20 January

Adaptan 60 tablets Qty: 1

Your practitioner has applied a 10% discount to this prescription.

Code	Product	Price	Quantity	Total
APT	ADAPTAN 60 TABLETS	\$41.50	1	\$37.35
				Total \$41.09

This order includes discounts of \$4.15
Total includes GST of \$3.74
Orders placed before 2pm will be dispatched the same day.

Back to prescriptions Shipping

8. In the Checkout screen, review your prescription order and click **'Shipping'**.

Note: If you have been prescribed multiple sizes or flavours, you can remove the products you don't wish to order by clicking the blue minus button next to the 'Qty'. If you make a mistake, you can click 'Restore Original Prescription' to refresh the product list.

9. Shipping

Use my address | Select a previous address | Add a new address

Name: CHRISANTHI ZENONOS (Max 80 characters)

Street Address: 4 GARDENET STREET (Max 40 characters)

City / Suburb: NEWSTEAD

State: QLD Postcode: 4006 Country: AUSTRALIA

Shipping Instructions: Shipping Instructions

Preferred Shipping Date: 21-10-2021

Yes No Signature is required on delivery.

Please note: If you place an order containing cold goods after 2pm EST Thursday, it will not be processed until the following Monday.

Back to prescriptions | Payment

9. Check your delivery address is correct under **'Use my address'**, or to add a new address, click **'Add a new address'**. Select your preferred shipping date and click 'Payment'.

If your order is placed prior to 2:00 pm, it will be shipped on the same day. Orders placed after 2:00 pm or outside of business hours, will be shipped on the next business day. Furthermore, orders containing cold goods placed after 2:00 pm Thursday, will be shipped the following Monday.

During state restrictions due to COVID-19, we will endeavour to dispatch your order as quickly as possible however our usual overnight delivery service may be impacted. We appreciate your patience during this time.

10. Payment and Shipping Details

TOTAL AMOUNT TO PAY: AU \$41.09

Bill to: CHRISANTHI ZENONOS, 4 GARDENET STREET, NEWSTEAD QLD 4006, AUSTRALIA

Ship to: CHRISANTHI ZENONOS, 4 GARDENET STREET, NEWSTEAD QLD 4006, AUSTRALIA. Signature is required upon delivery.

Back to prescriptions | Pay Now

10. Check the **'Total amount to pay'** and click **'Pay Now'**.

11. Payment by credit card

Cancel Payment

Your payment is currently processing... Do not click on refresh, use the back button or navigate away from this page till your payment has been completed.

Click here to make payment

11. Click **'Click here to make payment'**.

12. Commonwealth Bank

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

Merchant name: METAGENICS (AUST) PTY LTD

Card selection

Pay securely using SSL+ by clicking on the card logo below

MasterCard VISA

TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

CommWeb Terms and Conditions of use

12. Select either the **'Mastercard'** or **'Visa'** icon.

13.



Your details will be sent to and processed by **The Commonwealth Bank of Australia** and will not be disclosed to the merchant

Merchant name: **METAGENICS (AUST) PTY LTD**

Card details



VISA: You have chosen **VISA** as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.

Card Number ::

Expiry Date :: / month/year

Security Code ::

Purchase Amount :: The 3 digits after the card number on the signature panel of your card.

AUD \$41.09



I hereby authorise the debit to my VISA Account in favour of METAGENICS (AUST) PTY LTD

TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

13. Enter your credit or debit card details and click 'pay'.