

Orders, Returns, Tracking, Invoices, and More

For all functions you will need to go to www.pattersondental.com and enter your username and password.



Sign in with your Patterson Dental username

someone@example.com

Password

Need help signing in?

Sign In

Register Now

Orders

The website displays your purchase history under “My Catalog” below the large search bar at top. If you have a “formulary” you will find that under “Item Lists” in the upper right corner

1. Search for product in history. In this case we use “lido” for lidocaine. Keep search terms broad so that you can find products quickly. Example: search “cement” and the system should display all the different cements you ordered.
 - a. Search for product outside of history by using the bigger search box at top.
2. Check the box on the left
3. Change the quantity
4. “Add to cart”
5. View Cart (upper right corner)

Continue this process until you add all items to cart.

1a. Search Entire Catalog

5. View Cart

1. Search History

2. Select

3. Change Quantity

4. Add to Cart

Item Description	Category	Sub Category	Manufacturer Name	Manufacturer Item #	Patterson Item #	Last Inv Date	Last Inv Qty	Qty	Unit Price
<input checked="" type="checkbox"/> Patterson® Lidocaine Anesthetic HCl 2% with Epinephrine - 1.7 ml Cartridges, 50/Pkg - 1:100,000, NDC 50227-1030-05	Anesthetics & Sedatives	Injectable Anesthetics	Patterson Dental Supply	05A0100	085-3978	11/09/2021	1	4	

In the Shopping cart you can...



Remove items

1. Select the item
2. Click "Remove"

Add items by typing number or scanning barcode
Quick Add Multiple Items MyCatalog Qty
Quick Load List of Items MyCatalog Qty

Add batch items using barcode scanner
File must be in barcode txt format
 MyCatalog Qty

1. Select Items to Remove

<input type="checkbox"/>	Title/Description	Patterson Item #	Mfg Item #	Status	Qty	Price	Subtotal
<input checked="" type="checkbox"/>	 Septocaine® 4% Articaine HCl with Epinephrine – 1.7 ml Injection Cartridges, 50/Pkg - Epinephrine 1:100,000, NDC 00362-9049-02	631-4389	Septodont Inc 01A1400	In Stock	2		
<input type="checkbox"/>	 Patterson® Lidocaine Anesthetic HCl 2% with Epinephrine – 1.7 ml Cartridges, 50/Pkg - 1:100,000, NDC 50227-1030-05	085-3978	Patterson Dental Supply 05A0100	In Stock	4		

2. Remove Items

Total Quantity 6 Total


Change Quantities

1. Select Quantity Box and Change Number
2. Click "Update Qty"
3. If Order is Ready, Click Proceed to Checkout

Quick Add
Add items by typing number or scanning barcode
Quick Add Multiple Items MyCatalog Qty
Quick Load List of Items MyCatalog Qty

Scanner ?
Add batch items using barcode scanner
File must be in barcode txt format
 MyCatalog Qty

1. Change Quantity

<input checked="" type="checkbox"/>	Title/Description	Patterson Item #	Mfg Item #	Status	Qty	Price	Subtotal
<input checked="" type="checkbox"/>	 Patterson® Lidocaine Anesthetic HCl 2% with Epinephrine – 1.7 ml Cartridges, 50/Pkg - 1:100,000, NDC 50227-1030-05	085-3978	Patterson Dental Supply 05A0100	In Stock	4		

2. Update

Total Quantity 4 Total \$

Add more products with item codes and checkout if ready

Quick Add **Add Item Codes**

Add items by typing number or scanning barcode

Quick Add Multiple Items MyCatalog Qty

Quick Load List of Items

481-5056 1 **Add to Cart**

Scanner ?


Add batch items using barcode scanner

File must be in barcode txt format

MyCatalog Qty

Click Browse to select file **Browse**

MyCatalog
View all Shopping Lists

Title/Description	Patterson Item #	Mfg Item #	Status	Qty	Price	Subtotal
 Patterson® Lidocaine Anesthetic HCl 2% with Epinephrine – 1.7 ml Cartridges, 50/Pkg - 1:100,000, NDC 50227-1030-05	085-3978	Patterson Dental Supply 05A0100	In Stock	1		

Total Quantity 1 Total \$

Remove **Add to Shopping List** **+ Tag** **+ Label** **Update Qty**

Checkout if Ready **Proceed to Checkout**

Continue Shopping

After “Proceed to Checkout” you will select shipping option. Always choose standard. Other options cost extra. If urgent, call representative.

Please enter shipping and payment information

Shipping Method:

Standard

Second Day Air (\$ Amount calculated at time of shipping based on shipment weight and distance)

Next Day Air (\$ Amount calculated at time of shipping based on shipment weight and distance)

Special Instructions:

Click “Review Order”

Review Order

ce order, you acknowledge you have read and

Last chance to review or change the order before it is placed. Orders cannot be altered after placed. When ready click "Place Order"

Place Order

Order Summary:

Items	\$
Shipping & Handling:	\$
Total Estimated Cost	\$

Tracking:

You can track via UPS:

1. Click "Orders" (Upper Right)
2. Select the order number you wish to track, and verify items are in the order.
3. Click "Track" for that line
4. For specific items you can match the invoice number next to the item to the tracking screen

Orders

View Orders By:

Start Order Date:

End Order Date:

Search Orders Containing:

Patterson Item #:

Item Description:

Manufacturer:

P.O. #:

Order Number:

Manufacturer Item # / NDC:

Search

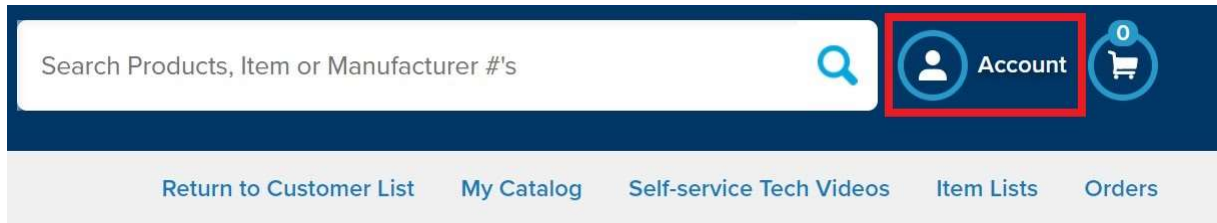
Order Date	Order Status	Order Number	P.O. #	Amount	Item Count	Ordered By	Order Method	Promotional Items	Track
2/7/2022	Shipped	00100000	0	\$ 	51	Patterson Web Order	Web: Field Sls Rep	Included	Track
2/4/2022		00000000	0	\$ 	1	PAT Complaint Credit			
1/27/2022	Partial Ship / Backordered	00100000	0	\$ 	59	Patterson Web Order	Web: Field Sls Rep	Included	Track

Returns

Returns can be shipped from the office to Patterson for Credit via UPS shipping label. Packages can be dropped off at UPS or handed to the UPS driver when they visit the office. Do not call UPS to request a pickup, they will charge for this.

1. Upper right corner, select "Account"
2. Go to "Returns"
3. Set Date as far back as possible. Gray highlighted dates cannot be selected. Click "Search"

4. Increase quantity shown to display maximum amount and click “Search”
5. Look for items to return or use CTRL+F on keyboard to search
6. Select items and click “Add to Returns List”
7. Type the Quantity returning and check the “Reason For Return”
8. “Submit” and select the number of shipping labels needed. Use the least amount possible.
9. **IMPORTANT:** Include the list of items returned in the box you are shipping (or invoices/invoice numbers) otherwise they may not be able to credit.





Welcome, [Redacted]

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Returns

Returns

Please note: Once you complete a return, the credit will be applied to your account in approximately 3-5 business days after shipment. To view your credit invoices, click [here](#). For more information on returns, click [here](#).

Please note in outer rural areas this time may increase due to shipment transit duration.

Search By Dates

Invoice Date

From: To:

Change date to no more than 90 days and click "Search"

Change the number of items shown per page

Search An Invoice

Invoice Containing

[Reset Search](#)

Please note: Returns initiated online are restricted to our online catalog excluding prescription/DEA, hazardous materials and personalized items. These items cannot be returned through this process. Please contact your [Local Branch](#) for these items.

Item #	Item Description	Mfg Name	Mfg Item #	Qty Shipped	Invoice #	Invoice Date	PO#	Order #
<input checked="" type="checkbox"/>	119-5668 CollaShield™ Collagen Membrane - 20 mm x 30 mm	Surgical Esthetics	CS20X30	1		01/31/2022		

Click when all selected

Returns List

[Reset Search](#)

Show 12 per page

Please note: Returns initiated online are restricted to our online catalog excluding prescription/DEA, hazardous materials and personalized items. These items cannot be returned through this process. Please contact your [Local Branch](#) for these items.

Item #	Item Description	Mfg Name	Mfg Item #	Qty Shipped	Invoice #	Invoice Date	PO#	Order #
<input type="checkbox"/>	119-5668 CollaShield™ Collagen Membrane - 20 mm x 30 mm	Surgical Esthetics	CS20X30	1		01/31/2022		

Change Quantity

Returns List

Item #	Item Description	Invoice #	Invoice Date	Order #	Qty Shipped	Qty to Return	Unit Price	Reason for Return
119-5668	CollaShield™ Collagen Membrane - 20 mm x 30 mm		01/31/2022		1	<input type="text" value="1"/>		<input type="text" value="- Selection Required for Return -"/>

Select Reason Then Submit

Please provide any additional comments. NOTE: For Product defects, a description of the problem, the date it occurred and a point of contact (name/contact info) to help investigate is required for your return to be processed.

View Statements, Invoices, and Bill Pay

You can select statements, invoices, and pay bills all online. The links to each are under the "Account" tab in the upper right-hand corner. Otherwise, the financial department can be reached at 866-784-8662.



Welcome, [Redacted]

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Simplifying Orders

You can create lists of items for easy ordering. I recommend adding a list of items that you order consistently every month, labeling it "MONTHLY ORDER."

Creating a shopping list:

1. Click "Item Lists" upper right below larger search bar at top
2. Click "Create Shopping List"
3. While looking through the catalog or shopping cart use the "Add to Shopping List" button checking the box to add to desired list

Tags/Labels - Ordering tags and sticker labels (with barcode/item codes) for tip-out bins or inventory management

1. NOTE!! This process will also order the products, so if you don't need the product do not do this
2. In the Shopping Cart, select the items that require an order tag or sticker label.
3. Click the "Tag" or "Label" for sticker then proceed with order