

Vocera eStore FAQ

eStore Registration & User Management

Q. How do I register to shop at the Vocera eStore?

A. You can register by clicking on the *Register* link beneath the login fields on www.vocera.com/estore. Upon completion of the registration form, you will hear from a member of Vocera Customer Care within two business days.

Q. Can anyone sign up for a eStore user account?

A. The eStore is a service for existing Vocera customers based in the US or Canada with active Vocera contracts. Eligible customer account users can use the eStore to purchase additional Vocera products, accessories, and training kits.

Q. How does Vocera validate that a user at my company is eligible to receive an eStore account?

A. Vocera will verify any new user with the account manager. The account manager may reach out to the primary contact at the customer site to confirm the users eligibility

Q. How do I add sub-accounts for other users in my company?

A. The new Vocera eStore eliminates the need for user sub-accounts. Now all users from the same company can register for eStore accounts following the normal registration process

Q. How do I add an additional user for my company?

A. Request that the additional user follow the standard eStore registration process.

Q. Can I transfer an order to a different user? For example: have a billing contact enter the payment information.

A. No. The eStore does not allow you to transfer orders between users. Be sure you have the payment information (PO number or credit card) available at the time of checkout.

Note that you can resume shopping at a later time. Your shopping basket will be stored for 30 days after you add items to it.

Username & Passwords

Q. How do I change my password?

A. While authenticated in the eStore, click on My Account/Reorder (located top right), then click on Edit next to Contact Information. Enter the new password in both Password fields. Optionally include a Password Hint to more easily remember the password used. Click on Save.

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Q. I forgot my password. How do I recover it?

A. You can reset your password at the login screen. Follow the online directions to receive a new password via email.

Q. I forgot my username. How do I find out what it was?

A. Your username is the same as your email address. If you have changed your email address recently, please contact Vocera Customer Service at 1-888-986-2372, or email to CustomerCare@vocera.com.

Orders & Fulfillment

Q. I placed several orders on the previous eStore (prior to May 2014). Where can I find a list of these orders?

A. You can find all orders that are still open (not yet fulfilled) in the new eStore by clicking the *My Account/Reorder* link above the shopping cart. Historic order data will not be transferred into our new eStore portal. Should you need access to previous orders, please contact Vocera Customer Service at 1-888-986-2372, or email to CustomerCare@vocera.com.

Q. I don't see my customer discount. How is this applied?

A. Your customer discount is already applied in the pricing of the products. Should you feel that the price does not reflect your purchase agreement, please contact Vocera Customer Service at 1-888-986-2372, or email to CustomerCare@vocera.com.

Q. I put items in my cart a few days ago, and when I returned to the cart, the price has changed. Why is that?

A. Pricing of items in the shopping cart will adapt to the current price of the item until items are checked out.

Q. Can I resume shopping at a later time?

A. Yes, the shopping cart contents are stored for 30 days after items are added. Simply log in when you are ready to resume shopping, and your items will still be in the cart.

Q. Where can I see orders that I've placed in the new eStore?

A. There are two ways to view order status and details:

1. Click the *View Order* link in the order confirmation email sent to your email address
2. When logged into the eStore, click on *My Account/Reorder* (located at the top right of the screen). Information about orders is stored under the Account section.

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Q.	How do I reorder a previously placed order?
A.	When logged into the eStore, click on the <i>My Account/Reorder</i> link on the right side of the screen above the shopping cart. All orders placed in the eStore are located in the Account Section of the screen. Click on the desired order number. At the bottom of the order details, click on the <i>Reorder</i> button. All items from the order will be placed in the Shopping Cart and ready for checkout.
Q.	How can I change my shipping and billing addresses?
A.	You can edit your shipping/billing information from within the eStore by clicking the <i>My Account/Reorder</i> link on the right side of the screen above the shopping cart. Click <i>Edit</i> next to Contact Information. If you need to add a different shipping or billing address, return to the My Account/Reorder screen and click <i>Add</i> next to the Additional Addresses section.
Q.	What are my shipping options?
A.	For the 48 contiguous United States, Vocera offers a variety of shipping options: UPS Ground, UPS 2-Day Air, UPS 3-Day Select, UPS Next Day Air Saver, and UPS 1-Day Air (for expedited orders). We currently use UPS as our main carrier. The default shipping is Ground Shipping.
Q.	How soon will my order ship?
A.	Orders are processed and shipped within 3 business days of receipt, contingent upon availability of merchandise and credit verification. No orders are processed or shipped on Saturdays, Sundays, or holidays. In the event of delays, every effort will be made to contact you by phone, email, or mail. If the delay is due to backorder, you will receive notice and be given the choice to remain on backorder, substitute to another item, or cancel your order. UPS Ground Shipping can take between 3 and 10 business days.
Q.	How do I cancel or change an order after placing it?
A.	Please contact Vocera Customer Service at 1-888-986-2372, or email to CustomerCare@vocera.com, Monday through Friday, 9 am through 8 pm Eastern Time.
Q.	What payments options are available for the eStore?
A.	Purchases from the eStore can be made using major credit cards (Visa, Master, American Express) or purchase orders.
Q.	How are taxes calculated?
A.	Vocera Communications, Inc. collects sales tax based on the tax policies of the address the order is being shipped to. If your organization is tax exempt, you can submit a certificate to CustomerCare@vocera.com verifying your tax-exempt status. Once this information is entered in your record, your orders will not be charged tax.