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.

In the Shopping cart you can...

Remove items

1. Select the item
2. Click "Remove"

Change Quantities

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

Add more products with item codes and checkout if ready

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

Click "Review Order"

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

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

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.
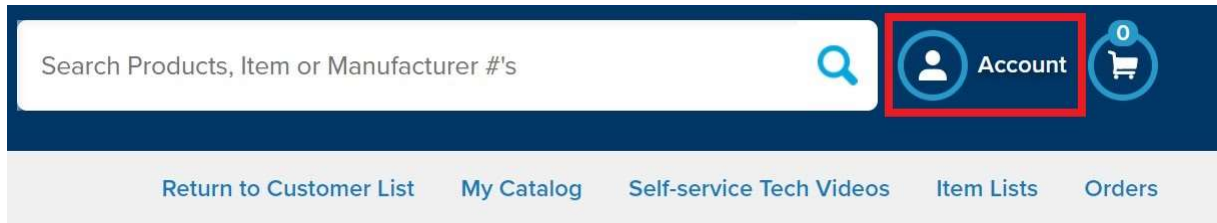
My Patterson Account

Welcome,

Account Dashboard

My Catalog

Item Lists

Account Management

Make Payment

Payment History

Statements

Budgets
    Monthly

Track / View

Orders

Invoices

Promo Tracker

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: 01/30/2022   To: 02/12/2022

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

Search An Invoice

○ Invoice Containing

Change the number of items shown per page

Reset Search

[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 # ⇕
✔	119-5668	CollaShield™ Collagen Membrane - 20 mm x 30 mm	Surgical Esthetics	CS20X30	1		01/31/2022		

Click when all selected

[Cancel] [Add to Returns List]

Returns List

[Search]

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 # ⇕
☐	119-5668	CollaShield™ Collagen Membrane - 20 mm x 30 mm	Surgical Esthetics	CS20X30	1		01/31/2022		

Change Quantity

[Cancel] [Add to Returns List]

Returns List

Select Reason Then Submit

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	1		- Selection Required for Return - ▼

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.

My Patterson Account

Welcome,

Account Dashboard

My Catalog

Item Lists

Account Management

Make Payment

Payment History

Statements

Budgets
Monthly

Track / View

Orders

Invoices

Promo Tracker

Returns

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