Ecommerce Update

February 2019

CooperVision™

Introduction

Our ecommerce platform (ecommerce.coopervision.com) is getting a new look and feel with a few tweaks to improve your experience and make placing orders as easy as ever. Follow along below to see the major differences, and get ready for the change.

Changes Coming February 2019

- Updated look and feel
- Horizontal navigation
- Color coding to differentiate between *Revenue* and *Trial* orders
- Responsive design to support use on mobile devices
- Improved error messaging
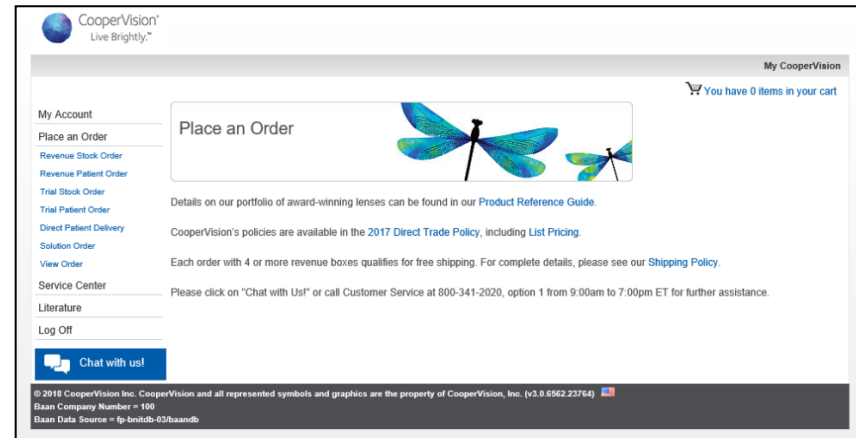
Horizontal Navigation

The biggest change to the ecommerce experience is the new horizontal navigation, which is more consistent with other CooperVision experiences.

From the 'Place an Order' page, select from the sub-menu to start revenue, trial, and solution orders, access your bank balance, or read on to get info on ordering or shipping details.
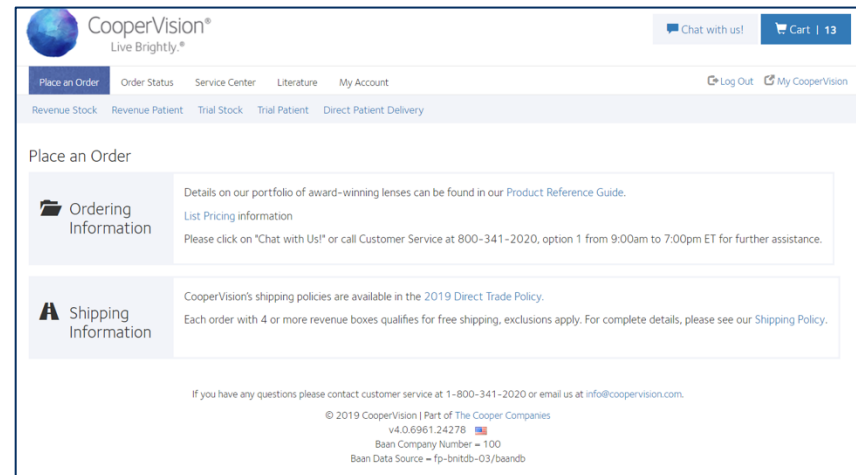
We've also made the 'Order Status' section easier to access – now accessible from the top level navigation.

With this new change, the Chat With Us, Cart, My CooperVision, and Logout links are all located in the top right of the screen.

Current left side navigation

New horizontal navigation

Color Coding to Reduce Order Errors

You'll notice we've added color coding to help visually distinguish between revenue and trial order pages – helping ensure you get the right products you need when you need them.

You'll also find callouts in the top right of our order pages as extra confirmation of which type of order you're placing.

New revenue stock order entry screen (teal)

New trial stock order entry screen (purple)

Responsive Design for Support on Mobile Devices

Ever want to place an order from your phone or tablet device? Now you can. Our new site is responsive – meaning the page adjusts to the device you're on.

New mobile device views
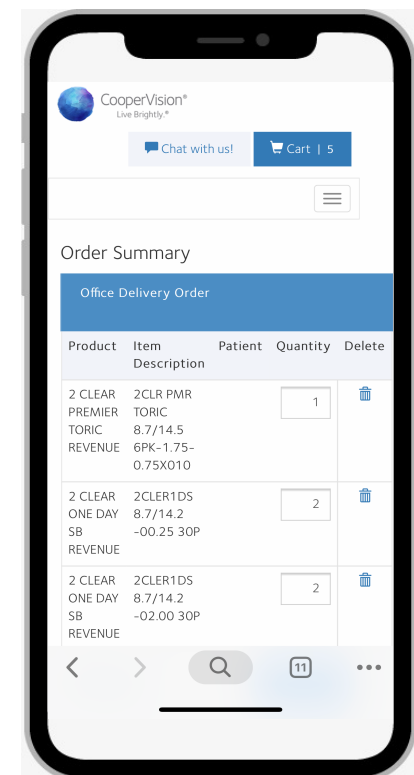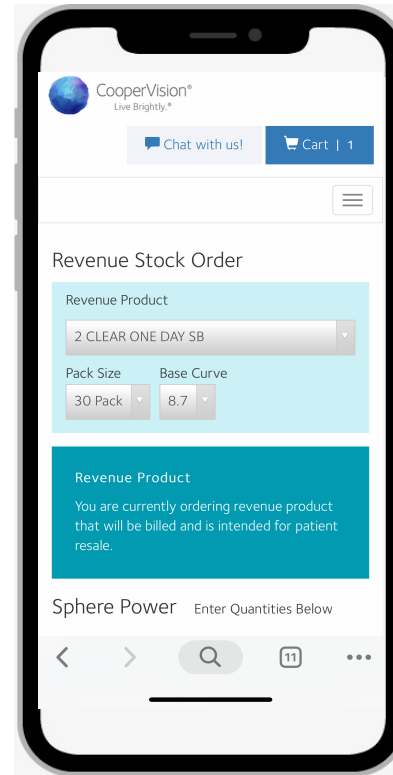
Improved Alerts and Error Messaging

The new ecommerce experience presents information and errors in a more standard way that — consistent with best practices in web design today.

By pairing color with clear wording and helpful iconography, we're hoping to make it as easy as possible for you to get your orders placed and get on with your day.

New checkout page with product alerts

Have Questions or Feedback?

Let us know!

Use the 'Chat with us!' after logging in, or contact customer service at 800-341-2020, option 1 from 9:00am to 7:00pm ET for further assistance.