

ORDERING PROCESS



01

USER REGISTRATION

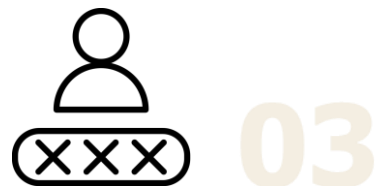
Sign up and access our platform with these easy steps (page 2)



02

ACTIVATION EMAIL

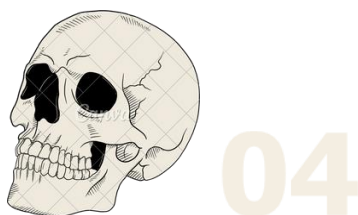
Activation email will be sent to your inbox. Please click on the provided link within the email to activate your account (page 2)



03

LOGGING IN

Entering your credentials on a website allows you to log in to your account and start shopping (page 3)



04

PRODUCT SELECTION

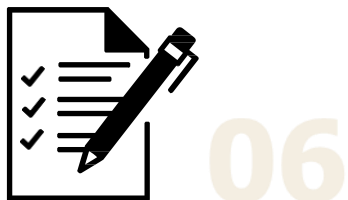
Browse and select products. View product details, images, and prices (page 3)



05

SHOPPING CART

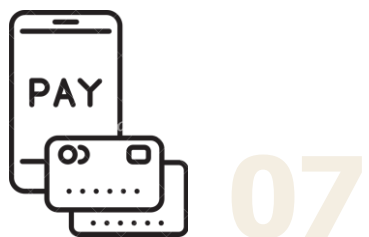
Add products to your cart. Review items in your cart and proceed to checkout (page 6)



06

CUSTOMER INFORMATION

Enter shipping address. Provide billing information if different and include contact details (page 7)



07

PAYMENT

Select a payment method. (Prepayment or Paypal) Review and confirm the total cost (page 7)



08

ORDER CONFIRMATION

Receive an email confirmation. Get an order number for reference (page 8)



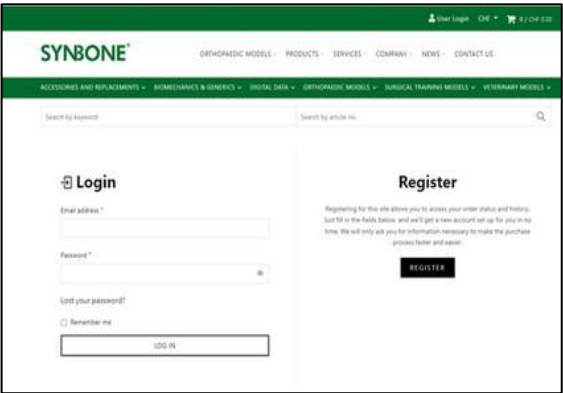
09

CUSTOMER SUPPORT

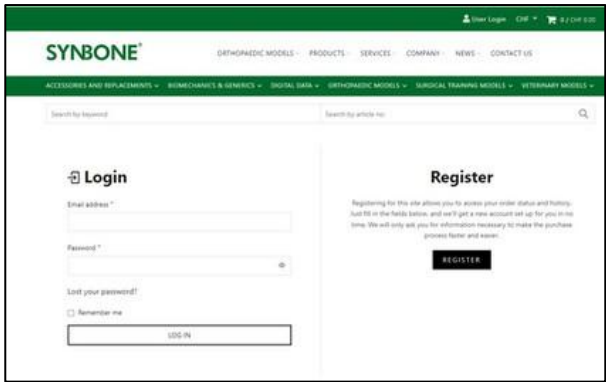
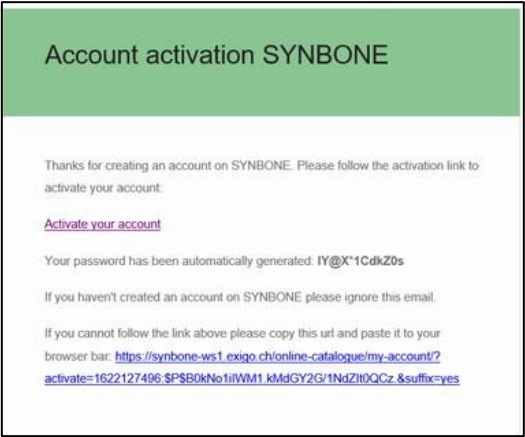
Prepayment: Payment detail & invoice will be provided PayPal: Pay securely with your PayPal account (page 8)

ACCOUNT ACTIVATION

USER REGISTRATION

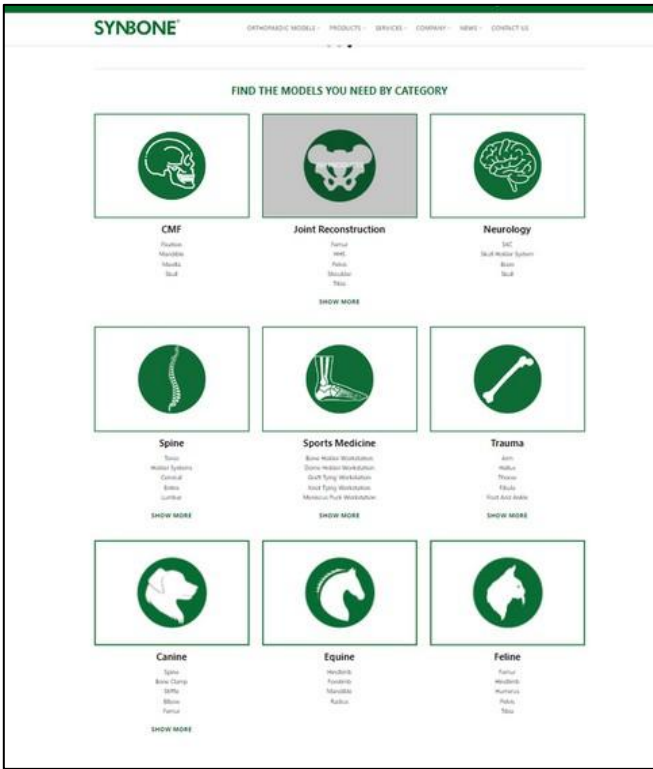
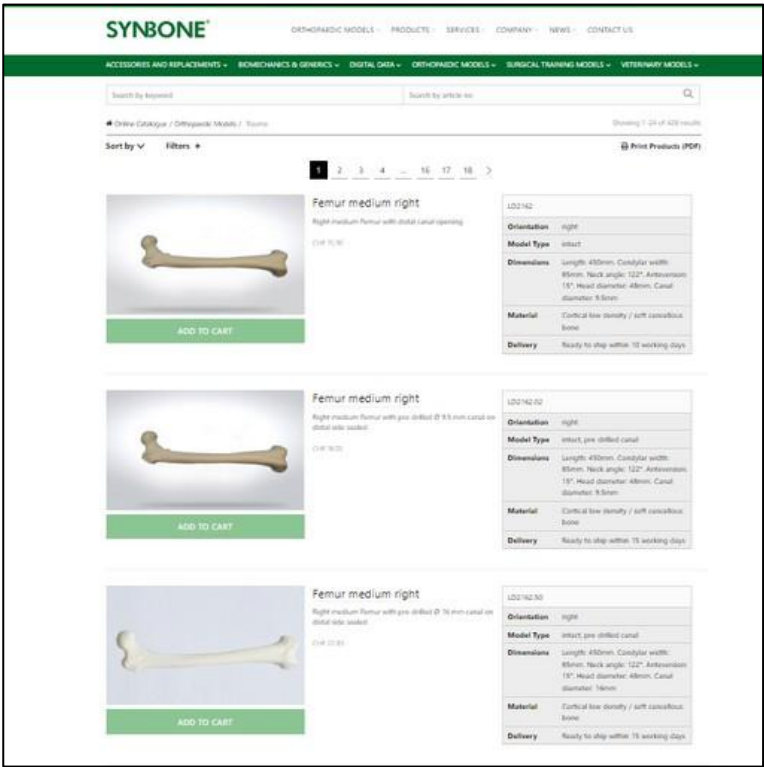


EMAIL RECEIVED



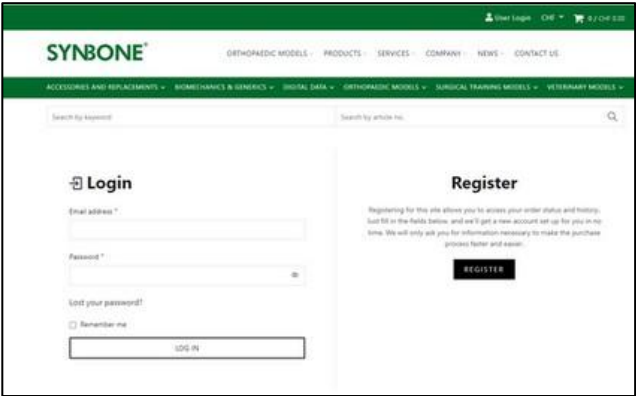
EMAIL NOT RECEIVED
please email our customer
service at sales@synbone.com.
They will provide temporary
activation code

PRODUCT SELECTION

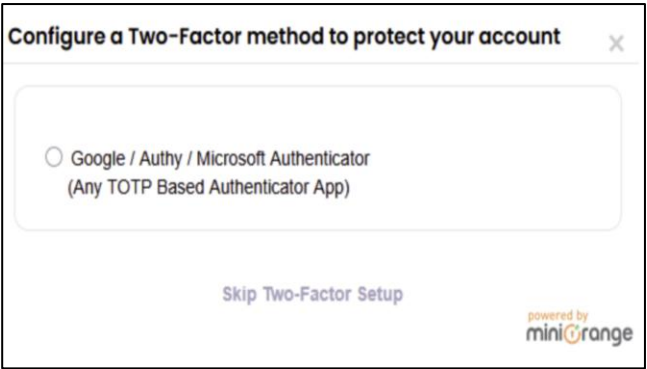


ONE TIME PASSCODE (OTP) OVER APPS

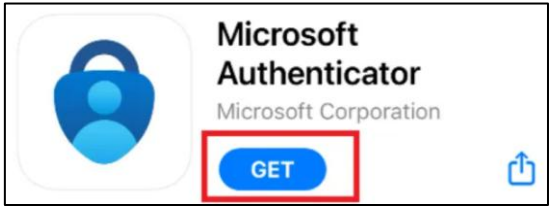
1. LOGGING IN



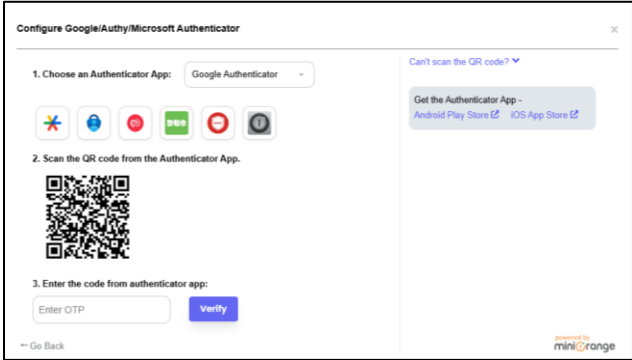
2. SELECT ONE TIME PASSCODE (OTP) OVER APPS



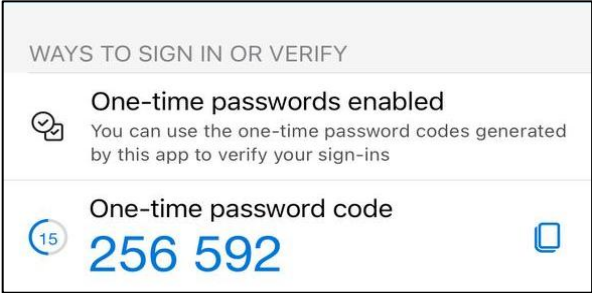
3. INSTALL MICROSOFT AUTHENTICATOR APPS



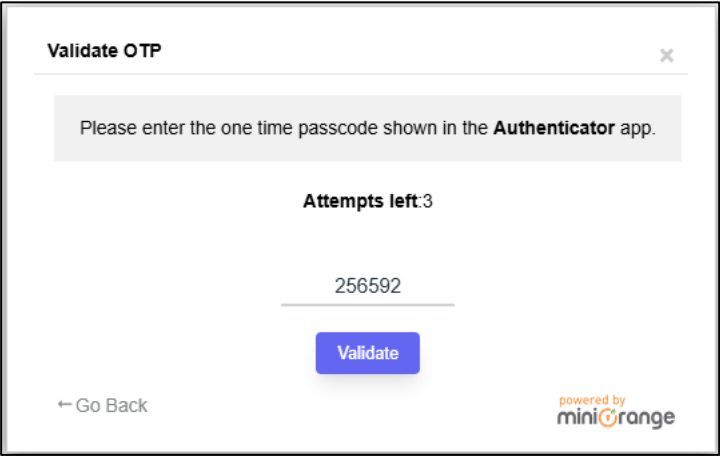
4. SCAN QR USING AUTHENTICATOR APPS



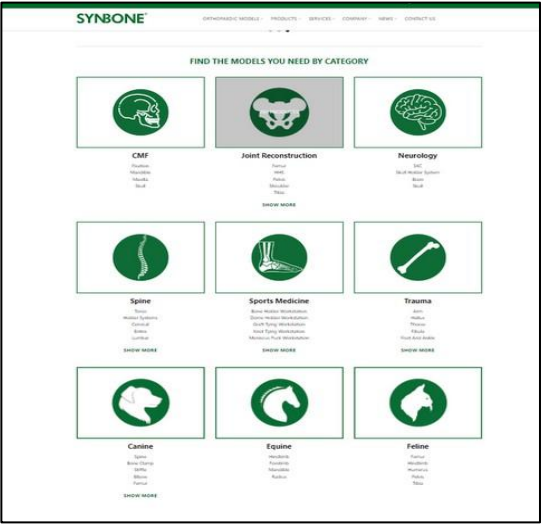
5. ONE-TIME CODE



6. OTP VALIDATION

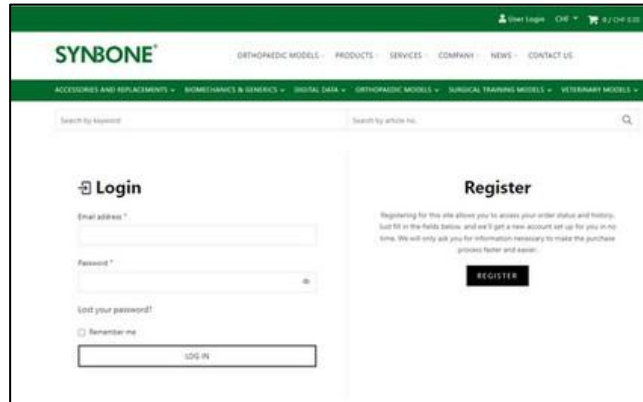


7. PRODUCT SELECTION OVERVIEW



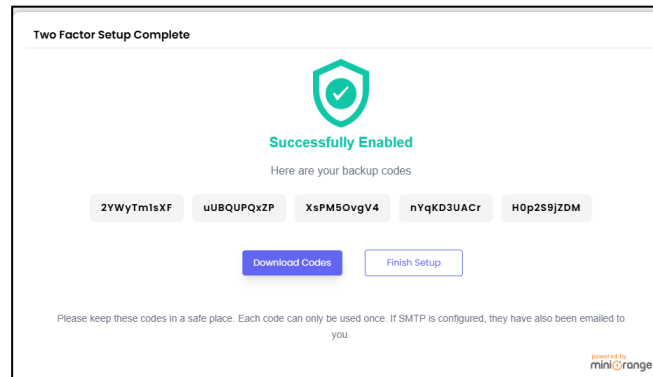
BACK UP CODES – RESET NEW MFA

1. LOGGING IN



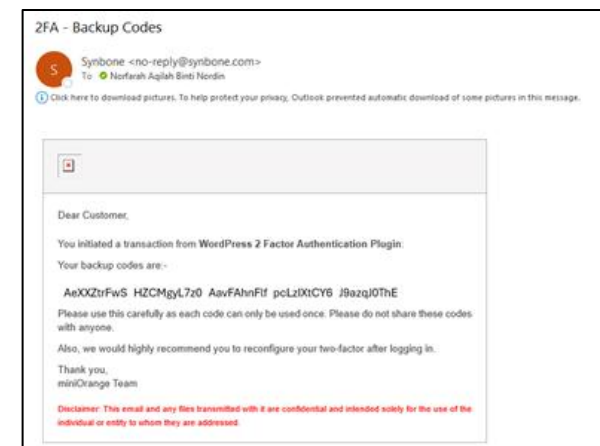
The image shows the SYNBONE website's login and registration interface. On the left, there is a 'Login' section with fields for 'Email address *', 'Password *', and a 'Remember me' checkbox. On the right, there is a 'Register' section with a 'REGISTER' button. The website header includes the SYNBONE logo and navigation links for 'ORTHOPAEDIC MODELS', 'PRODUCTS', 'SERVICES', 'COMPANY', 'NEWS', and 'CONTACT US'.

2. BACKUP CODE NOTIFICATION AFTER 1ST SUCCESS LOGIN



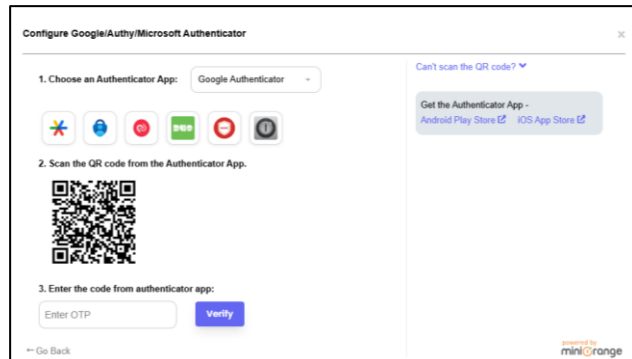
The image shows a 'Two Factor Setup Complete' screen. It features a green shield icon with a checkmark and the text 'Successfully Enabled'. Below this, it says 'Here are your backup codes' and lists five codes: 2YWyTm1sXF, uUBQPQxZP, XsPM5OvgV4, nYqKD3UAcR, and H0p2S9jZDM. There are 'Download Codes' and 'Finish Setup' buttons. A note at the bottom states: 'Please keep these codes in a safe place. Each code can only be used once. If SMTP is configured, they have also been emailed to you.'

3. DOWNLOAD BACKUP CODES & RECEIVE EMAIL



The image shows an email notification titled '2FA - Backup Codes'. It is from Synbone <no-reply@synbone.com> to Norfarah Aqilah Binti Nordin. The email body says: 'Dear Customer, You initiated a transaction from WordPress 2 Factor Authentication Plugin. Your backup codes are: AeXXZtrFwS HZCMgyL7z0 AavFAhnRf pcLzIXiCY6 jBazqJ0The. Please use this carefully as each code can only be used once. Please do not share these codes with anyone. Also, we would highly recommend you to reconfigure your two-factor after logging in. Thank you, miniOrange Team'. A disclaimer at the bottom states: 'Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.'

6. RESUME LOGGING IN (SCAN NEW QR)

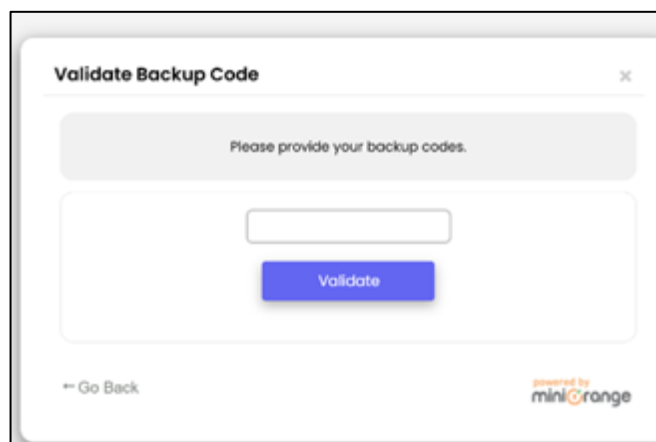


The image shows a 'Configure Google/Authy/Microsoft Authenticator' screen. It has three steps: 1. Choose an Authenticator App (Google Authenticator is selected), 2. Scan the QR code from the Authenticator App (a QR code is displayed), and 3. Enter the code from authenticator app (an 'Enter OTP' field and a 'Verify' button are shown).

RE-SELECT MULTIPLE FACTOR AUTHENTICATOR (MFA)

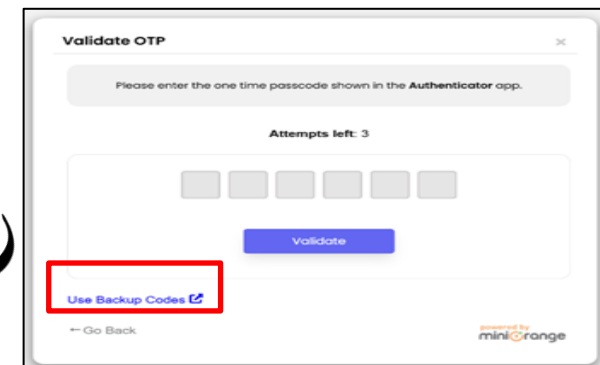
If you like to change MFA mode, please email our customer service at sales@synbone.com for the help.

5. BACKUP CODES VALIDATION



The image shows a 'Validate Backup Code' screen. It prompts the user to 'Please provide your backup codes.' with an input field and a 'Validate' button. There is a 'Go Back' link at the bottom left.

4. CLICK USE BACKUP CODES



The image shows a 'Validate OTP' screen. It prompts the user to 'Please enter the one time passcode shown in the Authenticator app.' with a series of input fields and a 'Validate' button. Below the input fields, there is a link 'Use Backup Codes' highlighted with a red box. There is also a 'Go Back' link at the bottom left.

1. Account Activation

If email not received, please email our customer service at sales@synbone.com.
They will provide temporary activation code.

2. What is MFA?

Multi Factor Authentication (MFA) is a security process where a user provides two or more different verification factors to gain access to an account or application. Instead of just relying on a password, which can be easily stolen or compromised. MFA adds multiple layers of protection to keep your data.

3. One time passcode (OTP) over Microsoft Authenticator Apps

If the passcode not received, please email our customer service at sales@synbone.com to reset the MFA mode options.

4. One time passcode (OTP) over personal email

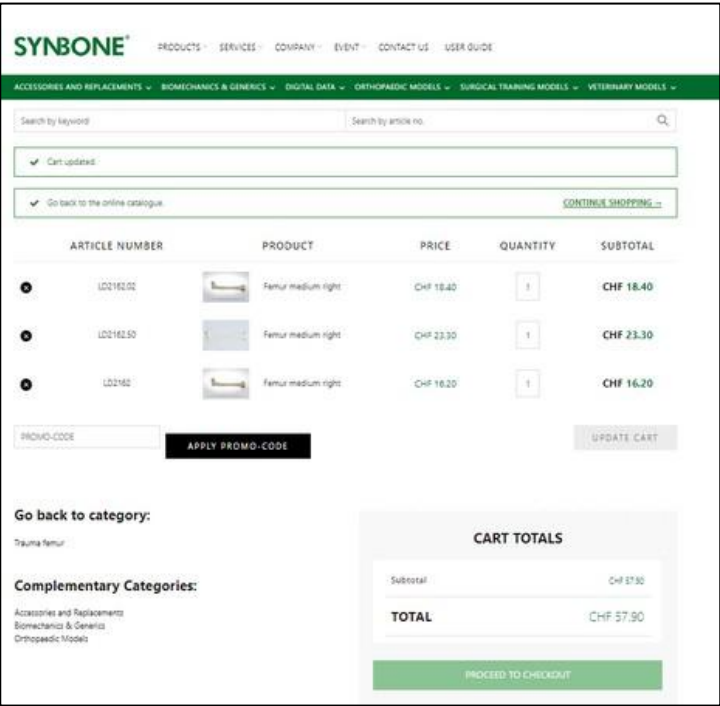
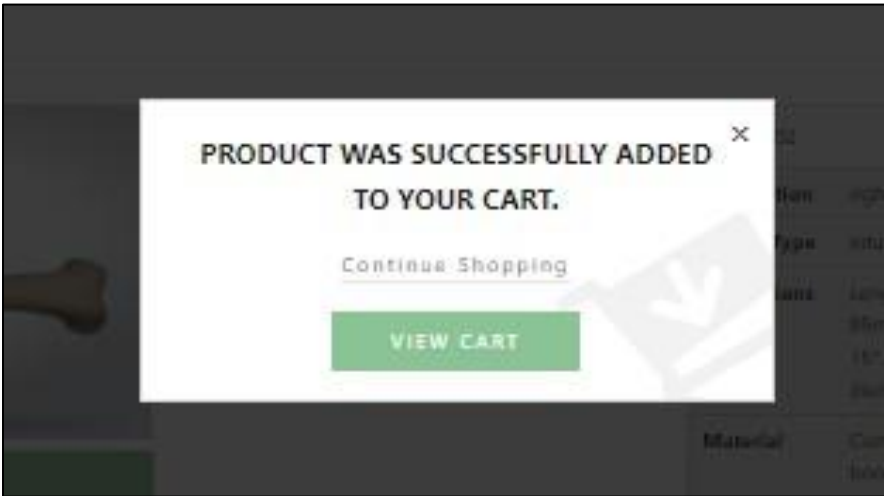
If the passcode not received, please email our customer service at sales@synbone.com to reset the MFA mode options.

5. Lost Authenticator App or changed mobile phone.

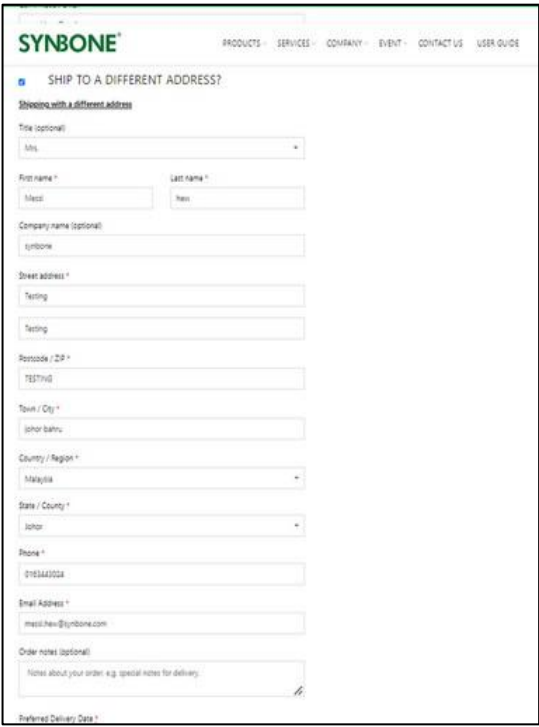
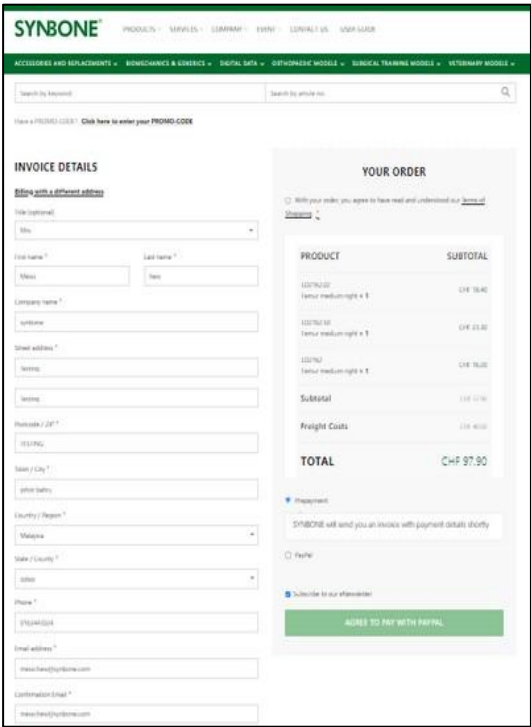
If you have lost / uninstalled app or changed mobile phone, please email our customer service at sales@synbone.com to reset MFA mode options.

Other option, use backup codes that system has sent to your email automatically to reset MFA. (refer page 4)

SHOPPING CART



CUSTOMER INFORMATION



ORDERING PROCESS (STEP 07)

PAYMENT STAGES

1

PREPAYMENT

☒ Prepayment

SYNBONE will send you an invoice with payment details shortly

☐ PayPal

☐ Subscribe to our eNewsletter

AGREE TO PAY WITH PREPAYMENT



SYNBONE®

PRODUCTS · SERVICES · COMPANY · EVENT · CONTACT US · USER GUIDE

ACCESSORIES AND REPLACEMENTS · BIOMECHANICS & GENERICS · DIGITAL DATA · ORTHOPAEDIC MODELS · SURGICAL TRAINING MODELS · VETERINARY M

Search by keyword Search by article no.

Thank you. Your order has been received.

Order number: NLP1148972

Date: 06-02-2024

Email: messi.hew@synbone.com

Total: CHF 44.45

Payment method: PayPal

ORDER DETAILS

PRODUCT	TOTAL
PR1104 Generic block Ball&B x 1	CHF 4.45
SUBTOTAL:	CHF 4.45
FREIGHT COSTS:	CHF 40.00
TOTAL:	CHF 44.45

ORDER AGAIN

Invoice address

Shipping address

Mrs. Messi hew
synbone

Mrs. Messi hew
synbone

2

PAYPAL

☐ Prepayment

☒ PayPal

Pay via PayPal.

☐ Subscribe to our eNewsletter

PayPal



MH

44.45 CHF

Change

Testing, Testing, TESTING johor bahru, JHR

Pay with

Citi Simplicity Platinum Visa Card

RM255.84 MYR

☐ Make this my preferred way to pay

PayPal's conversion rate: 1 MYR = 0.17374 CHF
[See currency options](#)

+ Add credit or debit card

Complete Purchase

PayPal Pte. Ltd. is (i) regulated as an e-money issuer by Bank Negara Malaysia and (ii) licensed by the Monetary Authority of Singapore as a Major Payment Institution under the Payment Services Act 2019.

Cancel and return to SYNBONE

ORDERING PROCESS (STEP 08 & 09)

ORDER CONFIRMATION

1

PREPAYMENT

SYNBONE eShop order

You've received the following order from Messi hew:

eShop order number #NLP1148955

Product	Quantity	Price
LD2162.02 Femur medium right	1	CHF 18.40
LD2162.50 Femur medium right	1	CHF 23.30
LD2162 Femur medium right	1	CHF 16.20
Subtotal:		CHF 57.90
Freight Costs:		CHF 40.00
Total:		CHF 97.90

Preferred Delivery Date: 10-02-2024

Payment Method: Prepayment

2

PAYPAL

Payment received

Hi there. Thank you! We have successfully received your payment for order NLP1148972. Your order is now being processed.

Messi hew (messi.hew@synbone.com) created an order in SYNBONE eShop.

SYNBONE will send you the order confirmation with the payment details shortly

eShop order number #NLP1148972

Product	Quantity	Price
PR1104 Generic block 8x8x8	1	CHF 4.45
Subtotal:		CHF 4.45
Freight Costs:		CHF 40.00
Total:		CHF 44.45

Preferred Delivery Date: 07022024

Payment Method: PayPal

CUSTOMER SUPPORT

PREPAYMENT INVOICE

SYNBONE®

better education outcome

To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
South Korea

Prepayment Invoice SPI-002098

Order No.: SOR-006982

Item	Article	Description	COO	QTY	UOM	Unit Price (CHF)	Disc. %	VAT Identifier	VAT %	Amount (CHF)
		Customer prepayment 8.1%		1		1,888.50				1,888.50
		Customer prepayment 8.1%		1		274.00				274.00
		Customer prepayment 8.1%		1		583.50				583.50
		Customer prepayment 8.1%		1		508.50				508.50
Total CHF Excl. VAT										3,254.50
VAT Amount										0.00
Total CHF Incl. VAT										3,254.50

Prepayment in % : 100

For following order :

IFG-000008	0066	Generic bone cut	MY	30	PCS	24.15				724.50
IFG-000022	0067.02	Generic bone w/ encapsulated oblique fracture	MY	30	PCS	38.40				1,164.00
IFX-020045	6012	Ulna right fractured	MY	30	PCS	16.95				508.50
IFB-040040	LD1149-01	Tibia right distal closed	MY	30	PCS	19.45				583.50

SYNBONE AG

Tardisstrasse 199 7205 Zizers Switzerland

Phone +41 81 300 02 80

sales@synbone.com • www.synbone.com

Co. Reg. No.: CHE-106.247.580

VAT ID No.: CHE-106.247.580 | DE344948777

Page 1 of 2

Document Date : 05 February 2024

Customer No : CUS-022410

Cust.Contact :

Cust. VAT ID No. :

Your Reference : SYN5544

Sales Person : [REDACTED]

Contact Person : [REDACTED]

8

Ordering Process Guide / V3.4 / Sept 2026

THANK YOU