



## WSA Point of Sale Webshop Quick Guide

[www.wsa-poswebshop.com](http://www.wsa-poswebshop.com)

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# Welcome to WSA webshop!

The WSA Point of Sale webshop is a marketing knowledge center with all brand material located in one platform.

Users will get access to their respective brand based on their user profile.

Below you see the list of the roles available in the system. Roles are set by the system administrator.

## List of brands and roles:

- Audio Service
- Coselgi
- Other Brands
- Pre-orders role
- Standard orders
- Rexton
- Signia
- Widex
- WSA

The WSA webshop is handled by Conxion A/S. Conxion has more than 25 years of experience with handling and producing POS and merchandise.

Conxion has its head office in Denmark and a sourcing / inspection office in China.

Conxion A/S will handle all orders placed through the webshop. Conxion is available for all POS and merchandise orders and inquiries.

This quick guide will give you an introduction to the webshop and the different features available.

Link to the webshop:

**[www.wsa-poswebshop.com](http://www.wsa-poswebshop.com)**

If you don't see the correct brands/products when you log in to the WSA webshop, please contact your administrator:

Antonin Bertagnolio

E-mail: [antonin.bertagnolio@sivantos.com](mailto:antonin.bertagnolio@sivantos.com)

# Signing up to the webshop

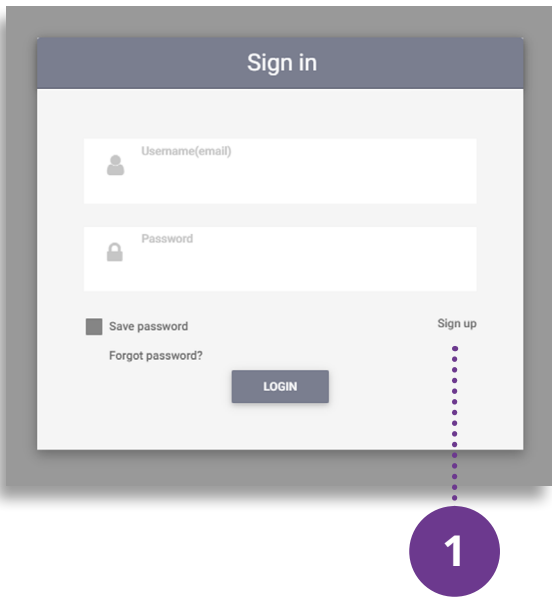
When signing up to the WS Audiology webshop, the first thing you want to do is go to the following webpage: [www.wsa-poswebshop.com](http://www.wsa-poswebshop.com).

1) When entering this page, you are greeted by a login window, as seen to the right, from which you can press the **"Sign up"** button below the lower right corner of the password box.

The sign-up process is divided into three parts; **General information**, **Addresses** and **Final information**.

## General information

2) Upon pressing the sign up button, you are transferred to a page which requires some general information to be entered about the user. Mandatory fields are marked with an "\*". Fill in the information and click **"NEXT"**.



The 'Sign in' window contains the following elements:

- Sign in** (header)
- Username(email)** (input field)
- Password** (input field)
- ☐ **Save password**
- [Forgot password?](#)
- LOGIN** (button)
- Sign up** (link, highlighted by a dotted line and a purple circle with the number 1)

**First / Last name:** The first and last name of the user.

**Username(email):** The chosen username is your email.

**Password:** Please choose a password which is long, but easy to remember. You can reset your password at any time, and an e-mail will be sent with a temporary password.

**Select currency:** The selected currency will be set as your default currency on the webshop. This can be changed at any time in your user settings.



## Addresses

After filling in the mandatory fields you are allowed to go to the next page. This page concerns delivery and invoice addresses. Mandatory fields are marked with an “\*”.

The screenshot shows a web form titled "Address" with two columns: "Invoice address" and "Delivery address". At the top right, there is a checkbox labeled "Same as invoice address". Below this, the form contains the following fields:

- Company name** (with a building icon)
- Phone number\*** (with a phone icon)
- Email\*** (with an envelope icon)
- Alternative email for invoices** (with an envelope icon)
- Address line 1\*** (with a location pin icon)
- Address line 2** (with a location pin icon)
- Address line 3** (with a location pin icon)
- City\*** (with a location pin icon)
- Postal code** (with a location pin icon)
- Select your country\*** (with a globe icon and a dropdown arrow)
- Select delivery country\*** (with a globe icon and a dropdown arrow)
- Contact person\*** (with a person icon)

At the bottom right, there are two buttons: "BACK" and "NEXT". A dotted line connects the "NEXT" button to a purple circle containing the number "3".

- Company name:** Refers to your company/subsidiary. This information is shown in the order overview.
- Phone number:** Your phone number. In case you need to be contacted, this number will be referenced.
- E-mail:** This e-mail address will receive order confirmations, price drops, and will function as your main contact e-mail address.
- Invoice e-mail:** This e-mail address will receive all invoicing associated with the account. If no e-mail address is stated here, your main e-mail address will receive the invoice information.
- Address line 1:** Your company address.
- City:** The city where your company address is located.
- Postal code:** The postal code where your company address is located.
- Select country:** The country where your company address is located.

Once these have been filled out, you have the option to copy them on to your main delivery address by checking the “same as invoice address” checkbox in the top right-hand corner.

3) After filling out the mandatory fields and pressing “**NEXT**”, you are directed to the third and final page of the sign-up process, “Final information”.

## Final information

There is only a single mandatory field on this page, **“I agree to the Terms, conditions and refund policy and user data policy”**.

**VAT identification number** refers to the VAT number of your company/subsidiary. By leaving this field blank, your order is considered a B2C order.

**Writing a comment** attaches it to your user profile as an internal note in the system. When your user is looked up by the administrator(s), they are able to see the comment.

4) Once all the mandatory fields from page 1-3 have been filled out, you can create your user by pressing the **“CREATE PROFILE”** button. Pressing **“CREATE PROFILE”** returns you to the login window.

## 2-step sign up

After pressing the **“CREATE PROFILE”** button, you are re-directed to the login screen and a notification e-mail is sent to the webshop administrator.

The administrator then has to approve your account creation in order to activate it.

Once your account has been approved by the administration team, you will receive a verification e-mail. This e-mail contains a link to the webshop, your username and a password reset, should you need that.

# Log-in procedure

After having created an account, you are ready to log in to the WSAudiology webshop.

Upon entering [www.wsa-poswebshop.com](http://www.wsa-poswebshop.com), you are met by a login window, in which you can enter your username and password.

Should you have forgotten your password, you can request a new password from this page by clicking on **"Forgot password?"**.

## Resetting password

If your login does not work, or you want to reset your password, you have the option of pressing **"Forgot password?"**. This opens a window in which you are prompted to input the username to receive a password reset.

Pressing **"SUBMIT"** resets the password of the user and sends an e-mail with a new system-generated password. The user receives an e-mail informing them of their password being reset, along with a newly generated password with which they can now log in to the WSAudiology webshop.

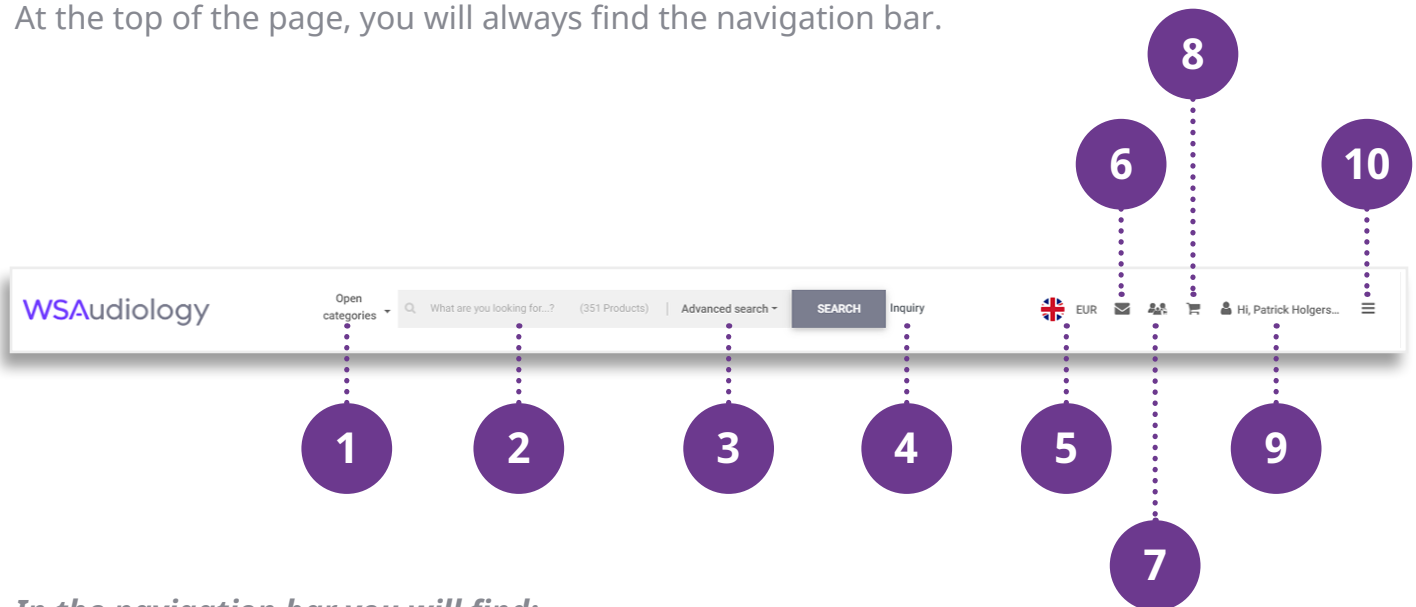
## Logging in to the webshop

When logging in to the WSAudiology webshop, go to the following URL: [www.wsa-poswebshop.com](http://www.wsa-poswebshop.com). Upon entering the webshop, you are met by a login window, in which you can enter your username and password.

You have the option of having your login credentials saved by the system, enabling automatic log-in. This is done by checking the **"Save password"** checkbox.

# The navigation bar

At the top of the page, you will always find the navigation bar.



*In the navigation bar you will find:*

- 1) Product categories
- 2) Search tool
- 3) Advanced search tool
- 4) Inquiries
- 5) Currency and language settings
- 6) Message Center
- 7) Number of orders you can join
- 8) Shopping Cart
- 9) Log out of user
- 10) Burger menu with:
  - Order history
  - Orders in production
  - Sample orders
  - Liked products
  - Personal folders
  - Profile Settings
  - Logo bank



# Searching for products

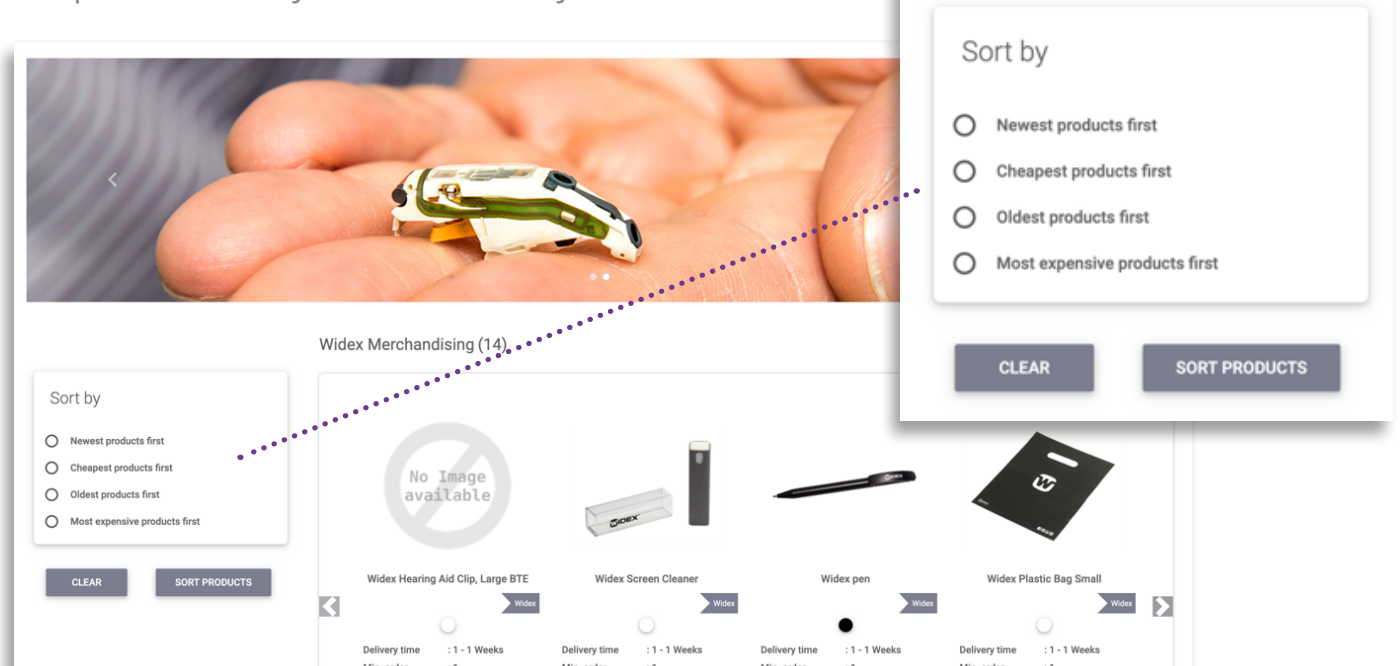
Locating the most relevant products in the webshop can be done in four main ways.

- 1) You can use the filters on the front page.
- 2) You can use the search field in the navigation bar at the top.
- 3) You can use the advanced search option from the navigation bar at the top.
- 4) You can choose to browse through categories and sub-categories from the “open categories” from the navigation bar at the top.

## Filters on the front page

On the left-hand side you have a filter option, in which you can sort the products in the webshop. (This filter is also available when viewing specific categories.)

The products are by default sorted by their item number.

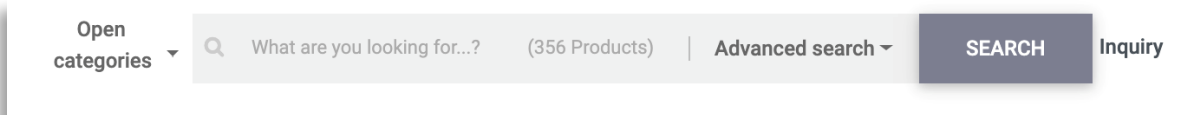


You can sort the products by these criteria:

- Newest product first:** Sorting this way shows you the products by their creation date, from the newest product to the oldest products.
- Cheapest product first:** Sorting this way shows you the products from the cheapest product to the most expensive product.
- Oldest product first:** Sorting this way shows you the products by their creation date, from the oldest products to the newest products.
- Most expensive first:** Sorting product this way shows you the products from the most expensive product to the cheapest product.

## Searching from the search field

In the navigation bar at the top of the webshop you can find the search field. The search field shows you how many products are currently available in the webshop.



When searching for products in the webshop you have two options. You can search by name or you can search by item number.

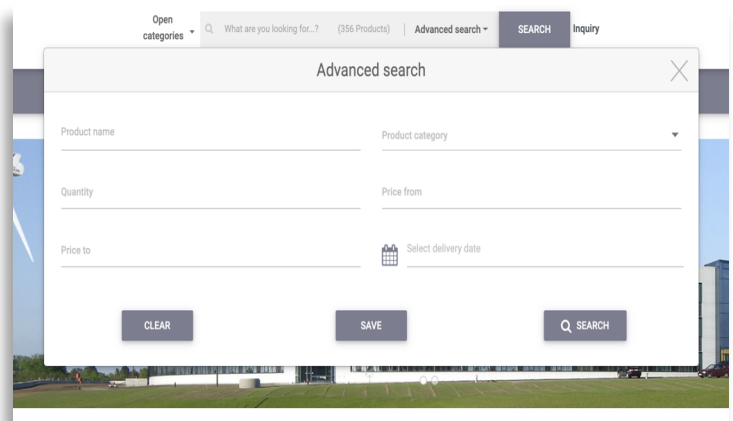
**Searching by name:** In the case of searching by name, the search field accepts partial as well as full product names. A scrollable list is generated based on your input and narrows down as you input more characters into the search field.

**Searching by item number:** In the case of searching by item numbers, the search field only accepts complete item numbers. Searching for partial item numbers yields a search result with no products.

## Advanced search

In the navigation bar at the top of the webshop you can find an “advanced search” dropdown.

In an advanced search you have the option to narrow down your search results to be within the parameters you have set. In here you have the option of restricting the search by:



**Product name:** You are able to restrict the search to only contain products with names similar to the input product name. By leaving this field blank, the search contains all products which fulfill the requirements of the other search parameters.

**Product category:** You can choose a category from the dropdown list. The list contains the main categories listed in the webshop. By choosing a category you are restricting your search result to only include products from the chosen main category.

**Quantity:** By inputting a quantity, your search results will be shown with prices at that quantity level. Only products which are available at that quantity will be included in the search.

**Price from:** By inputting a value into “price from”, you are setting a minimum price level for the search result. Products which do not meet that price are omitted from the search.

**Price to:** By inputting a value into “price to”, you are setting a maximum price level for the search. Products which do not meet that price are omitted from the search.

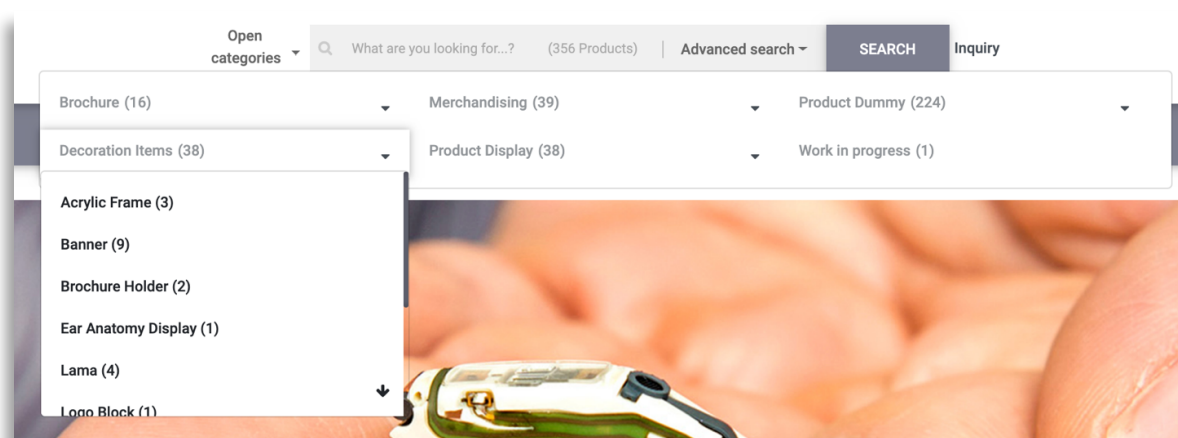
**Delivery date:** By selecting a delivery date, you are being shown products which can be delivered at, or before, the selected date.

## Categories

In the navigation bar at the top there is an “open categories” dropdown. In this dropdown you are shown the main categories available in the webshop. The categories work in two layers; main categories and sub-categories.

Main categories are used as a generalization tool to fit all products of a certain type, whereas a sub-category is designed to narrow the product group down to more specific terms. Should the main category have a dropdown listed to the right of it, there is at least one sub-category attached to that main category.

The numbers listed in the parenthesis tells you how many products are available in that category or sub-category.



From here you can choose whether to enter a main or a sub-category.

### Main category:

By choosing a main category you will be shown all of the products that are listed in the sub-categories, giving you an overview of the products that are associated with the chosen main category.

Once inside a main category, the sub-categories are listed on the left-hand side. The sub-categories are marked with parenthesis at the end which tells you how many products they contain.

Different filter options are listed below the sub-categories. Adjusting these filters affects the products that are available in the main category.

### Sub-category:

By choosing a sub-category you are only shown the products listed in that sub-category, giving you an overview of the products that associated with the chosen sub-category. Different filter options are listed on the left-hand side of the sub-category. Adjusting these filters affects the products that are available in the sub-category.

# Placing an order

When placing an order, there are three things to consider. Are you ordering an item which is currently in stock? Are you ordering an item which needs to be produced? And if so, is there an existing order you would like to join?

## *Ordering a stock item*

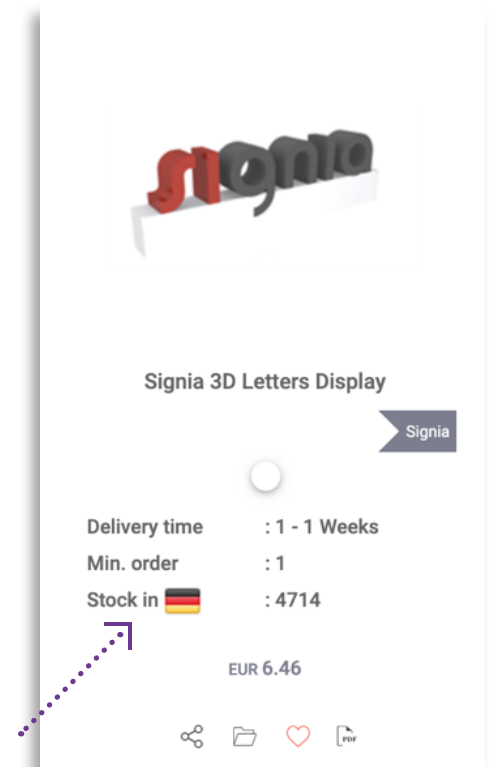
A stock item is an item which has already been produced and is currently located in a warehouse. A stock item can be delivered from the warehouse to your destination within a week.

You can identify a stock item from its product card, where it says, "Stock in:" with a stock balance to the right of it.

If you click on a product card, a pop-up opens with the product details. From here you can choose the quantity you wish to order in the quantity field. The handling costs vary depending on the ordered quantity. Below the quantity field you can see the inner and outer cartons adjust according to the input quantity.

You can choose a desired delivery date by clicking on the calendar. By default, 7 days is set as the delivery time.

Once you have input the quantity you wish to order and a delivery date, you are ready to press the "New order" button. This adds your product to the shopping cart. The shopping cart consists of 4 steps: Shipping address, Checkout, Payment and Confirmation.



### ***Choosing a delivery address***

In the first step of the shopping cart you can choose which address you want the product(s) delivered to. From the dropdown you can see the available delivery addresses. Should you wish to add another delivery address you can do so by pressing "New delivery address". On this page you can fill out the information for your new delivery address. After doing so, you can select it from the dropdown menu.

### ***Checkout***

In "Checkout" you are given an overview of the items in your cart. Shown by item numbers, the number of cartons, and prices per pcs. At the bottom of the checkout page you are shown a total price, the VAT amount, as well as a grand total.

### ***Payment***

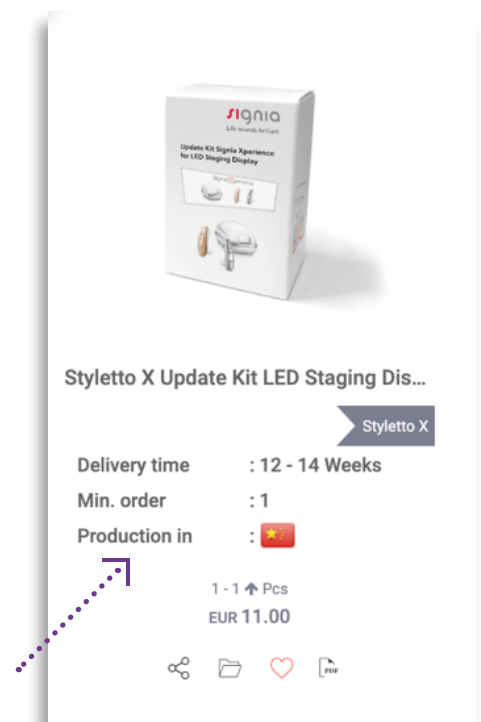
In the payment section you have the option to choose which method of payment you wish to use.

### ***Confirmation***

After having completed the payment step, an order confirmation is sent to the e-mail address stated in your user info.

### ***Ordering a pre-order item***

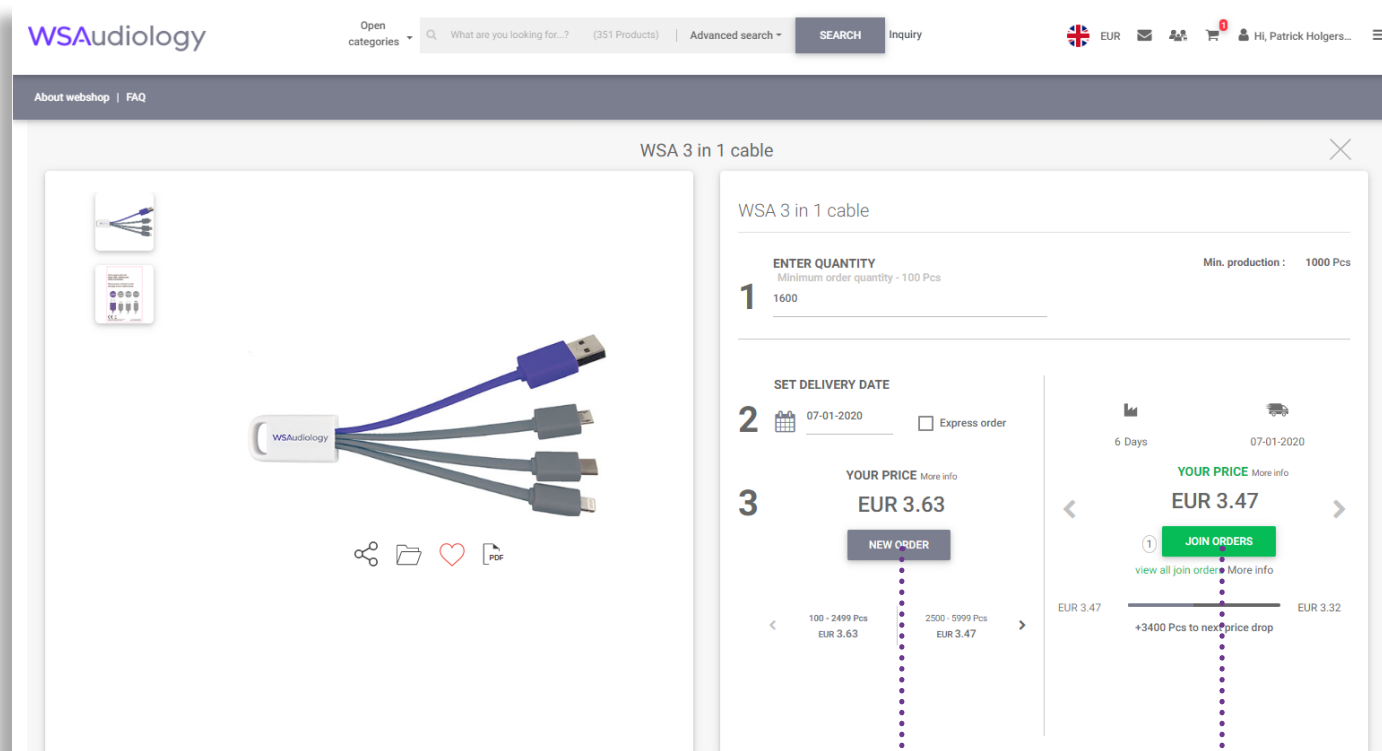
A pre-order item is a product which will be centrally produced by WSAudiology. A pre-order product can be identified by its product card where it says, "Production in" with a flag symbolizing the production country.



## Joining an order

Find the desired product. You can find products by using the product categories, the search tools or "Orders to join" from the navigation bar.

Click on the product to see the detailed product information.



- 1) You can now choose to start a **NEW ORDER** or
- 2) Join an existing order by clicking **JOIN ORDER**

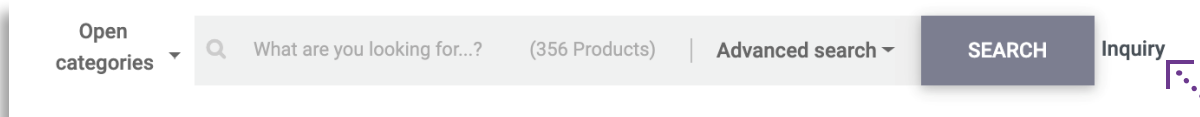
Please note that you can only choose the delivery date if you start a new order.

If you decide to place a new order instead of joining an existing one the webshop platform will make your order visible to other departments as well. Meaning that you can still benefit from better prices due to higher purchase volumes.



## Creating an inquiry

Should you not be able to find the product(s) you are looking for, you can create an inquiry by pressing the inquiry button in the navigation bar at the top.



Pressing the **"Inquiry"** button opens an inquiry form with your basic details already filled out. The mandatory fields are marked with an "\*".

- Product name:** The product name is a mandatory field and provides an understanding of what kind of product you are looking for.
- Product description:** The product description is a mandatory field and provides a detailed overview of the functionalities, measurements, materials etc. your product requires.
- Quantity:** The quantity is a mandatory field and determines the minimum quantity you would like an offer on.
- Target price:** Setting a target price gives an indication of the price and quality level you have in mind. The offer you receive is tailored to best match your target price.
- Delivery date:** Setting a delivery date gives an indication of which suppliers can be used.
- By shortening the delivery time, you decrease the number of possible suppliers. Possibly leading to a more local production.
  - By extending the delivery time, you increase the number of possible suppliers.
- Comment:** You have the option to attach a comment to your inquiry.
- Upload file:** You have the option to upload an image depicting the product you are looking for. This gives an indication of the desired design.
- Submit:** Once you have filled out the mandatory fields in the inquiry form you can submit the inquiry.

 A screenshot of the 'Inquiry' form. The form has a title bar with 'Inquiry' and a close button. It contains several input fields: 'Company name\*' (filled with 'Conxion'), 'Username\*' (filled with 'DNeerup'), 'Email\*' (filled with 'dn@conxion.dk'), 'Product name\*', 'Product manual id', 'Product description\*', 'Quantity\*', 'Color', 'Logo color', 'Target price (EUR)', and 'Select delivery date\*'. There is a 'Comment' text area and a file upload section with a dashed border and the text 'Drag and Drop Picture similar to what you are looking for here' and 'Files: .JPEG, PNG, GIF'. Below the file upload section is an 'UPLOAD FILE' button. At the bottom are 'CANCEL' and 'SUBMIT' buttons. A red arrow points to the 'SUBMIT' button.

# Profile settings

You can access your profile settings from the burger menu in the top right-hand corner of the site.

## Order history

The order history lists all of your previously completed orders. An order is completed once it has been dispatched, delivered and paid. An order number is shown at the top of each listing.

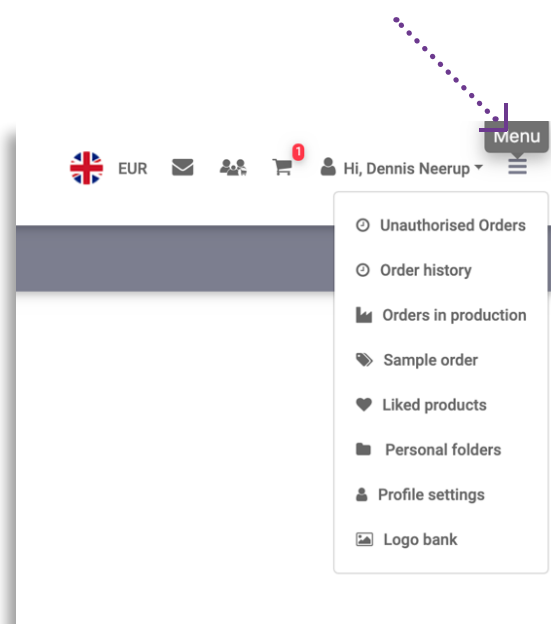
The orders are listed by their completion date, with the most recently completed order at the top. From here you can view the order details and the invoices of the completed orders.

From the order details you can make a claim, view the order status, and submit a re-order.

## Claim

If you wish to submit a claim, you can click on the claim button.

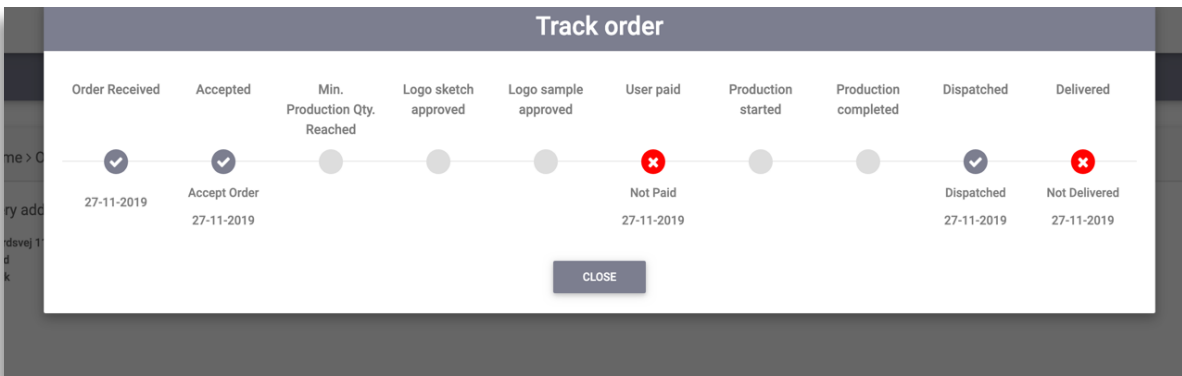
Please state how many of the received goods were faulty and which kind of compensation you would like to request. You can choose between: Credit note, Discount or a New production.



 A screenshot of the 'Claims' form. At the top, it says 'Widex pen' with an image of a pen. Below this, there are fields for 'Order item number' (P9-20191127-3-1) and 'Delivery date' (04-12-2019). There are also fields for 'Quantity of whole shipment' (1) and 'Quantity of defect goods'. Below these are three radio button options: 'Credit Note', 'Discount request', and 'New production'. A large dashed box contains the instruction 'Drag and drop pictures that describes your claim or' and an 'UPLOAD FILE' button. At the bottom, there is a text area labeled 'Describe the claim' and two buttons: 'SUBMIT' and 'BACK'.

## Order status

Pressing the order status button creates a pop-up showing you how far along in the production process your order is. Once a field receives a checkmark, it has been completed. The dates below the bar indicate when that status was completed, giving you an overview of the time it takes from beginning to end.



## Orders in production

Orders in production lists all of your on-going orders. In the listings you can see your order number, item number, product name, order date and order total. You can download your order confirmation by clicking on the order confirmation button.

Clicking on "Details" opens a window with your order details.

Home > Orders in production

Order number PS-20191127-7

Suborder delivery date : 04-12-2019

|                 |                |
|-----------------|----------------|
| Product number. | 9 503 0870 000 |
| Product name    | Widex pen      |
| Order date      | 27-11-2019     |
| Order total     | EUR 9.85       |

[ORDER CONFIRMATION](#) [MORE DETAILS](#)

In this window you can see which address the order is being delivered to, the delivery time, and the costs associated with your order. At the bottom three buttons are shown: order confirmation, order status and re-order.

Delivery address  
Enggaardsvej 11  
Næstved  
Denmark

Delivery date 04-12-2019

| Product             | Quantity | Cost/Unit (EUR) | Cost/Total (EUR) |
|---------------------|----------|-----------------|------------------|
| Widex pen           | 1 (Pcs)  | EUR 0.80        | EUR 0.80         |
| Color               | ●        |                 |                  |
| Transportation cost |          |                 | EUR 7.08         |
| Total cost          |          |                 | EUR 7.88         |
| VAT (25%)           |          |                 | EUR 1.97         |
| Grand total         |          |                 | EUR 9.85         |

[ORDER CONFIRMATION](#) [ORDER STATUS](#) [REORDER](#)

## Orders in production, more detailed view

Delivery address

Enggaardsvej 11  
Næstved  
Denmark



Delivery date

04-12-2019

| Product             | Quantity | Cost/Unit (EUR) | Cost/Total (EUR) |
|---------------------|----------|-----------------|------------------|
| Widex pen           | 1 (Pcs)  | EUR 0.80        | EUR 0.80         |
| Color               | ●        |                 |                  |
| Transportation cost |          |                 | EUR 7.08         |
|                     |          | Total cost      | EUR 7.88         |
|                     |          | VAT (25%)       | EUR 1.97         |
|                     |          | Grand total     | EUR 9.85         |

ORDER CONFIRMATION

ORDER STATUS

REORDER

1

2

3

### 1) Order confirmation

Pressing the order confirmation button downloads the order confirmation.

### 2) Order status

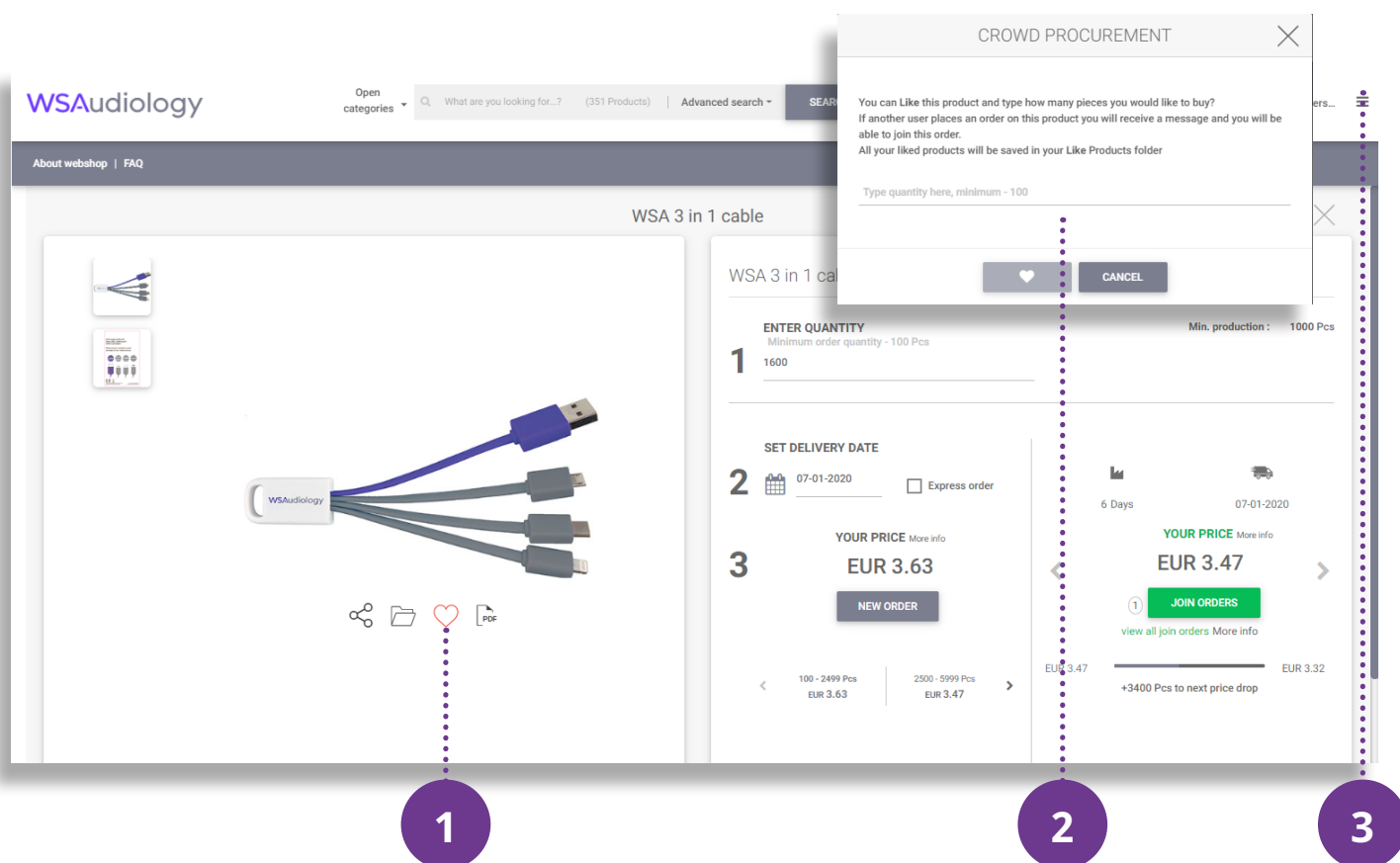
Pressing the order status button creates a pop-up showing you how far along in the production process your order is. Once a field turns green, the corresponding step has been completed.

### 3) Re-order

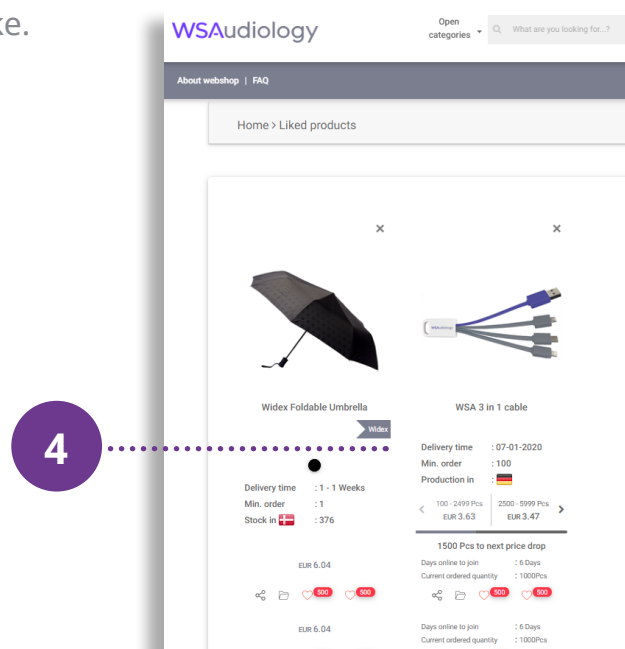
Pressing the re-order button takes you to the product page, from where you can add the product to your cart once more.

## Liked products

Liking a product gives you notifications when others have liked or ordered the same product.



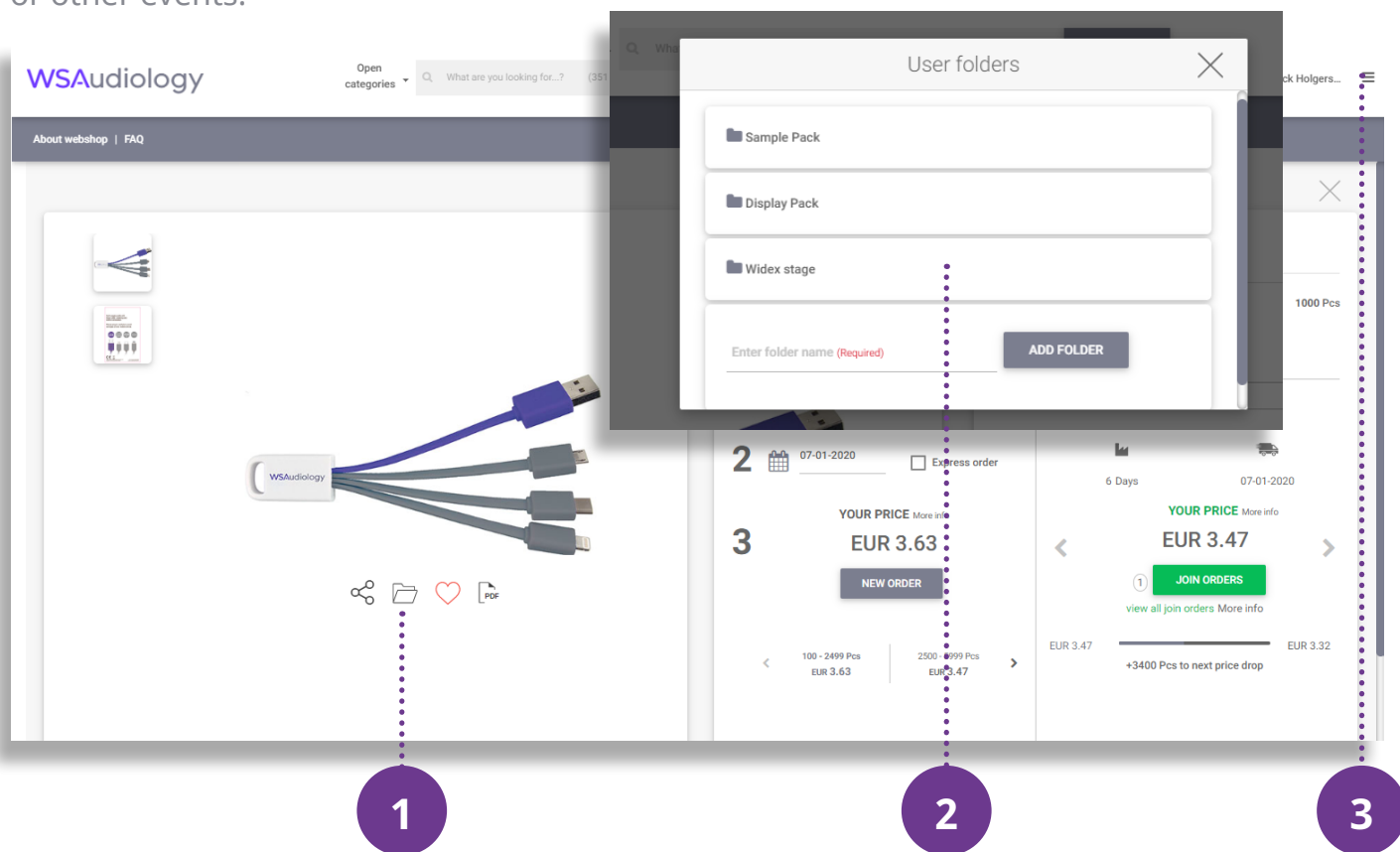
- 1) Click on the **"heart icon"** on the product you like.
- 2) Enter the quantity you would be interested in.
- 3) In the burger menu click **"Liked Products"**.
- 4) On your "Liked Products" page you have an overview of your liked products as well as your preferred quantity and the total quantity of others who liked the same product.



## Personal folders

You can save your favorite products into personal folders.

For example if you find products or ideas suitable for later campaigns, upcoming tradefairs or other events.

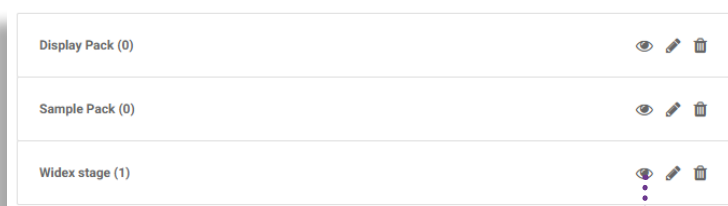


1) Click on the **"folder icon"** on the product you like.

2) Choose an existing folder to save the product in or create a new folder, for example: "Ideas for fairs" or similar.

3) To find your personal folders go to **"Personal Folders"** in the burger menu.

4) On your "Personal Folders" page you have an overview of your folders. Click on the small **"eye icon"** to view the products you've saved in the folder.





## Profile settings

In profile settings you can edit your user information, manage your delivery addresses, change your password, check your budget, and delete your profile.

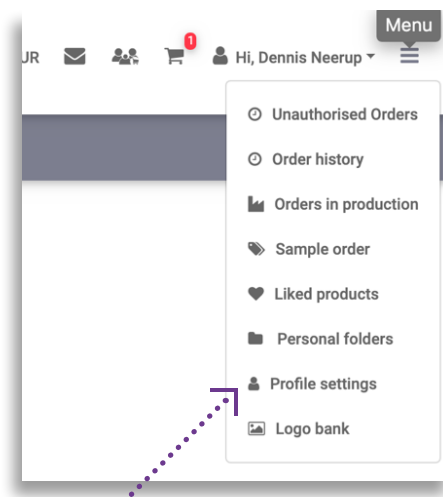
### Edit user profile

Should you have the need to change your basic user information you have the option to do so in “**edit user profile**”. Like the sign-up process, this is separated into 3 pages.

On the first page you can edit your **name, department, job position, default language** and **default currency**. Changing the language or currency affects the displayed language or currency in the webshop.

On the second page you have the option of changing your **invoice address** as well as **delivery address**.

On the third page you can edit your **VAT number** and upload **a picture to your profile**. Once you have edited the desired fields, you can update the changes on the third page by pressing “**UPDATE**”.



Home > Profile settings

Edit user profile
Additional delivery addresses
Change password
Budget overview
Delete my profile

### Final information

VAT identification number

Drag & Drop your picture here

Files : JPEG, PNG , GIF

or

UPLOAD FILE

☒ I agree to the [Terms, conditions and refund policy](#) and [user data policy](#)

BACK
UPDATE

## Additional delivery address

1) If you need additional delivery addresses attached to your profile you can do so by filling out the form in the **"Additional delivery addresses"** tab. The mandatory fields are marked with an **"\*"**.

2) Once you have filled out the mandatory fields you can click on **"SAVE"**. The delivery address has now been added to your list of delivery addresses.

Home > Profile settings

Edit user profile

**Additional delivery addresses**

Change password

Budget overview

Delete my profile

**Delivery address**

SHOW LIST

3

1

2

SAVE

Set as default address

Company name

Phone number\*

Email\*

Address line 1\*

Address line 2

Address line 3

City\*

Postal code

Select your country\*

Contact person\*

3) You can view your available delivery addresses by clicking on **"SHOW LIST"** in the right-hand corner. From here you have the option to set a default delivery address. Your default delivery address is the one being used when you are placing an order.

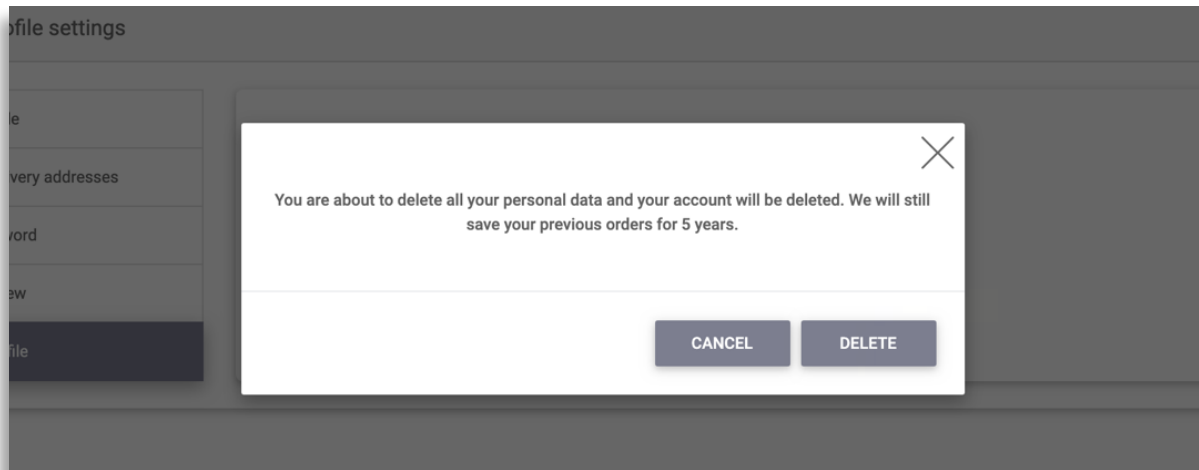
When placing an order, you have the option to switch delivery addresses from the dropdown in Step 1 of the checkout process.

## Change password

You can change your password by going to your profile settings and choosing the **"change password"** tab. From here you are required to input your old password, your new password and confirm your new password. You can click on **"Save new password"** once these fields have been filled out. When you click on "Save new password" your password has been updated.

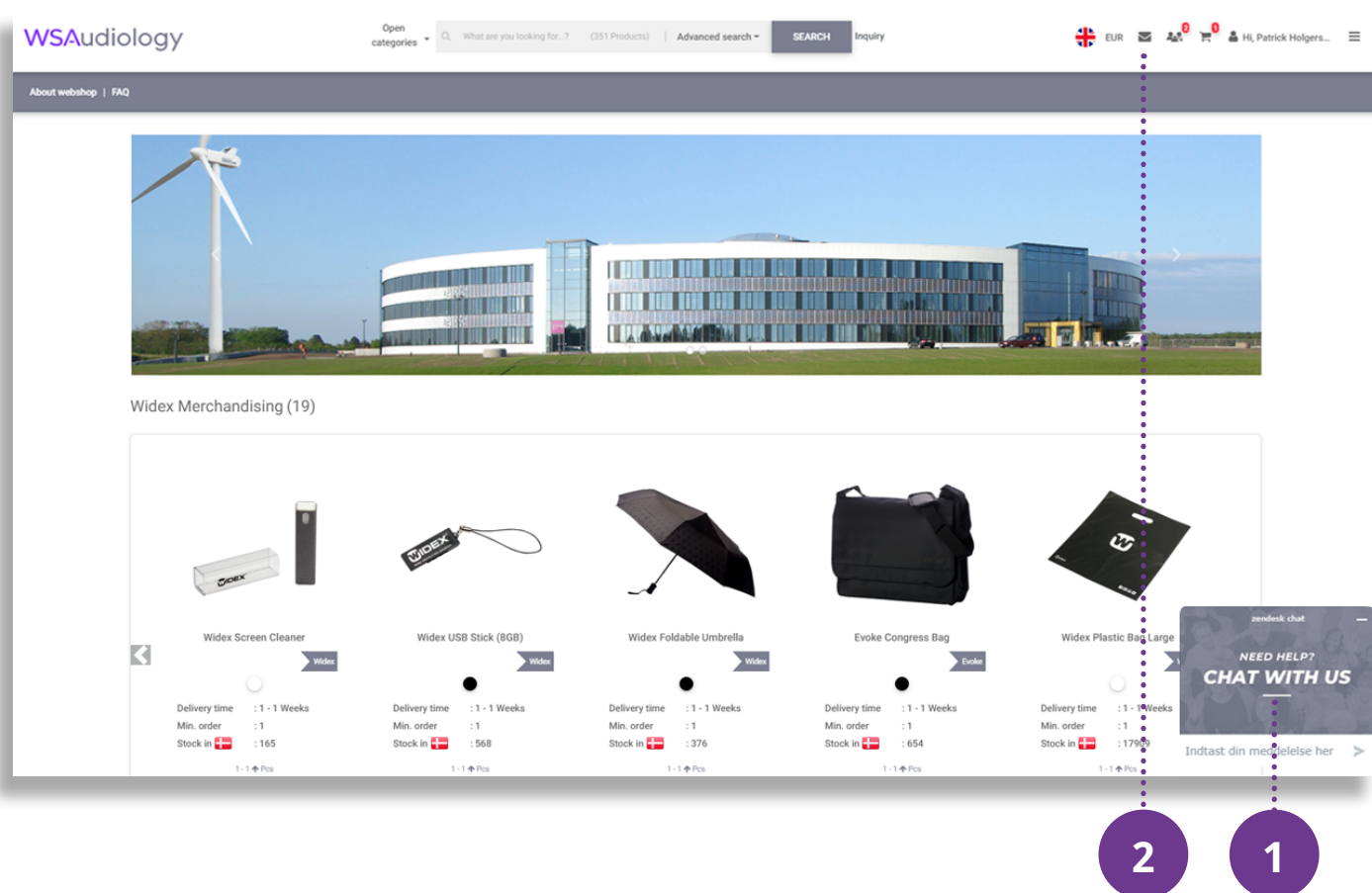
### **Delete my profile**

Should you wish to delete your profile, you can do so from the “**Delete my profile**” tab. Clicking on “**Delete my profile**” creates a pop-up window asking you to confirm the deletion of the profile. As stated in the pop-up window, your order history is being kept on file for 5 years.



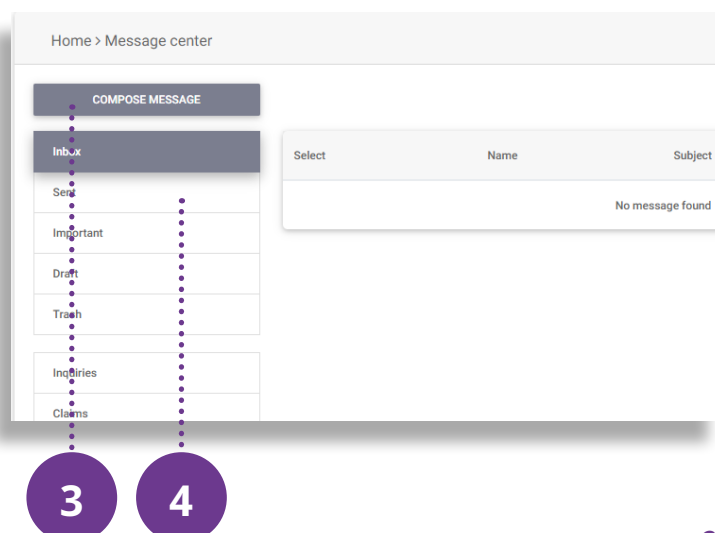
# Chat and Message Center

You can easily get online support. Our online support is built into the webshop platform with a Message Center and Live Chat.



- 1) Click on the **Live Chat** in the bottom right corner. A chat window will open when you are connected. If the support team is unavailable, you can leave a message.
- 2) You can also send us a message by using the **Message Center**. Click on the "**letter icon**" in the navigation bar.

- 3) In the Message Center you can compose and send messages to us.
- 4) The Message Center works as a normal mailbox. You have an inbox, sent messages, as well as answers to inquiries and claims.



# Invoicing

Orders will be directly shipped from suppliers or central warehouse.

The webshop will automatically send the invoice for payment to Conxion directly.

A 60 days payment term has been agreed with Conxion.

# You are ready!

Thank you for reading the quick guide for WSA Point of Sale webshop.

We hope you feel ready to log in and benefit from the features that the shop will offer you and your company.

If you have any questions don't hesitate to reach out to one of the contacts from the list to the right.

You are also welcome to send us a message through the Message Center or chat in the shop.

Link to the webshop:  
**[www.wsa-poswebshop.com](http://www.wsa-poswebshop.com)**



## Contacts

### **WSA administrator:**

Antonin Bertagnolio

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### **Conxion contacts:**

#### **General contact**

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