

RESMED ONLINE STORE (ROS)

Place Order

Place an Order

Creating a sales order.

Prerequisite for Place Order Screens



Order permission assigned to ROS profile

Product Orders permission

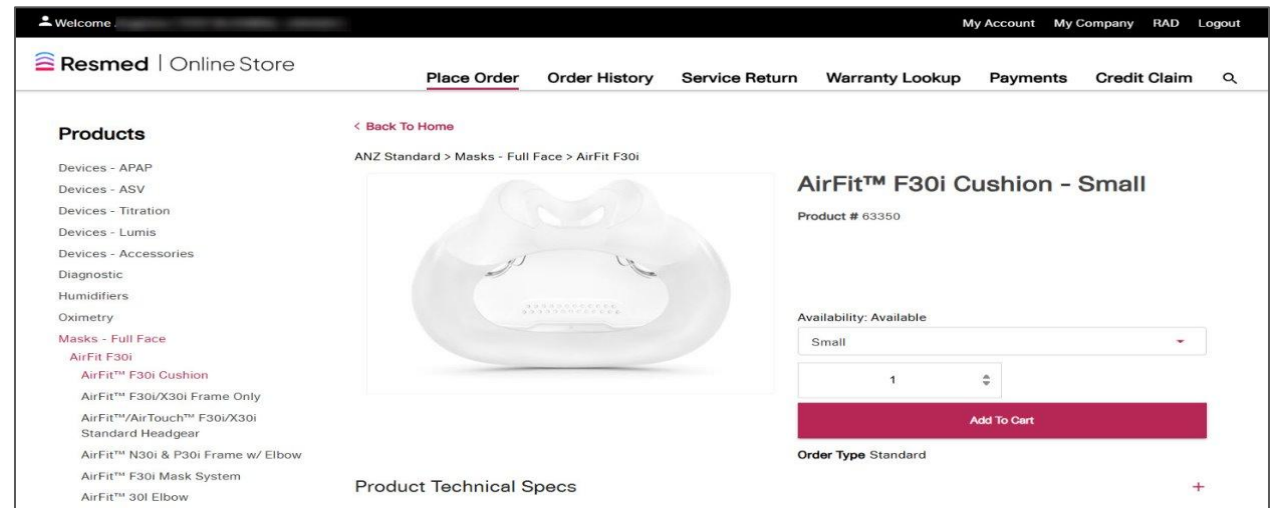
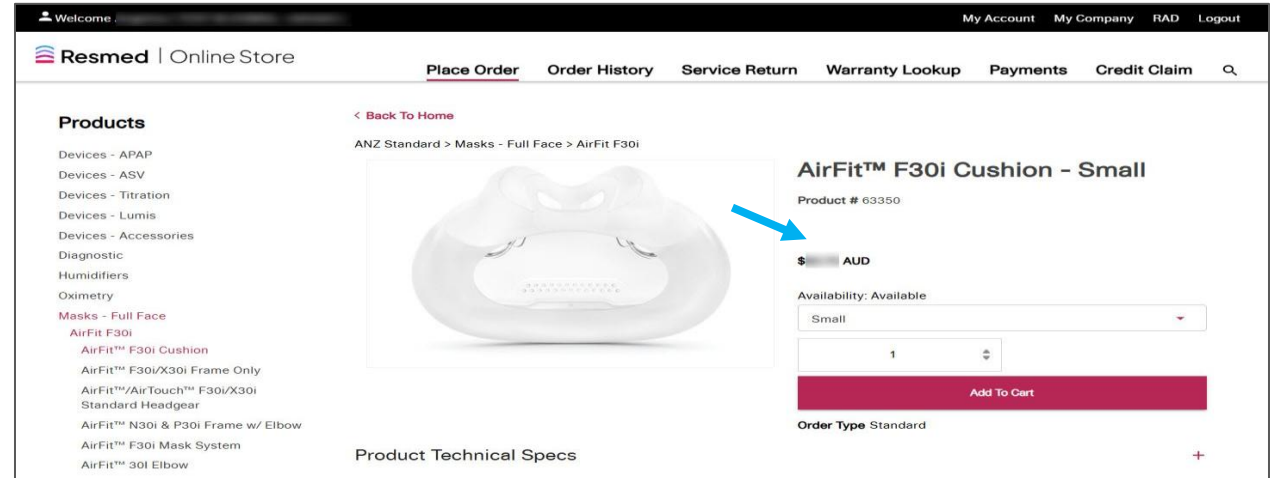
This permission authorises the user to place orders and track their order history, as well as to access pricing information and invoices.

Product Orders – View Only permission

This permission authorises the user to track their order history with pricing information and invoices but **does not** permit access to place order.

Standard Priceless permission

This permission authorises the user to track their order history but **does not** permit access to place order and view pricing information and invoices.



Place an Order – Step 1 of 7



Navigate to the Place Order screen

To place an order, click on **Place Order** in the main menu.

The screenshot displays the Resmed Online Store interface. At the top, a black navigation bar contains a user profile icon, the text "Welcome [Name]", and links for "My Account", "My Company", "RAD", and "Logout". Below this, the "Resmed | Online Store" logo is visible. A main navigation menu includes "Place Order", "Order History", "Service Return", "Warranty Lookup", "Payments", and "Credit Claim", with a search icon on the right. A blue arrow points from the text on the left to the "Place Order" link. The main content area features a "Products" sidebar with categories like "Devices - APAP", "Devices - ASV", "Devices - Titration", "Devices - Lumis", "Devices - Accessories", "Diagnostic", "Humidifiers", "Oximetry", "Masks - Full Face", "Masks - Nasal", and "Masks - Pillows". The central area shows "Cart Details" with "Ship To:" and "Order Type Standard" dropdowns, and a message stating "Your cart is currently empty". Below the cart area are "Quick Entry", "Saved Cart", and "Import Order" buttons, each with a dropdown arrow.

Place an Order - Step 2 of 7



Option to set a default ship to address

From the **Ship To** list, select the location where the order should be shipped if multiple sites are available. Otherwise, the ROS will display the sole site address as the **Ship To** address.

Optional step:

For account with multiple sites, select the “**Set this as your default ship to address for ordering**” checkbox to save this location as your default shipping address for future orders.

The screenshot displays the Resmed Online Store checkout interface. The top navigation bar includes 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main navigation menu features 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', 'Payments', and 'Credit Claim'. The 'Place Order' page is active, showing a 'Products' list on the left and a 'Cart Details' section on the right. The 'Ship To' dropdown menu is open, displaying a list of shipping locations. A blue arrow points to the 'Ship To' dropdown. A modal dialog titled 'Select a Ship To for Ordering' is overlaid on the page, featuring a 'Ship To' input field and a checkbox labeled 'Set this as your default ship to address for ordering'. The modal also includes 'Cancel' and 'Confirm' buttons.

Place an Order - Step 3 of 7



Options available to add to the cart

Please refer to [Add to Cart Methods](#) section for available options when placing an order in ROS:

Search by product number or name.

Category Tree for product navigation.

Quick Entry for fast ordering with product numbers.

Saved Cart to save an order cart and reuse it for future re-ordering. Please note previous saved carts won't transfer to the new ROS.

Import Order to create carts from CSV files with product numbers and quantities.

Welcome My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

Products

- Devices - APAP
- Devices - ASV
- Devices - Titration
- Devices - Lumis
- Devices - Accessories
- Diagnostic
- Humidifiers
- Oximetry
- Masks - Full Face
- Masks - Nasal
- Masks - Pillows
- Masks - Pediatric
- Masks - Accessories
- 3rd Party Product
- Marketing Collateral

Cart Details

Ship To: Shop Order Type Standard

Your cart is currently empty

Quick Entry

Saved Cart

Import Order

Place an Order - Step 4 of 7



Product Details Page

Accessible via search results or through the product category hierarchy.

New variant selector for products with different **sizes**, we now show them in a single product page. Select the variant to show the product number and availability status.

Marketing Downloads (Coming Soon) shows related marketing collaterals available for download.

Product Technical Specs currently only show Unit of Measure, but more to come.

Welcome My Account My Company RAD Logout

Resmed | Online Store Place Order Order History Service Return Warranty Lookup Payments

[Back To Home](#)

Products Masks - Standard > Masks - Full Face > AirFit F30

Devices - APAP
Devices - ASV
Devices - CPAP
Devices - Titration
Diagnostic
Humidifiers
Oximetry
Masks - Full Face
AirFit F40
AirFit F30i
AirFit F30
AIRFIT F30 FRAME
AirFit™ F30 Cushion
AirFit™ F30 Headgear - Standard
AirFit F20
AirFit F10
Quattro Air

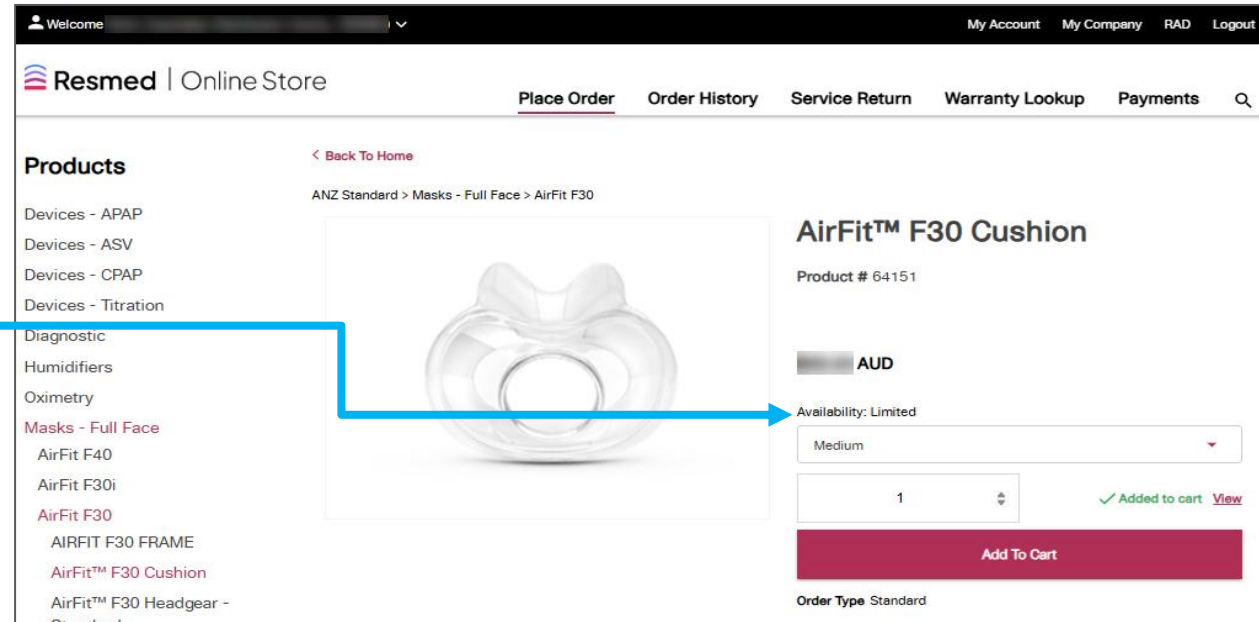
AirFit™ F30 Cushion
Product # 64151
AUD
Availability: Limited
Medium
Small
Medium
Add to Cart
Order Type Standard

Marketing Downloads
Product Technical Specs



Product Details Page - Stock availability

Stock availability: Available, Limited, Limited Stock – Last Buy or Temporarily Out of Stock.



Availability Status	Description
Available	Product is currently in stock and ready for immediate shipment.
Limited	Limited product availability, possible split shipment.
Limited Stock – Last Buy	Available while stock last.
Temporarily Out of Stock	Place your order now to ensure your order will be dispatched as soon as stock is available. Expect delays in receiving and split shipment.



Product Details Page - Product number, price, add and view cart

Price and stock details appear after selecting a variant on the product page.

Product Number: Resmed's product number.

Price: Display the list price before any applicable discounts.

Quantity: Adjust before or after adding to the cart.

View Cart: After adding products, click *View* or the *Place Order* link at the top to access your cart.

The screenshot displays the Resmed Online Store interface. At the top, there is a navigation bar with 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. Below this is the 'Resmed | Online Store' header with navigation links: 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', and 'Payments'. The main content area is titled 'Products' and includes a breadcrumb trail: 'ANZ Standard > Masks - Full Face > AirFit F30'. A product list on the left includes categories like 'Devices - APAP', 'Devices - ASV', 'Devices - CPAP', 'Devices - Titration', 'Diagnostic', 'Humidifiers', 'Oximetry', and 'Masks - Full Face'. Under 'Masks - Full Face', several variants are listed, with 'AirFit™ F30 Cushion' highlighted. A central image shows the AirFit F30 Cushion. To the right, the product details panel displays 'AirFit™ F30 Cushion', 'Product # 64151', 'AUD', 'Availability: Limited', a size selector set to 'Medium', a quantity selector set to '1', and a green 'Added to cart' confirmation with a 'View' link. A prominent red 'Add To Cart' button is at the bottom of the panel, with 'Order Type Standard' noted below it. Blue arrows from the text on the left point to the 'AirFit™ F30 Cushion' in the list, the product image, the 'Product # 64151', the 'AUD' price, the quantity '1', and the 'View' link.

Place an Order - Step 5 of 7



Cart Page

Order Type: Defaults to **Standard**.

Cart Details: Displays ordered products, quantities, stock availability and pricing information.

Ship To Address: Use the dropdown menu to search and select the appropriate delivery address for the order.

Remove product: Click the trash bin icon to delete an order line.

Saved Cart: Save the current cart for future re-ordering.

Empty Cart: Clear all products from the current cart.

Checkout: Proceed to checkout after verifying and confirming the cart details.

The screenshot shows the Resmed Online Store Cart Page. The page header includes 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main navigation bar contains 'Resmed | Online Store', 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', 'Payments', and 'Credit Claim'. The 'Place Order' button is highlighted with a blue arrow pointing to the 'Order Type' dropdown menu, which is currently set to 'Standard'. Below the navigation bar, there is a 'Products' section with a list of categories: Devices - APAP, Devices - ASV, Devices - Titration, Devices - Lumis, Devices - Accessories, Diagnostic, Humidifiers, Oximetry, Masks - Full Face, Masks - Nasal, Masks - Pillows, Masks - Paediatric, Masks - Accessories, 3rd Party Product, and Marketing Collateral. The 'Cart Details' section displays a table of items:

Item #	Item Description	Quantity	Availability	Unit Price	Total Price
39108	AirSense™ 11 AutoSet TRI 4G <small>(Includes data fees of AUD 50.00 per unit)</small>	100	Available	\$ AUD	\$ AUD
64151	AirFit™ F30 Cushion - Medium	1	Available	\$ AUD	\$ AUD
Total					\$ AUD

Below the table, there is a note: '*Tax and Shipping (if applicable) will be calculated at Checkout.' To the right of this note are three buttons: 'Save Cart', 'Empty Cart', and 'Checkout'. The 'Checkout' button is highlighted with a blue arrow. At the bottom of the page, there are three dropdown menus: 'Quick Entry', 'Saved Cart', and 'Import Order'. The 'Saved Cart' dropdown menu is highlighted with a blue arrow.

Place an Order - Step 6 of 7



Checkout Page

From the cart page, click *Checkout* to start the checkout process.

PO Number: Enter your PO number; this is a required field.

Bill To Address: Select an address to receive the invoice.

Promo Code: Enter one here if applicable.

Change Order: Use this button to go back to the cart and adjust product and quantity.

Cart Details: Review the products, quantities, and promotions applied before clicking *Submit Order*.

Submit Order: Click to submit the order.

The screenshot shows the checkout page for Resmed Online Store. The page includes a navigation bar with 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main header features the Resmed logo and 'Online Store', along with navigation links for 'Place Order', 'Order History', and 'Service Return'. The checkout section is titled 'Checkout' and contains several fields: 'Payment Information' with 'PO Number *' (containing 'HP01261437') and 'Bill To *' (a dropdown menu showing '1 Elizabeth Macarthur Drive Bella Vista NSW 2153'); 'Shipping Information' with 'Ship To *' (a dropdown menu showing 'Unit 4E 6 Boundary Rd Northmead NSW 2152'); and 'Promotions' with an 'Enter promo code' field and an 'Apply' button. Below these fields is a 'Change Order' button and a 'Submit Order' button. At the bottom, there is a 'Cart Details' table with columns for Item #, Item Description, Quantity, Availability, Unit Price, and Line Price. The table lists two items: 'AIRSENSE 11 AUTOSET ANZ TRI 4G' (quantity 100) and 'AIRFIT F30 CUSHION MED' (quantity 1). A 'Multiple Promo - CA T' row shows a discount of '-\$1.00 AUD'. The 'Order Total' is displayed as 'AUD'.

Item #	Item Description	Quantity	Availability	Unit Price	Line Price
39108	AIRSENSE 11 AUTOSET ANZ TRI 4G	100	Available	AUD	AUD
64151	AIRFIT F30 CUSHION MED	1	Available	AUD	AUD
Multiple Promo - CA T					-\$1.00 AUD
Order Total					AUD

Place an Order - Step 7 of 7



Order Submitted

Once the order is submitted, you will see this screen.

Purchase Order Number

The PO number is displayed at the top of the confirmation screen for reference.

Order Submission Notification

A message will appear indicating that the order is submitted successfully.

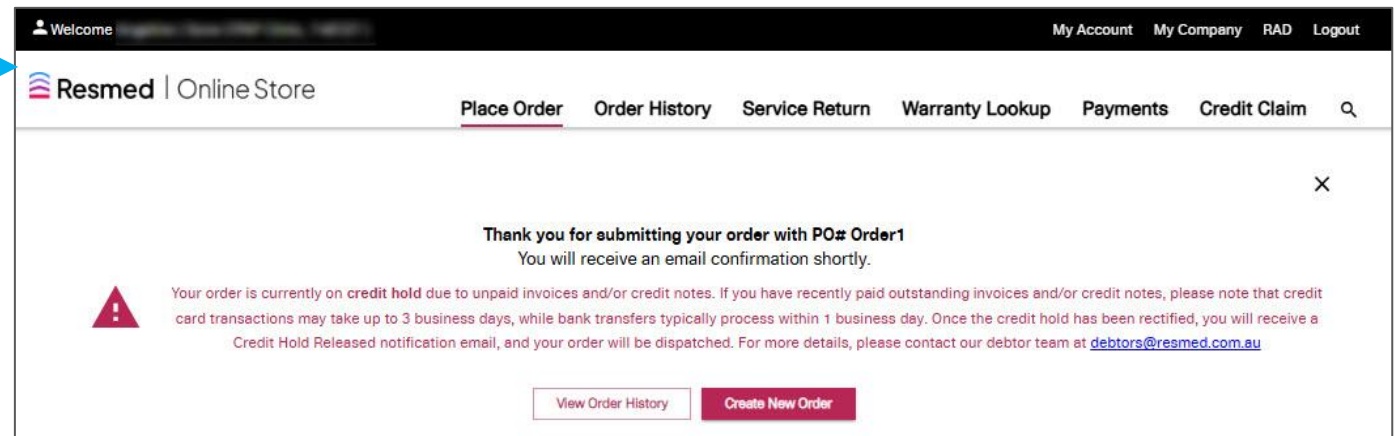
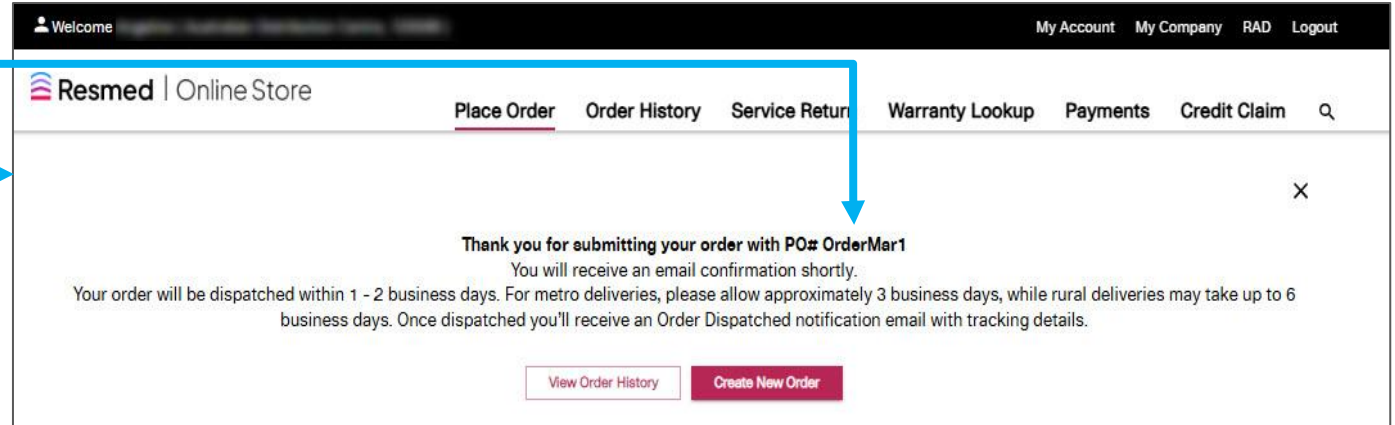
Credit Hold Notification

If your account has an outstanding or delinquent balance, a message will appear indicating that the order may be placed on hold.

Users with the **Payment permission** can access the **Payments module** to make payments directly to your account.

Order Acknowledgement PDF

The **Resmed Order Confirmation email** will be sent to you and copied to the **Additional Email** in your user profile, with the Order Acknowledgement PDF attached. It will not be displayed on the screen once submitted.



Add to Cart Methods

Options available to add products to your cart.

Add to Cart Methods



To place an order, your ROS profile must have the order permission activated.

Under *Place Order*, you will find similar features from the previous ROS:

Search by product number or name.

Category Tree for product navigation.

Quick Entry for fast ordering with product numbers.

Saved Cart to save an order cart and reuse it for future re-ordering. Please note previous saved carts won't transfer to the new ROS.

Import Order to create carts from CSV files with product numbers and quantities.

The screenshot displays the Resmed Online Store interface. At the top, there is a navigation bar with 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. Below this is the 'Resmed | Online Store' header. A secondary navigation bar contains 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', and 'Payments'. A search icon is located to the right of 'Payments'. The main content area is divided into two columns. The left column, titled 'Products', lists various categories: Devices - APAP, Devices - ASV, Devices - CPAP, Devices - Titration, Diagnostic, Humidifiers, Oximetry, Masks - Full Face, Masks - Nasal, Masks - Pillows, Masks - Paediatric, Masks - Accessories, and Devices - Accessories. The right column, titled 'Cart Details', shows shipping information (Unit 4E 6 Boundary Rd Northmead NSW 2152) and order type (Standard). Below this is a table with columns for Item #, Item Description, Quantity, Availability, Unit Price, and Total Price. The table contains one item: 39108 AIRSENSE 11 AUTOSET ANZ TRI 4G (Includes data fees of AUD 50.00 per unit) with a quantity of 1 and an availability of 'Available'. The total price is shown as \$ AUD. At the bottom of the cart details, there is a note: '*Tax and Shipping (if applicable) will be calculated at Checkout.' and three buttons: 'Save Cart', 'Empty Cart', and 'Checkout'. Below the cart details are three dropdown menus: 'Quick Entry', 'Saved Cart', and 'Import Order'. Blue arrows point from the text on the left to the corresponding features in the screenshot: 'Search' points to the search icon, 'Category Tree' points to the 'Products' list, 'Quick Entry' points to the 'Quick Entry' dropdown, 'Saved Cart' points to the 'Saved Cart' dropdown, and 'Import Order' points to the 'Import Order' dropdown.

Placing Order Methods – Option 1



Search

Initiate search with product number or product name

- Click the magnifying glass icon to open the search function.
- Type the product name or product number for a quick search.
- The best match will be displayed for your selection.
- Click the **product number** to open the product page and view more information.
- If ordering directly from the *Product Search* page, amend the desired quantity.
- Click **Add to Cart** to include the selected product in your order.
- Verify the product name, quantity, unit selling price and the total amount per line before checking out.

The screenshot shows the Resmed Online Store interface with a search modal open. The search term 'N20' is entered in the search bar. The results table is as follows:

Item	Product Description	Qty	Cart
63723	AirFit™ N20 Classic Mask System - Small	- 1 +	Add To Cart
63724	AirFit™ N20 Classic Mask System - Medium	- 1 +	Add To Cart
63725	AirFit™ N20 Classic Mask System - Large	- 1 +	Add To Cart
38844	N20 Connector for AirMini™	- 1 +	Add To Cart
63765	AirFit™ N20 Classic - Elbow	- 1 +	Add To Cart

At the bottom of the modal, there is a 'Rows per page' dropdown set to 5 and a pagination control showing page 1 of 4.

The screenshot shows the Resmed Online Store interface with a search modal open. The search term '63000' is entered in the search bar. The results table is as follows:

Item	Product Description	Qty	Cart
630006	AirTouch™ F20 Cushions (Small) - 3 Pack	- 1 +	Add To Cart
630007	AirTouch™ F20 Cushions (Medium) - 3 Pack	- 1 +	Add To Cart
630008	AirTouch™ F20 Cushions (Large) - 3 Pack	- 1 +	Add To Cart
630010	AirTouch F20 Starter Pack - Medium	- 1 +	Add To Cart
630011	Airtouch™ F20 Starter Pack - Large	- 1 +	Add To Cart

At the bottom of the modal, there is a 'Rows per page' dropdown set to 5 and a pagination control showing page 1 of 2.

Placing Order Methods – Option 2



Category Tree

Locate and expand

- Navigate to the product category tree on the sidebar.
- Find your required product category.
- Click to expand the category to view the specific product with product number, available sizes and unit selling price (depending on your access).
- View the product image, description, product technical specs or/ and marketing downloads for [further information](#).
- Check product availability. Please refer to the [availability status descriptions](#).
- Enter the quantity and click *Add to Cart*.
- Verify the product name, quantity, unit selling price and the total amount per line before checking out.

The screenshot shows the Resmed Online Store interface. The top navigation bar includes 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main navigation bar features 'Place Order', 'Order History', 'Service Return', 'Warranty Lookup', and 'Payments'. The product page is for 'AirFit™ F30 Cushion' (Product # 64151) in AUD. The breadcrumb trail is 'ANZ Standard > Masks - Full Face > AirFit F30'. The product image shows a clear, cushion-like device. The availability is 'Limited' with a dropdown menu showing 'Medium' selected. Below the image are sections for 'Marketing Downloads' and 'Product Technical Specs', both with expandable arrows. The sidebar on the left lists various product categories, with 'Masks - Full Face' expanded to show 'AirFit F30' and 'AirFit™ F30 Cushion' selected.

Placing Order Methods – Option 3



Quick Entry

Enter product numbers and quantities

- Type the product number only into the field. Please note that entering a product name or an invalid number will cause the field to be highlighted in red and display “Invalid”.
- If you need to input additional products, click “+ Add More Rows” to open more empty rows.
- Click **Add to Cart** when finished. Only valid products (those not highlighted in red) will be successfully added to your cart.
- Verify the product name, quantity, unit selling price and the total amount per line before checking out.

Resmed | Online Store

Place Order | Order History | Service Return | Warranty Lookup | Payments | Credit Claim

Products

Cart Details

Ship To: Shop Order Type: Standard

Your cart is currently empty

Quick Entry

Item Number	Quantity
1 AirFit N20 is Invalid	1
2 29111 is Invalid	1
3 38140	15
4 62914	2
5	
6	
7	

+ Add More Rows

Add To Cart

Resmed | Online Store

Place Order | Order History | Service Return | Warranty Lookup | Payments | Credit Claim

Products

Cart Details

Ship To: Shop Order Type: Standard

Item #	Item Description	Quantity	Availability	Unit Price	Total Price
38140	AirMini™	15	Available	\$ AUD	\$ AUD
62914	AirFit™ P10 for Her Mask System	2	Available	\$ AUD	\$ AUD
Total					\$ AUD

*Tax and Shipping (if applicable) will be calculated at Checkout.

Save Cart | Empty Cart | Checkout

Quick Entry

Item Number	Quantity
1	
2	
3	
4	
5	
6	
7	

+ Add More Rows

Add To Cart

Placing Order Methods – Option 4



Saved Cart

Select renamed cart from saved list

- Navigate to the *Saved Cart* section and choose a previously saved cart from your saved list.
- Click the **Add to Cart** to transfer all products into your current shopping session.
- Verify the product name, quantity, unit selling price and the total amount per line before checking out.

Note: This is the most efficient way to manage recurring orders without needing to re-enter product numbers or search the product category tree.

Resmed | Online Store

Place Order | Order History | Service Return | Warranty Lookup | Payments | Credit Claim

Cart Details

Ship To: Shop | Order Type: Standard

Item #	Item Description	Quantity	Availability	Unit Price	Total Price
38140	AirMini™	15	Available	\$725.00 AUD	\$10,875.00 AUD
62914	AirFit™ P10 for Her Mask System	2	Available	\$104.00 AUD	\$208.00 AUD
Total					\$11,083.00 AUD

*Tax and Shipping (if applicable) will be calculated at Checkout.

Empty Cart | Checkout

Save Cart

Cart Name *

D...t

Cancel | Save Cart

Resmed | Online Store

Place Order | Order History | Service Return | Warranty Lookup | Payments | Credit Claim

Products

Devices - APAP
Devices - ASV
Devices - Titration
Devices - Lumis
Devices - Accessories
Diagnostic
Humidifiers
Oximetry
Masks - Full Face
Masks - Nasal
Masks - Pillows
Masks - Accessories
3rd Party Product
Marketing Collateral

Cart Details

Ship To: Shop | Order Type: Standard

Item #	Item Description	Quantity	Availability	Unit Price	Total Price
62914	AirFit™ P10 for Her Mask System	2	Available	\$ AUD	\$ AUD
38140	AirMini™	15	Available	\$ AUD	\$ AUD
Total					\$ AUD

*Tax and Shipping (if applicable) will be calculated at Checkout.

Save Cart | Empty Cart | Checkout

Quick Entry

Saved Cart

D...t (2 items)

Add To Cart

Placing Order Methods – Option 5



Import Order

Under Place Order, you will find similar features from the previous ROS:

Fill up and upload CSV order template

- Go to the *Import Order* section and click “**Download Example File**” to get the order template (CSV format).
- Open the downloaded file and enter the product numbers and quantities. Please note that the system does not accept product names.
- Save your completed order file in CSV format. Click **Choose File** to select and upload your saved order.
- Only valid product lines will be added to cart successfully.
- Verify the product name, quantity, unit selling price and the total amount per line before checking out.

Welcome Angeline (TEST BLOOMS2, 1284025) My Account My Company RAD Logout

Resmed | Online Store

Place Order Order History Service Return Warranty Lookup Payments Credit Claim

Products

- Devices - APAP
- Devices - ASV
- Devices - Titration
- Devices - Lumis
- Devices - Accessories
- Diagnostic
- Humidifiers
- Oximetry
- Masks - Full Face
- Masks - Nasal
- Masks - Pillows
- Masks - Paediatric
- Masks - Accessories
- 3rd Party Product
- Marketing Collateral

Cart Details

Ship To: Shop 2 ELIZABETH DRIVE Bella Vista NSW 2153 Order Type: Standard

Your cart is currently empty

Quick Entry

Saved Cart

Import Order

Choose file No file chosen

Download example file

Item#	Quantity
14911	1

Order History

Viewing an order in history.

Viewing Order History - Step 1 of 5



Access the list of Standard Orders and DVA Credit Claims

To view your company's list of Standard Orders, click on **Order History**.

Please note that the **order type** is set to **Standard** by default.

Welcome [User Name] My Account My Company RAD Logout

Resmed | Online Store

Please Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 02-03-2026 End Date: 01-04-2026

Order Type: Standard Please Select Equals

Ship To: All

Search

EXPORT TO EXCEL

Reference #	Order #	Order Date ↓	Bill To Location	Ship To Location	Status	PO #	Invoice #
ros-4	2	31-03-2026	P.O.Box	P.O.Box	Credit Hold	014008	-
ros-4	2	31-03-2026	P.O.Box	P.O.Box	Pending	013524	3289093470
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Credit Hold	314554	-
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Shipped	314224	3289089707
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Cancelled	313947	-

Rows per page: 5 1-5 of 172

Viewing Order History - Step 2 of 5



Order List View

Filters available to find a specific order

Start Date & End date are defaulted to past a month's date range. The date range can be up to the past 365 days.

After selecting the filter, enter a search value in the field box to the right of the *Equals* label.

Select **Order Type: Standard**

Order Type: Standard

Ship To: Standard

Invoice #

PO #

Order #

Item #

Reference #

Note: View [history of different Order Type](#).

Ship To is defaulted to **all**. All active ship-to locations will be listed.

View Order List

To view the details for a specific order, click on the row you want to view.

To view the invoice, click on **Invoice #**.

Welcome My Account My Company RAD Logout

Resmed | Online Store

Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 02-03-2026 End Date: 01-04-2026

Order Type: Standard Please Select Equals

Ship To: All

Search

EXPORT TO EXCEL

Reference #	Order #	Order Date	Bill To Location	Ship To Location	Status	PO #	Invoice #
ros-4	2	31-03-2026	P.O.Box	P.O.Box	Credit Hold	014008	-
ros-4	2	31-03-2026	P.O.Box	P.O.Box	Pending	013524	3289093470
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Credit Hold	314554	-
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Shipped	314224	3289089707
ros-4	2	30-03-2026	P.O.Box	P.O.Box	Cancelled	313947	-

Rows per page: 5 1-5 of 172

Viewing Order History - Step 3 of 5



Order Header and Line View

Order Header Details

View all information related to this order transaction, including the order number, **order status**, payment terms, ship-to and bill-to addresses, and the total amount with tax and freight charges, if applicable.

Order Line Details

View complete information for each line in this order transaction, including product number, product name, quantity ordered, **line status**, unit price, tax (if applicable), and total line amount.

Note: Please refer to [ROS Order & Line Statuses](#) for descriptions of the statuses.

The screenshot displays the Resmed Online Store interface. A modal window titled "Order History Details" is open, showing order information. The modal is divided into two sections: "ORDER DETAIL" and "SHIPMENT DETAIL". The "ORDER DETAIL" section contains a table with the following data:

Line	Item #	Item Desc	Qty	Line Status	Unit Price	Tax	Line Price
1.1	39228	AIRSOLUTIONS SD CARD ENV 1 PACK	1	Processing	AUD	AUD	AUD
2.1	61918	CPAP Mask Wipes - Tub - 62 Wipes	1	Backordered	AUD	AUD	AUD
3.1	39229	AIRSOLUTIONS SD CARD ENV 10 PK	1	Shipped	AUD	AUD	AUD
4.1	61919	CPAP Mask Wipes - Travel Pack - 14 Wipes	1	Cancelled	AUD	AUD	AUD
5.1	37296	ClimateLineAir™ Heated Tubing	1	Allocation Hold	AUD	AUD	AUD

The "SHIPMENT DETAIL" section is currently empty. The modal also includes a "REORDER" button. The background shows the "Order History" page with a list of orders and navigation tabs for "Place Order", "Order History", "Service Return", "Warranty Lookup", "Payments", and "Credit Claim".

ROS Order & Line Statuses



Order Status	Line Status	Note
Credit Hold	Credit Hold	The order will not be dispatched due to overdue invoices/ credit notes.
Pending	Processing	The order has been processed for packing and dispatch.
	Allocation Hold	The ordered product is on manual hold by Resmed for inventory allocation purpose.
	Backordered	The ordered product is temporarily out-of-stock and will be back in stock soon.
	Shipped	Each shipment will trigger a Resmed Order Dispatched Email with tracking link and packing slip. You can click on the Tracking# under Shipment Detail to see the real-time tracking. You can obtain the copy of invoice under Invoice Detail .
	Cancelled	The ordered product has been cancelled.
Cancelled	Cancelled	The order has been cancelled.
Shipped	Shipped	The order has been fully shipped.

Viewing Order History - Step 5 of 5



Invoice Detail

Users with **Place Orders** and **Place Orders – View Only** permission can view invoices under the *Invoice Detail* tab.

To save a copy of the invoice, click the “**Download**” button as needed.

Note: User with **Standard Priceless** permission, the *Invoice Detail* tab **will not be visible** on the *Order History Details* page.

The screenshot displays the Resmed Order History Details page. The 'Invoice Detail' tab is selected, showing a 'Tax Invoice' form. The form contains the following information:

Tax Invoice			
Shipper Resmed Asia/Pac Ltd 1 Elizabeth Macarthur Drive Bella Vista NSW 2153 Australia	Telephone Customer Accounts ABN 0	Customer Purchase Order	Invoice Number 14 23-DEC-2025
Buyer Attn: Accounts Payable P.O.Box	Account 5	Other 0	
Carrier		Consignee QLD 4217	
Currency			

Navigation buttons include 'REORDER' and 'DOWNLOAD'. The 'ORDER HISTORY DETAILS' modal also shows order information: Account # 5, Order # 29, Status Shipped, Ship to Location QLD, 4217, Order Type Standard Order (ADC), Reference #, Payment Term Days, Bill to Location P.O.Box, Subtotal \$ AUD, Tax \$ AUD, Charges \$ AUD, Total \$ AUD.

History of Different Order Type

Viewing the history of different order type.

Viewing Order History – DVA Credit Claim



Order List View

To view your company's list of approved DVA credit claims, click on [Order History](#).

Filters available to find a specific DVA credit claim

Start Date & End date are defaulted to past a month's date range. The date range can be up to the past 365 days.

After selecting the filter, enter a search value in the field box to the right of the *Equals* label.

Select **Order Type: Credit Claim - DVA**

Please Select

- Invoice #
- PO #
- Order #
- Item #
- Reference #

Ship To is defaulted to **all**. All active ship-to locations will be listed.

Welcome My Account My Company RAD Logout

Resmed | Online Store Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 12-04-2025 End Date: 12-04-2026

Order Type: CreditClaim-DVA Please Select Equals

Ship To: All

Search

EXPORT TO EXCEL

Reference #	Order #	Order Date	Bill To Location	Ship To Location	Status	PO #	Invoice #
2	0	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10; 66
2	1	12-02-2026	QLD, 4556	QLD, 4812	Shipped	DVA CC 151225-1-	10; 52
2	5	12-02-2026	QLD, 4556	QLD, 4350	Shipped	DVA CC 091225-1-	10; 70
2	3	12-02-2026	QLD, 4556	QLD, 4563	Shipped	DVA CC 130226-2-	10; 64
2	3	15-12-2025	QLD, 4556	QLD, 4812	Shipped	DVA CC 161225-1-	10; 25

Rows per page: 5 1-5 of 2997

View Order List

To view the details for a specific credit claim, click on the row you want to view.

To view the Adjustment Note, click on **Invoice #**.

Viewing Order History Details – DVA Credit Claim



Credit Claim Header and Line View

Credit Claim Header Details

Order Type: **DVA RMA with Receipt & Credit**

View all information related to DVA credit claim (order) transaction, including the order number, **order status**, payment terms, ship-to and bill-to addresses, and the total amount with tax, if applicable.

Credit Claim Line Details

View complete information for each line in DVA credit claim (order) transaction, including product number, product name, quantity ordered, **line status**, unit price, tax (if applicable), and total line amount.

Order (Credit Claim) Status	Line Status	Note
Shipped	Shipped	The credit claim amount has been credited to customer account.

Resmed | Online Store

Place Order **Order History** Service Return Warranty Lookup Payments Credit Claim

Enter search criteria and click Search to view Order history details.

Start Date: 12-04-2025 End Date: 12-04-2026

Order History Details

Order Type: DVA RMA with Receipt & Credit

Reference #: [Redacted]

Payment Term: 90 Days

Ship To: [Redacted]

Status: Shipped

Bill to Location: [Redacted] QLD, 4556

Subtotal: -\$ [Redacted] AUD

Tax: -\$ [Redacted] AUD

Charges: \$ [Redacted] AUD

Total: -\$ [Redacted] AUD

ORDER DETAIL INVOICE DETAIL

Line	Item #	Item Desc	Qty	Line Status	Unit Price	Tax	Line Price
1.1	39228	AIRSOLUTIONS SD CARD ENV 1 PACK	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
2.1	39306	AIR11 FILTER, HYPO, 12 PACK	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
3.1	61918	CPAP WIPES TUB (62 WIPES)	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD
4.1	70 [Redacted] 3	71 [Redacted] Hose Soap	1	Shipped	\$ [Redacted] AUD	-\$ [Redacted] AUD	-\$ [Redacted] AUD

Viewing Invoice Detail – DVA Credit Claim



Invoice Detail

Users with **Place Orders** and **Place Orders – View Only** permission can view **Adjustment Note** under the *Invoice Detail* tab. Kindly take note that **no RCTI** (Recipient Created Tax Invoice) will be listed in ROS.

To save a copy of the Adjustment Note, click the **“Download”** button as needed.

Note: User with **Standard Priceless** permission, the *Invoice Detail* tab **will not be visible** on the *Order History Details* page.

The screenshot shows the Resmed web application interface. At the top, there is a navigation bar with 'Welcome', 'My Account', 'My Company', 'RAD', and 'Logout'. The main content area is titled 'Order History Details' and contains a table with columns for 'Reference #', 'Order #', 'Status', and 'Ship to Location'. The 'Invoice Detail' tab is selected, and the 'Adjustment Note' is displayed. The Adjustment Note is a table with the following data:

ADJUSTMENT NOTE			
Shipper Resmed Asia/Pac Ltd 1 Elizabeth Macarthur Drive Bella Vista NSW 2153 Australia	Telephone Customer 1: [REDACTED] 0 Accounts 6: [REDACTED] 10	Customer Purchase Order DVA CC 080426-1-[REDACTED]	Invoice Number 10 [REDACTED] 23 10-APR-2026
	ABN 04: [REDACTED]	Other	
Buyer Attn: Accounts Payable [REDACTED]	Consignee [REDACTED] NSW 2210		

Blue arrows in the image point from the text on the left to the 'Invoice Detail' tab and the 'Download' button in the screenshot.

Standard Order Timeline

Standard order procedures and associated timelines.

Standard Order Process & Timeline



Process	Timeline (Business Day)		Notification Email
Order Placement	0 day		<ul style="list-style-type: none"> Resmed Order Confirmation Email
PO/ Pricing issue	1 – 3 day		
Order Processed: Credit check	Passed	Failure	Order with credit check failure will receive the following: <ul style="list-style-type: none"> Outstanding Payments to Resmed Email Credit Hold Released Email
Payment method: Bank transfer		1 day	
Payment method: Credit card		3 days	
Order Processed: Pick and pack	1 – 2 days		<ul style="list-style-type: none"> Resmed Order Dispatched Email containing a packing slip and shipment tracking link. Accounts Receivable (AR) Invoice Email – Optional
Same day deliveries	0 day		
Normal deliveries	3 days		
Rural deliveries	6 days		
Estimated Timeline	2 – 11 days	3 – 14 days	

Note: If any products are on backorder or subject to allocation holds, please expect your order to be delivered in multiple shipments.

Issue Escalation/ Provide Feedback

- Phone: 1800 991 900 (Australia) or 0800 737 633 (New Zealand)
- Email to resmedadc@resmed.com.au