

Online Ordering with The Richards Report Buying Group


Frequently Asked Questions

HOW DO I GET STARTED?

It's easy! ...As long as you have a current account with the buying group and have placed at least one order by phone or fax, simply call **1-866-309-9472** or register online at www.rrbuyinggroup.com.

HOW DO I PLACE MY ORDER?

There are many options for you to choose from to make ordering online quick and easy:

1. Search for items you wish to order using the **Browse Catalog** feature on the *Online Ordering* tab. 
2. Use **Product History** located under the *Your Account* tab to select items you have purchased in the past.
3. Prefer to order using item numbers? Go to **Quick Order** under the *Online Ordering* tab to key up to 12 product codes at a time.
4. Use the **Custom Lists** feature to create and organize your own shopping lists. You can create lists for multiple order persons, by frequency of order, by product category or however you wish to personalize the lists based on your office's individual needs.

Why is the email address on file not my address?

You may notice that the **email address** in your **Account Information** is preset to an address at Darby Dental supply. This allows a representative of the buying group to be promptly alerted when you submit your order. In order to ensure prompt processing of your order, please do not make changes to this email address.

IF I ORDER ONLINE, WILL I STILL GET MY DISCOUNT?




Not to worry. Whether you call, fax or order online, you'll always get your Richards Report discount.

Your discounted prices will display when you add an item to your shopping cart.

Can I look up special offers online?

Click on the Promotions tab to view current specials and free goods promotions. Don't forget to visit www.rrbuyinggroup.com to view the monthly and quarterly Richards Report specials too!

When can I expect my order?

You can easily track your shipment online. Select the order you are looking for using **Invoice History** under the *Your Account* tab. Then click on the Package Tracking barcode to view tracking numbers and link to the carrier's site. 

IS THERE A WAY TO VIEW MY PAST ORDERS?

Absolutely! You can...

- **View and print past invoices** using Invoice History
- **View and print the items you order regularly** using Product History

Questions?...Please Call

The Richards Report Buying Group • 1-866-309-9472