



Searching / Ordering / Checkout Procedure

1. Use the Search field to enter a keyword(s) to find an item, or to enter the item number if you know what it is. You can also use the tabs at the top of the page to browse the Products and Services.
2. On the right side of the Item Description page, enter the quantity in the **Quantity** field and click **ADD TO CART** .
3. If you need to add other items, continue searching and adding items to your cart.
4. When you are ready to return your items to your eSHOP cart, click the  **shopping cart (1)** link in the far top section of the punchout. You can then review the items and make any necessary change to the items by editing the quantity.
5. If you have a promo code, enter it during the checkout process on the punch-out, before submitting your cart to eSHOP for processing
6. Click **SUBMIT CART** from your cart.
7. Your item(s) have been added to the active cart in eSHOP.
 - You can remove the item(s) in your cart within eSHOP
 - To edit quantity or make adjustments click the **MODIFY ITEMS** link from the shopping cart view page
 - If you want to add items, you will need to punch-out to the Cell Signaling supplier site again.

Retrieving a Quote

1. You cannot retrieve a quote on the Cell Signaling punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there.
2. If you are in need of a quote contact your local CST Account Manager or contact sales@cellsignal.com
3. When you are checking your cart out in eSHOP, be sure to enter the quote number in the Quote Number field by following the steps below:
 - Click **Proceed to Checkout**
 - Click the **Requisition** tab and then the **Summary** tab
 - Click the edit button in the **General** section
 - Enter the quote number in the **Quote Number** field and click **Save**

Creating / Accessing Favorites

The Cell Signaling punch-out does now allow you to save favorites, since this catalog is a punch-out be sure not to save favorites from within eSHOP either, as pricing will not be updated.

Additional Information

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

- **External Notes** – Yes
- **External Attachments** – No
- **Information in “Ship via” field** – No
- **Delivery Date** – No

Shipping Charges

1. Free shipping? – Yes, free overnight shipping

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **No, once processed shipment happens same day for next day delivery**

Your email order confirmation should contain an estimated shipping date. Otherwise you can check the order status through the punch-out, which will show you shipping date and tracking numbers

Viewing Previous Orders / Order Status

To find out status of your order contact Customer Service at orders@cellsignal.com or 978-867-2388. Have your PO and/or CST order # ready.

Cancelling an Order

Orders are typically processed same day for overnight delivery, therefore it is difficult to accept cancellations except on a case by case basis. To get more information on whether or not your order is eligible for cancellation:

1. Contact Customer Service team at orders@cellsignal.com or 978-6867-2388

Returns

If a product does not perform in your experiment as described on the punch-out or datasheet, please contact Technical Support team within 12 months of product receipt at **(877) 678-8324**. The same expert scientists who produced your antibody will guide you through a few simple troubleshooting steps, and if your issue is not resolved, your item will be replaced at no cost or a credit issued.

Helpful Hints

1. If you need to reach someone at Cell Signaling for assistance you can call: (978) 867-2388

Catalog issues can be directed to Brenda Wood at Brenda.wood@cellsignaling.com

2. While on the punch-out the website works very similar to the public website. There are some items that are not orderable, you will receive notice to contact account manager for more details on these products.