



Hosted Vendor Ordering Guide

Searching/Ordering/Checkout Procedure

1. Enter a keyword(s) in the Search field to find an item using its name or application, OR enter the SKU part number if you know it.
2. From the Item Description page, enter Quantity to order and select from an option on the drop down menu:
Add to active cart, Add to Favorites, or Add to Draft Cart or Pending PR/PO. Once added, click on **Close**.
3. If you need to add other items, continue searching and adding items to your cart.
4. When all of your items have been added to the active cart, you can proceed to check out.

Submitting a Quote

To request a Special Price Quote or a New Lab discount, please contact:

Corina Murphy, New England Biolabs Inc., Inside Sales, West
Mobile: (858) 337-7111
Email: murphy@neb.com

Creating/Accessing Favorites

1. Once you have identified an item you would like keep as a Favorite, click on **add favorite** (from the search page or the dropdown menu on the individual item).
 - a. You can choose to add the items to an existing Favorites folder or create a new one.
2. You may type a nickname or keep the default name.
3. Choose a Destination folder and click **Save Changes**.
4. Click the **favorites** tab at the top of the page at any time to access your favorite folders. From here you can create new folders and manage existing folders and items.

Order Status / Modifying Orders / Cancellations / Returns

Contact New England Biolabs Customer Service at 800-632-5227 (Monday through Friday, 9:00 AM to 8:00 pm EST)

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? **Yes**

Shipping Charges

New England Biolabs offers **Free Shipping** to all U.S. available locations for all orders equal to or totaling over \$350.00 (net). Orders totaling less than \$350.00 are currently charged \$28.00 per order for shipping and handling (Flat fee).

Helpful Hints & Tips

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.

1. **External Notes – No**
2. **External Attachments – No**
3. **Information in “Ship via” field – No**
4. **Delivery Date – No**