

## 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. Or, use the **Products & Services** tab to browse available items.
2. From the Item Description page, enter the quantity in the **Qty** 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, either click [View Cart](#) after adding an item to your ThermoFisher cart, or click [Cart 1](#) at the top of the page at any time which will display the items in your cart. You can then review the items, make any necessary changes. If you have a quote from the sales rep or a promotion, enter it in the **Enter quote or promotion** box and click **Apply**. Then click [Begin Checkout](#) from your cart.
5. Click [Continue to Review >](#).
6. If you need to change your order, click [Back](#). If your order is complete, click [Return Cart For Checkout>](#).
7. Your item(s) have been added to the active cart in eSHOP along with a line for shipping charges. You can change the quantity and remove the items in your cart within eSHOP, but if you need to add items or make changes, it is best to delete it from eSHOP and start over in the punch-out site to ensure that the shipping is calculated accordingly.

## Retrieving a Quote

1. Punch-out to the ThermoFisher punch-out site. Find the items that you will order using the quote, and add them to your ThermoFisher shopping cart.
2. As you are adding items, you may have the option to specify a lot number or reserve number for an item by entering the number in the **Reserve Number** box as you are adding items to your cart.
3. Go to your ThermoFisher cart. To the right of the cart listing, under **Cart Summary**, enter your “D” or “P” number in the box under “Enter quote or promotion”, and click **Apply**.
4. A message will confirm that the quote has been applied to the order successfully.
5. Continue with your order. When the cart is returned to eSHOP, the pricing and reserve number will be per the quote.

## Creating / Accessing Favorites

1. When viewing an item, click [Add to Favorites](#). You will see a confirmation that the item has been added to your Favorites. Click **My Favorites** in the confirmation message to go to your My Favorites list.
2. To access your Favorites at any time, click **Your Account** and then **Favorites Lists**.
3. Click **View all** to create manage your Favorites lists.

## Additional Information Sent

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

## Shipping Charges

1. Free shipping? – **No**
2. Freight charges – use table below ([print table](#))

<b>Customer Primer Freight Charge by Order Size</b>	
<40	\$12.50
40-100	\$6.00
>100	\$0.00
<b>Catalog Freight Charge by Order Value</b>	
\$10-\$100	\$44.00
\$101-\$300	\$44.00
\$301-\$600	\$44.00
\$601-\$1000	\$66.00
\$1001-\$3000	\$96.00
\$3001+	\$106.00
<b>Auxiliary Charges</b>	
Dry/Ice Charge	\$17.50
Hazardous Charge	\$39.95
Fuel Surcharge (currently suspended)	\$3.97
Instrumentation	Varies

## 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**

## Viewing Previous Orders / Order Status

1. Click **My Account > My Activity**.
2. Click **Orders**.
3. By default, it shows all of your order for the previous 6 months. To find a specific order, click the **search orders** link.
4. Click on the **Order Number** to view more details.

## Cancelling an Order

1. You will need to contact ThermoFisher at 800-955-6288 to cancel an order.
2. Fill out and submit a Change Order Request Form from eSHOP.

## Returns

1. You will need to contact ThermoFisher at 800-955-6288 to return an order.