



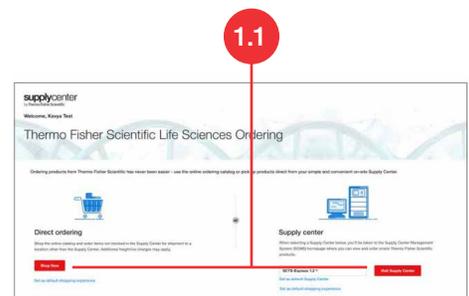
Service and support

Standard Supply Center quick reference guide

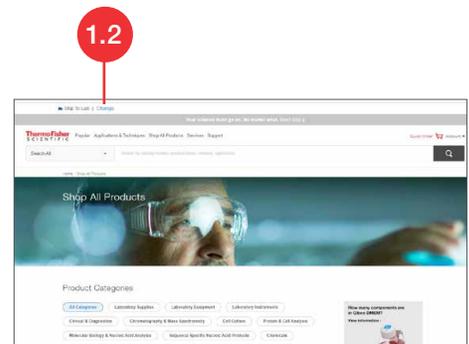
1. Web account landing page overview

1.1 This is the landing page you will see if your profile allows you to order from both the **Supply Center** and via **Direct ordering**. Selecting the red **Shop Now** button on the left will take you to the home page for thermofisher.com. There you will be able to navigate the website and place an order directly. If you would like to place a Supply Center order, you can select the red **Visit Supply Center** button on the right. If your thermofisher.com account is associated with multiple Supply Centers, you will be able to select the Supply Center through which you would like to place an order using the drop-down menu.

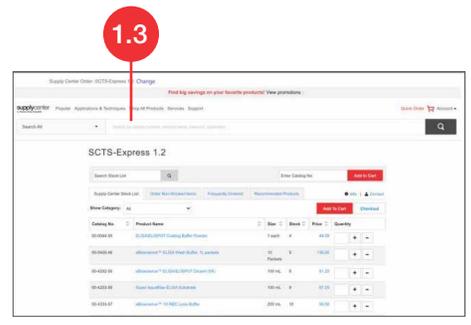
You also have the option of setting a specific Supply Center as your default and choosing your default shopping experience. You will bypass this page the next time you log in to thermofisher.com and proceed directly to your selected landing page.



1.2 After selecting **Shop Now** under **Direct ordering**, you will be routed to the thermofisher.com home page. If at any time you would like to change to a Supply Center order, you can select the **Change** link at the top of the page. Selecting that link will route you back to the landing page and allow you to select a different shopping experience or change your default selections.



1.3 After selecting your Supply Center from the drop-down menu (if applicable) and selecting **Visit Supply Center**, you will be routed to the Supply Center stock list page. If your Supply Center is configured to allow items not in stock to be shipped to your Supply Center, you can simply use the search and navigation features at the top of the page to find your item and add it to your cart. If at any time you would like to change to a direct order, you can select the **Change** link at the top of the page next to the Supply Center name. Selecting that link will route you back to the landing page and allow you to select a different shopping experience or change your default selections. Please note that by changing the purchasing method, your cart will be emptied.

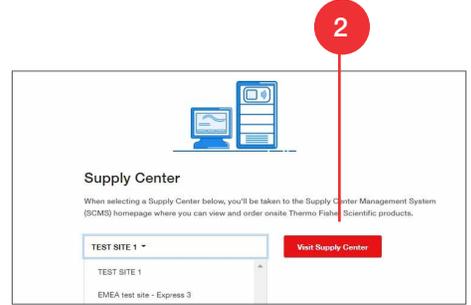


1.4 If you have a default selected and navigate back to the landing page to change your shopping experience, you will see **This is your default shopping experience** under the appropriate option. You can change this at any time by selecting **Set as default shopping experience** under the other option.



2. Place an order at your Supply Center location

Choose your Supply Center from the drop-down menu and select **Visit Supply Center**.

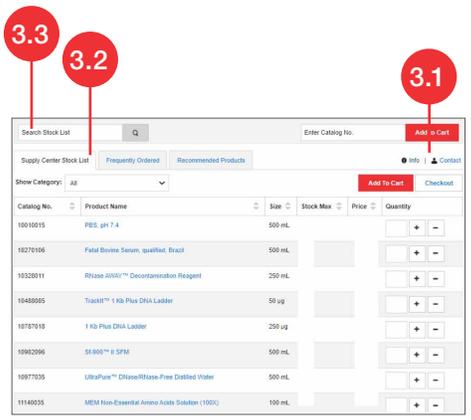


3. Navigate the homepage

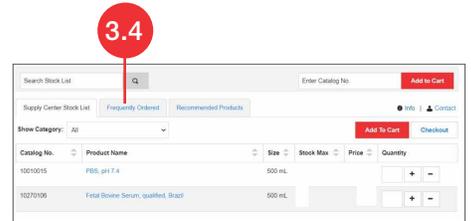
3.1 **Info and Contact buttons**—See information related to the shipping schedule for your Supply Center at Thermo Fisher Scientific and contact your Thermo Fisher account representative or Supply Center Customer Service.

3.2 **Supply Center stock list**—View product details by selecting the **Product Name**. View current pricing using the **Price** link.

3.3 **Search**—Search stocked items using **Search Stock List**. Search for items that fall into a specific research category using the **Show Category** drop-down menu.



3.4 The **Frequently Ordered** tab populates with the items you order often for faster reordering.



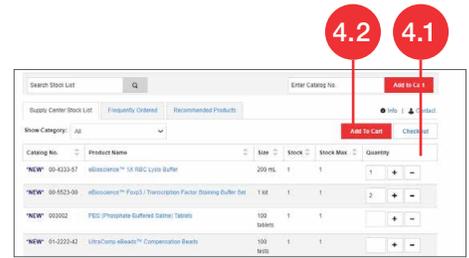
3.5 **Top navigation search**—This box brings back search results from the entire Thermo Fisher online catalog.



4. Place an order for a stocked product

4.1 Enter the quantity of the required product in the text box next to the product name under the column labeled **Quantity**.

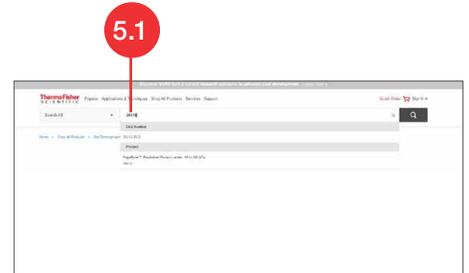
4.2 Select the **Add to Cart** button to add the product to your shopping cart.



5. Place an order for a non-stocked product

Note: Non-stocked options vary by Supply Center. This feature might not be available for all Supply Centers.

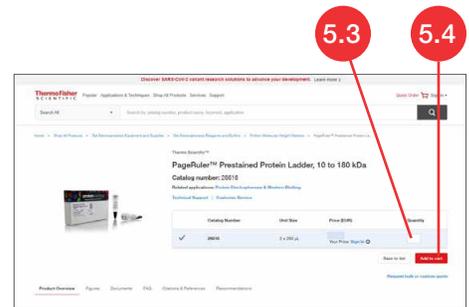
5.1 Add the product item number or description to the search field.



5.2 Choose the item you require from the drop-down menu.

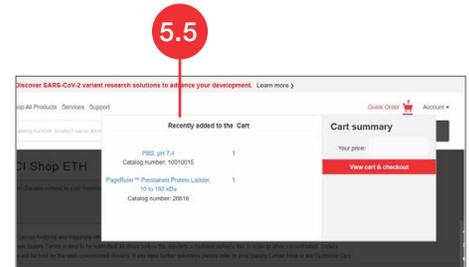
5.3 Enter the required quantity.

5.4 Select **Add to Cart**.



5.5 A pop-up window will appear after selecting **Add to Cart** that shows the items **Recently added to the cart**.

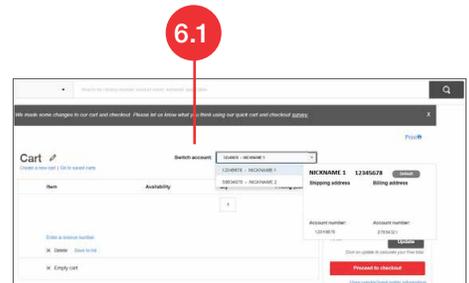
View cart & checkout brings you to the first step of checkout.



6. Overview of shopping cart

6.1 To change your invoice address, go to **Switch account**. You will see a drop-down menu listing the available account number with the corresponding **Nickname**. Hover over the account number to see the exact address.

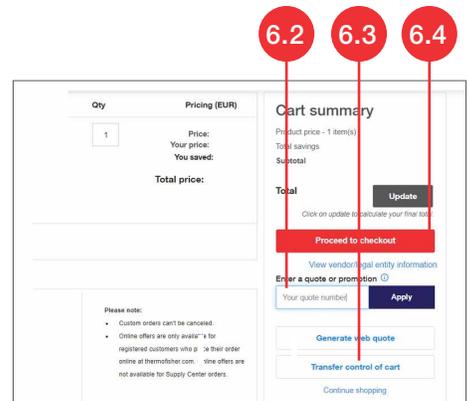
Delivery address change options are not available for Supply Center orders. This option is only available for direct orders that ship to the laboratory (see Appendix).



6.2 Apply any P, D, or R promotional codes that are applicable to your order.

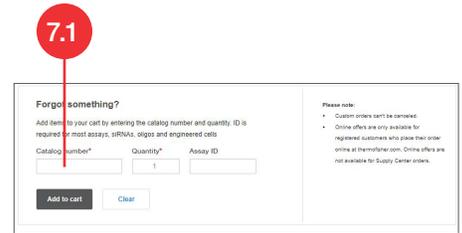
6.3 **Transfer control of cart**—Transfer your cart to another registered user of the Thermo Fisher website to complete the purchase.

6.4 The **Proceed to checkout** button initiates the checkout process.

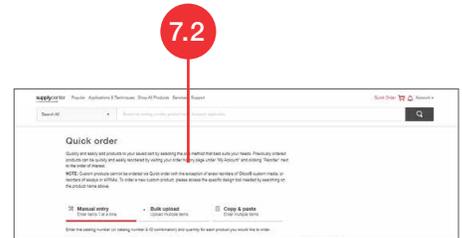


7. Other ways to create an order

7.1 Forgot something? Entering the catalog number in the **Catalog number** field quickly adds an item to the shopping cart.



7.2 Use the **Quick Order** feature to copy and paste catalog numbers, or upload a file containing the products you would like to order.



8. Checkout and payment

8.1 Ensure all required payment and account information fields marked with an asterisk are populated. Requirements may vary by site.

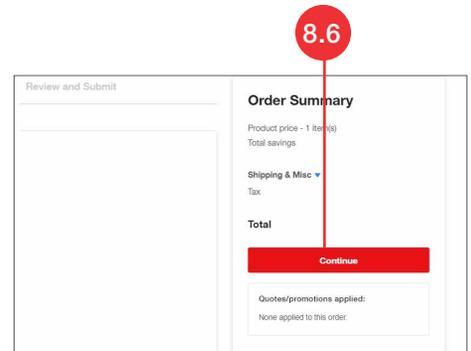
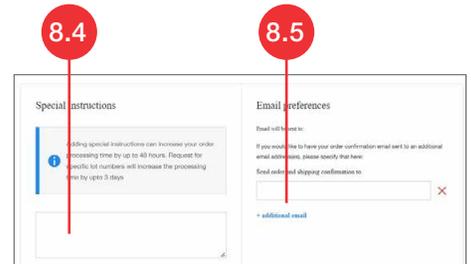
8.2 If applicable, enter the appropriate tax information. If this information is not entered correctly, your order may be put on hold.

8.3 Two additional payment options that may be configured for your site are approval routing and forwarding to an approver to apply a payment method.

8.4 If notes are added to the **Special instructions** field, your order will be stopped and reviewed. Please only add information to this field if it is crucial for delivery or invoicing.

8.5 If you want to have order notifications sent to an additional email address, simply select **+ additional email**.

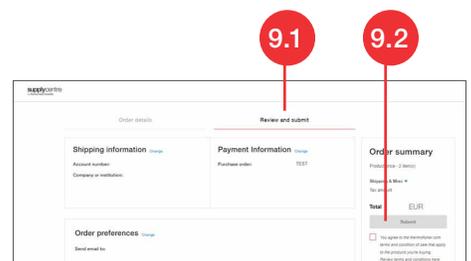
8.6 By selecting **Continue**, you will have a final chance to review and make changes to your order.



9. Review the order

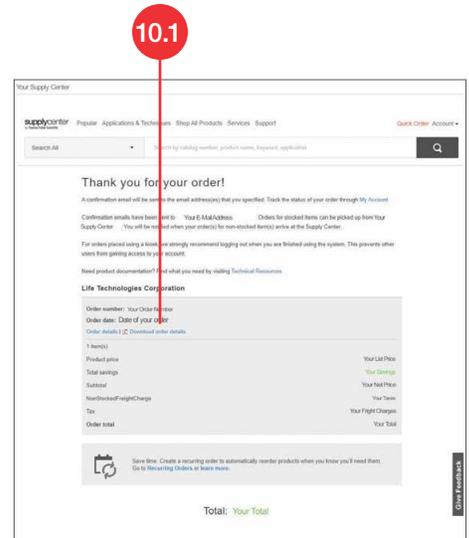
9.1 On the **Review and submit** page, you have the chance to review every detail of your order and make changes for the last time in the order information section.

9.2 Please **Accept** the thermofisher.com terms and conditions of sale that apply to the products you are buying. By selecting **Submit**, your order will be completed.



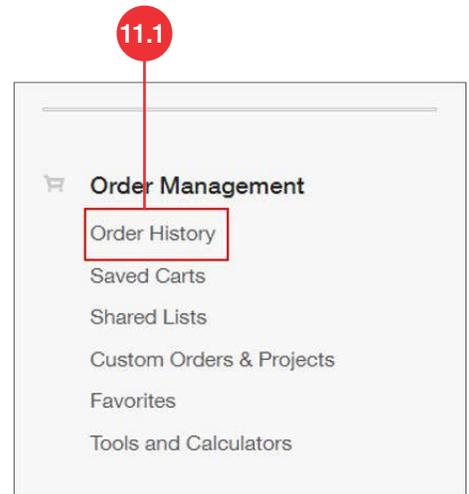
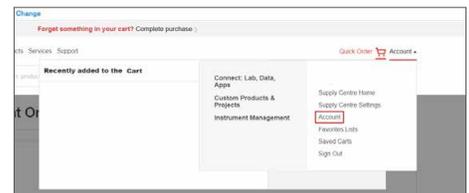
10. Confirm the order

10.1 View the online order confirmation, and download a printable PDF version of the order confirmation.



11. Check order status

11.1 Use **Account > Order Management > Order History** to check the status of your orders.



Appendix

1. Place an order directly

Note: Direct order options vary by Supply Center. This feature might not be available for all Supply Centers.

1.1 **Direct ordering**—If you select this option, your non-stocked item(s) will be shipped to a location other than the Supply Center. This option will apply to customers who are linked to non-Supply Center shipping accounts.

1.2 Selecting the red **Shop Now** button under **Direct ordering** on the decision page will take you to the main Thermo Fisher catalog, where you will be able to navigate the website and place an order directly.

1.3 If your catalog search takes you to an item that is stocked by the Supply Center, you will see this noted on the product detail page for the item. You then have the option of purchasing your item as a non-stocked item or returning to the Supply Center homepage to order and retrieve your item from the Supply Center.

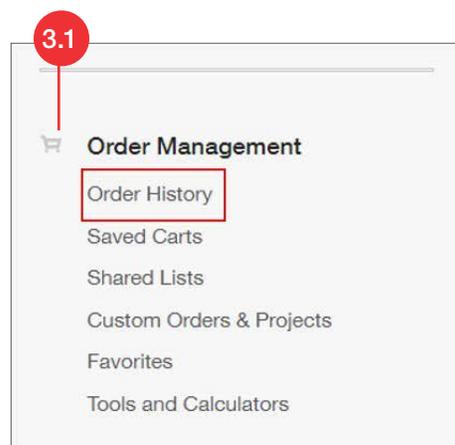
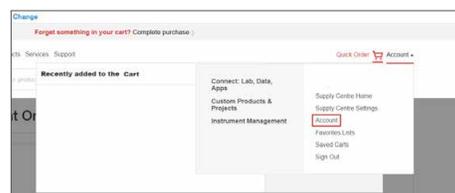
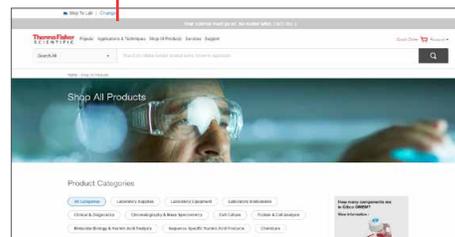
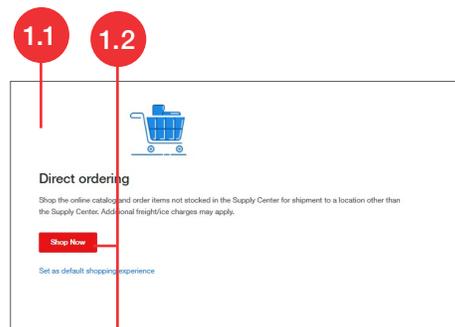
2. Complete your order

2.1 Once your product selections are made and added to the cart, begin checkout. Shipping edits are available for non-stocked purchases shipped to the laboratory.

For non-stocked orders shipped to the Supply Center, an email notice is sent when the order arrives at the Supply Center (varies by site).

3. Check the status of non-stocked orders

3.1 Use **Account > Order Management > Order History** to check the status of non-stocked orders shipped to your laboratory.



Contact information

North America

Phone: 1-888-584-8840

Email: supplycenters@thermofisher.com

Hours: 8:00 a.m. to 8:00 p.m. ET

EMEA

Phone: 00 800 18191 001 or 0044 141 814 5959

Fax: 0049615196705445

Email: supplycenter.query@thermofisher.com

Hours: 8:30 a.m. to 5:00 p.m. CET

 Find out more at thermofisher.com/supplycenter