



Register and Login

Product information

Searching

Chemical search

Ordering online

Hotlists and Templates

Order tracking and history

Additional features

Help and support



web guide

MAKING THE MOST OF FISHER SCIENTIFIC ONLINE



www.fisher.co.uk

web guide

MAKING THE MOST OF FISHER SCIENTIFIC ONLINE

3	Register and Login
6	Navigating
7	Product information
10	Searching
12	Chemical search
14	Ordering online
18	Hotlists and Templates
21	Order tracking and history
23	Additional features
24	Help and support

My details

Once you have registered, you may find it useful to enter your details here. Please keep this information secure

Username

Password

Account Manager
+ Telephone

Customer Service
Representative
+ Telephone

About this guide

This guide is intended to help you get the most out of www.fisher.co.uk

If you have a Fisher Scientific account number and have not already registered, go to www.fisher.co.uk and register now.

Some of the many benefits of www.fisher.co.uk are:

Are you a buyer?

Don't miss...

- Full electronic ordering on over 100,000 products
- Real time stock before you buy
- Net pricing - see the price you pay!
- Download your order history for reporting purposes
- Hotlists and Templates for regular orders
- Tiered requisitioning to control spend limits
- Online ordering reduces total costs
- Punch out to market place sites

Are you a scientist?

As well as all the ordering and tracking capabilities above, don't miss...

- New products, promotions and special offers
- Choice of pack sizes for most chemicals
- Powerful chemical search tools including text searching, freehand drawing, template drawing plus over 12,000 IR spectra and 3D models to download
- Free MSDS and Certificates of Analysis to download as you need them
- TechZone - a wealth of product information at your fingertips including selection guides and product tips
- Desperately need a product for an important experiment? You can check it is in stock before you place your order

How to register / Login

If you forget your username or password

- 1 Click on **“Forgotten Password?”** in the **Catalogue Login** box.
- 2 Enter your email address onto the form and click **Submit**.
- 3 Once these details have been checked, we will send you an e-mail with your username and password. You should receive this within one working day.

Log-in

Once you have registered you can log-in by either of the following routes

The screenshot shows the Fisher Scientific UK website. In the top right corner, there is a navigation bar with a 'Login' icon. A green callout box points to this icon with the text 'Click on the Login icon'. On the left side, there is a 'Catalogue Login' box. Inside this box, there is a 'Forgot Password?' link. A green callout box points to this link with the text 'Enter your username and password in the Catalogue Login box'. The main content area of the website features a banner for 'Fresh Spring Offers from invitrogen' and several promotional boxes for 'Px2 Thermal Cycler' and 'Nunc Live Cell Array Brochure'.

Or follow any of the buy links from the site (see opposite)


- The site now has many links that will take you directly to the relevant web catalogue page. This allows you to see full specifications, pricing, real time availability etc. for products that are featured on the site eg. special offer items, new supplier ranges etc.
- To see the product details, check stock and to purchase the product, please follow the **Buy** link
- Registration is required to purchase online so if you are not already signed in to the catalogue during this session please enter your username and password

Buy

Product page for SYBR Green qPCR kits. The page features a header with the Fisher Scientific logo and navigation links. The main content area includes a product title, a promotional banner for Invitrogen with a frog mascot, and a table of product options. A green circle highlights the 'Buy' button in the bottom right corner of the table.

Catalogue Code	Quantity	Price £	Buy
W06876096	1 G ml (100 test)	138.00	
W06876098	12.5 ml (250 test)	952.00	

To ensure maximum flexibility the web catalogue opens in a new browser window. Once the new window opens, you can continue adding items to your basket by searching the catalogue or following links from the site.

A tip to help manage these windows is to minimise the catalogue window using the  button in the top right of the window. If you follow a link while the web catalogue is minimised it will reappear on the screen to show you the link results.

Once you have finished purchasing products, just press the **Logout** button, to the top right of the screen. This will end your session



Navigating the home page



The Home Page of www.fisher.co.uk

...contains a wealth of links to up-to-date information about our company, products and services

- **Catalogue Login** - Enter our web catalogue here
- **Site search** - Search for special offer items, new products, features, technical information and more
- **Contact** - Contact details for all field-based staff, customer service contacts, international distributors and much more. Plus your frequently asked questions answered
- **Suppliers** - Supplier information and links to offers and new products and technical information
- **Catalogues** - Find out more about and request copies of our paper catalogues online
- **What's New** - Don't miss our regularly updated special offers and new products sections. Plus details about exhibitions, press releases and new site features
- **TechZone** - Contains a wealth of technical information of interest to end users. Links to download C of A and safety data sheets plus your opportunity to submit questions to our product help teams
- **About Us** - Corporate information, distributor contact details, EHS, Jobs@
- **Inside Fisher and Related Sites** - Links to other websites and important site areas

Product information

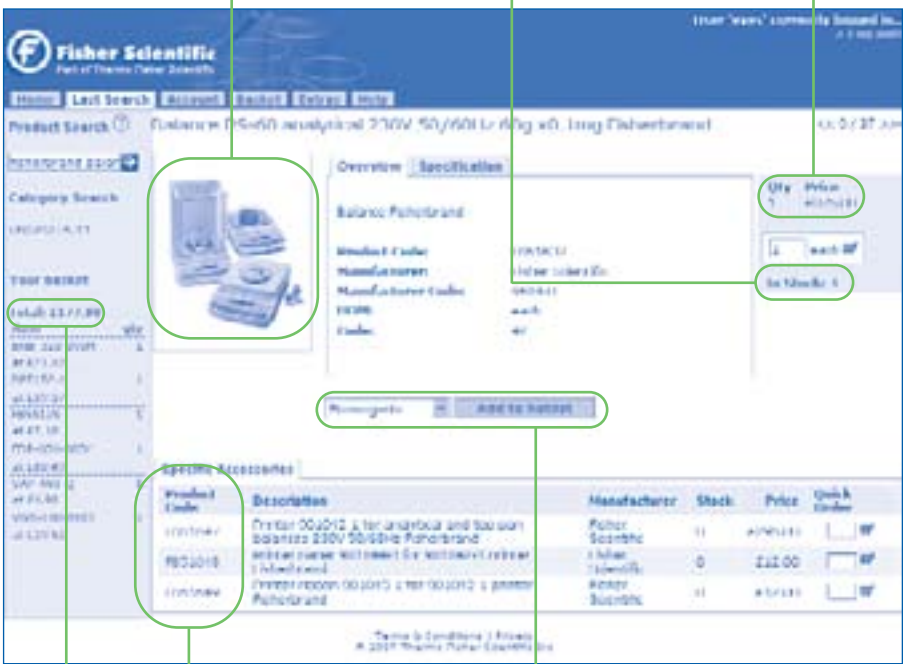
- Our web catalogue features over 100,000 products
- Download Material Safety Data Sheets and Certificates of Analysis
- Clear product images
- Additional product information

- Register and log-in
- Navigation
- Product Information
- Searching
- Ordering Online
- Hotlists and templates
- Order tracking and history
- Additional Features
- Help and Support

Net pricing - see the price you pay

Clear images of products

Real time availability



See the total of your current order

Add products to your Hotlists

Product information

Download free Material Safety Data Sheets

Find troubleshooting guides and methods and full paper catalogue information



Download Certificates of Analysis



Searching

- Search using full or partial code. The site is not case sensitive
- Search using a Supplier's part number or a CAS number if you do not have a Fisher catalogue number
- See below for searching tips

You can re-arrange the search results according to Product Code, Description or Manufacturer by simply clicking the header

Product Code	Description	Manufacturer	Stock	Price	Quick Order
FB33103	Beaker 500ml Semi-lean reflective glass 100ml	United States	430	£22.05	part of 25
FB33113	Beaker 500ml Semi-lean reflective glass 150ml	United States	420	£22.08	part of 25
FB33114	Beaker 500ml Semi-lean reflective glass 100ml	United States	420	£21.23	part of 25
FB33112	Beaker 500ml Semi-lean reflective glass 150ml	United States	390	£22.47	part of 25
FB33113	Beaker 500ml Semi-lean reflective glass 100ml	United States	437	£22.58	part of 25
FB33111	Beaker 500ml Semi-lean reflective glass 150ml	United States	400	£22.27	part of 25
FB33113	Beaker 500ml Semi-lean reflective glass 100ml	United States	40	£22.79	part of 25
FB33112	Beaker 500ml Semi-lean reflective glass 150ml, Filterbrand	United States	4374	£24.21	part of 25
FB33117	Beaker 500ml Semi-lean reflective glass 150ml, Filterbrand	United States	4448	£24.31	part of 25

Searching Tips

Keywords

In the search box you can enter a description of the product you are interested in. The sequence of the words is not important, e.g. "glass beaker 50mL" will return the same product as "beaker glass 50mL". The following are some examples of how keywords can be used to extract smaller ranges of products. Each of the descriptive words does not need to be used in full, eg. "conical flask" is sufficient for conical flask.

Keyword Entry

Result

"ph meter"	Returns only ph meter, not products with ph and meter in the description
Cent 6000rpm	Returns centrifuge equipment, no consumables i.e. tubes
Beaker Pack	Returns all the packs of beakers - no single items
Balance 2000 0.01	Returns all the balances with a 2000g maximum and a 0.01g division

...click on a product for more detailed information

The screenshot shows the Fisher Scientific website interface. The main product title is "Water bath 251 thermostatic plastic coated metal case 250W 240/60Hz 300W". The page includes a search bar, a navigation menu, and a table of specifications. Annotations highlight key features:

- Drop down menu for hotlists:** A button labeled "Hotlists" is highlighted with a green box and a callout.
- Live stock availability:** The text "In Stock: 11" is highlighted with a green box and a callout.
- The price you pay:** The price "£220.00" is highlighted with a green box and a callout.

Product Code

You can also enter a part number or fragment of a part number. This can be either a Fisher part number or a supplier's part number. Each Fisher product can support four other part numbers from other suppliers, e.g. BNB-294-050F or 2110614 - both relating to the same 25mL glass beaker.

You can also search by

- CAS Number
- Chemical name, grade, or structure

Manufacturer

A brand or manufacturer can also be entered into the search box. This provides an additional level of data filtering when performing a search.

Remember - the more details you put in the search box the more specific the results returned.

Chemical searching made easy with Acros Organics

- Search by
 - Text
 - Freehand
 - Template

- Mixed Search
 - Combine physical and chemical parameters

- Product Detail
 - IR Spectra / 3-D models
 - B.Pt / M.Pt / Density
 - Stock availability

- Risk Data
 - Certificates of Analysis
 - MSDS

1

Enter

Enter search via the Extras tab

3-D model database

What can the 3D model do?

- *to rotate structure*
Place cursor on model, right-click, hold and move mouse
- *to zoom*
Hold *shift* button, right-click, hold and move mouse
- *to choose solid model or wire frame*
Press *tab* button
- *to display symbols or types or numbers*
Press *L* to change the view
- *to move whole structure*
Hold *Ctrl* button, right-click, hold and move mouse

4

Product information sheet

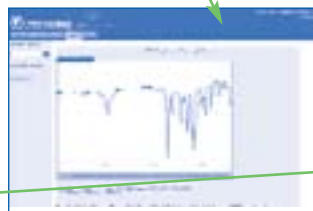
Click here to view IR-spectra or 3D model

The screenshot shows a product page for Methyl methacrylate. A callout box points to a button labeled "View IR-spectra or 3D model".

More than 6,000 IR-spectra for free

Double-click on the black IR-spectra for java applet to appear

Click on java applet spectrum to activate zoom keys and more

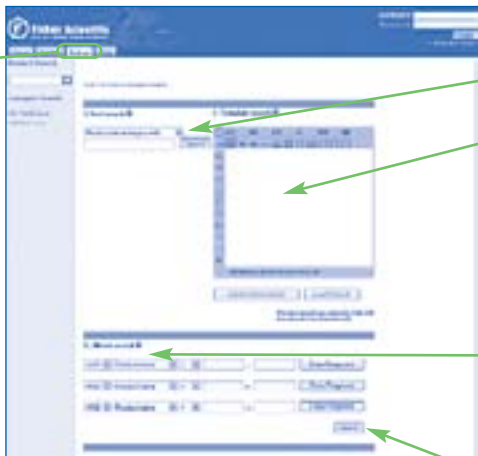


2

Search

- **Text search**
Type in your request
- **Template search**
Draw your request - click objects in the border and move them into the space provided
Click ✕ to change atom
Click ☺ to import from your favourite drawing software
- **Mixed search**
Combine physical and chemical parameters as required

...then select 'search'

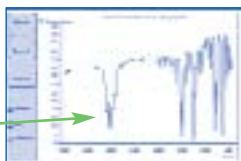


3

Search results

Shows product list in more detail

Click to select a product



Ordering online

- Build your order using standard search (page 10) or through hotlists and templates (page 18)
- Build your order throughout the day and send it when you are ready
- Orders are saved even if you close down your browser
- Receive instant net pricing, stock availability and order acknowledgement
- Differentiate between orders that are VAT exempt and VAT payable - see page 23

Filling your shopping basket

- 1 Select your products by using the search box or Rapid Order if you know the Fisher catalogue numbers - see page 17

2

Select the quantity required to the right of the "product information" screen

The screenshot displays the Fisher Scientific website interface. At the top, there is a navigation bar with the Fisher Scientific logo and the text "World of Science for the Bioscience". Below the navigation bar, there are several tabs: "Home", "Your Account", "Account", "Market", "Contact", and "Help". The main content area shows a search result for "Iris base Fisher Diagnostics". On the left, there is a sidebar with a search box and a list of categories. The central part of the page features a large circular logo with the letter 'F'. To the right of the logo, there is a product information section with the following details: "Product Code: SPE102 1", "CAS Number: 77 80 1", "Manufacturer: Fisher Scientific", "Manufacturer Code: SPE102 1", "UOM: Ltg", and "Cdc: 32". Below this information, there is a button labeled "Add to Basket". On the right side of the product information section, there is a table with columns for "Qty" and "Price". The table shows a quantity of "1" and a price of "£20.37". Below the table, there is a button labeled "In Stock: 0". A green callout box with the number "2" points to the quantity selection area, and another green callout box with the number "3" points to the "Add to Basket" button.

3

Click on the shopping cart to "Add to Basket"

Ordering online

Sending your order

9 If you have multiple delivery addresses, pick from the list provided. If your address is not shown, enter the details in *Additional Information* †

10 Enter your purchase order number in the field marked. This is mandatory

11 If you are paying by purchasing card, complete the details as shown

12 Click *Send Order*

13 A unique web order number will appear. Please quote this number should you wish to make enquiries at a later date

14 If you would like a printed copy of your order, select *File>Print* from your web browser

† Please note that information in the *Delivery Instructions* box will be printed on the delivery note and carton label but will not be seen by a Customer Service Representative (CSR). It should be used to assist YOUR goods inwards to get the goods to you. Entries made in the *Additional Information* box are viewed by a CSR and can be used for changes normally conveyed verbally (e.g. delivery dates).

Rapid Order

- This feature is for fast order entry where the Fisher Scientific part numbers of the items are known
- The screen allows any number of items to be entered
- These can then be added to the shopping basket without searching for the individual products
- The entry system recognises Fisher Scientific part numbers and you will be warned if the part number is not a valid number

Enter item codes separated by a space. When finished click the *Add to basket* button and the items will appear in the shopping basket.



Hotlists and Templates

To add items to your Hotlist

When you have found the product you are interested in, you will see the "Add to Hotlist" button and the option to choose any of the lists you have created. You can add the item to one or all of the lists



To order from your Hotlist

Select items for your order from your hotlist by adjusting the quantity. Then click on the shopping cart icon to add to your shopping basket

You can remove individual items from your hotlist by clicking on the trash can icon next to the item you would like to delete



Change the name or description of your hotlist by clicking the *Edit* button

You may also delete a hotlist

Order tracking and history

- View up to four years of orders whether you ordered them over the internet or not. Search using a combination of any of the parameters shown.

The screenshot shows the Fisher Scientific website interface for searching orders. The page title is "Search for orders". The form includes the following fields and options:

- Product Code:** A text input field.
- Order No.:** A text input field.
- Purchase Order No.:** A text input field.
- Order No.:** A text input field.
- Web Reference:** A text input field.
- Display order information:** A checkbox.
- Display products on order:** A checkbox.
- Display specified product only:** A checkbox.
- DATE FROM:** A date input field.

Below the form, there are "RESET" and "SEARCH" buttons. A callout box highlights the three checkboxes, and another callout box points to the "Display specified product only" checkbox.

Choose one or a selection of the parameters shown to display the information you require


There are three further options that control how the information will be displayed:

- “*Display order information*” will just display the header information for each order but not the product details
- “*Display products on order*” will display the header information plus the product details
- “*Display specified product only*” will display the header information plus the product details for any product specified in the *Product Code* search box

Order tracking and history

Displaying order information *continued*

Click any Fisher order number for further information and more details about that order.



The screenshot shows the Fisher Scientific 'Orders' page. The top navigation bar includes 'Home', 'Order Details', 'Account', 'Basket', 'Orders', and 'Help'. The 'Orders' page displays a list of orders with columns for Account Number, Fisher Order Number, Supplier Order Number, Supplier Name, W&A Reference, Delivery Order Number, Order Date, Supplier Date, Status, Order Value, and Status. A green circle highlights the Fisher Order Number '400000000' in the second row, with a green arrow pointing to the 'Order Details' page below.

Account Number	Fisher Order Number	Supplier Order Number	Supplier Name	W&A Reference	Delivery Order Number	Order Date	Supplier Date	Status	Order Value	Status
1200000000	400000000	400000000	W&A	100000000	100000000	10/01/2017	10/01/2017	1	100.00	Shipped, Pending Invoicing
1200000000	400000000	400000000	W&A	100000000	100000000	10/01/2017	10/01/2017	1	100.00	Shipped, Pending Invoicing
1200000000	400000000	400000000	W&A	100000000	100000000	10/01/2017	10/01/2017	1	100.00	Shipped, Pending Invoicing
1200000000	400000000	400000000	W&A	100000000	100000000	10/01/2017	10/01/2017	1	100.00	Shipped, Pending Invoicing
1200000000	400000000	400000000	W&A	100000000	100000000	10/01/2017	10/01/2017	1	100.00	Shipped, Pending Invoicing



The screenshot shows the Fisher Scientific 'Order Details' page. The top navigation bar includes 'Home', 'Order Details', 'Account', 'Basket', 'Orders', and 'Help'. The 'Order Details' page displays the following information:

- Invoice Number: 100000000
- Invoice Date: 10/01/2017
- Order Number: 400000000
- Supplier Order Number: 400000000
- Order Date: 10 May 2017
- Order Value: 100.00

Product Code	Description	Manufacturer	Status	Price	Quantity
100000000	100000000	100000000	1	100.00	1

Below the table, there is a button labeled 'Add order to basket'.

Additional features

The following features can be set up on your web profile by request:

- **Non-catalogue products**

This gives you the facility to source products that do not appear in our web catalogue

- **Requisitioning**

Your account can be set up with a requisitioning tier which allows end users to compile an order which can then go through an authorisation process before being placed with Fisher Scientific. This is available to the nth tier, allowing administration control and ability to configure own user set up

- **Spend limits**

Your account can be configured with spend limits to allow control over purchasing. An order that supercedes these limits will not be accepted. If using a requisitioning system, an order superceding a spend limit will be sent back for authorisation

- **VAT exemption**

Your account can be set up with a flag which allows you to differentiate orders that are VAT payable and VAT exempt. This is particularly useful for our University and Government body customers

For more information or to set up these options, please contact your Account Manager

Find contact details for your Account Manager at www.fisher.co.uk/contact.htm

Help and support

- Q** What do I do if I've forgotten my username or password?
- A** Click on *Forgotten Password* in the *Catalogue Login* box. Enter your email address onto the form and click *Send*. Once these details have been checked, we will send you an email with your username and password. You should receive this within one working day.
- Q** I don't have a Fisher Scientific account number. Can I still place an order on your website?
- A** No. However you can still access information from our website by using the Browse Catalogue facility. This allows access to catalogue prices, live stock availability, technical information, certificates of analysis, MSDS and much more.
- Q** I want to set-up an account with Fisher. What do I do?
- A** Please contact our Direct Sales team on 01509 555938 who will set-up your account. Please note that we do not sell chemicals to private individuals.
- Q** When I place an order through the Fisher website, how does my order get shipped to the correct location?
- A** The information provided in your Fisher account profile determines your shipping location.
- Q** Are there additional shipping or handling charges assessed when placing orders through the Fisher website?
- A** No. All orders are subject to the terms and conditions of your agreement with Fisher Scientific.
- Q** Can I order any item though the Fisher Scientific website?
- A** If you have a valid Fisher account, any item you have ordered previously may be submitted through the Fisher website. However, a very small number of items are restricted. If you have any questions, our Customer Service Representatives can help - call 01509 231166.
- Q** How up-to-date is the information on the web catalogue?
- A** All stock availability is real time and shows the actual number available in the warehouse. Special contract prices are updated every night and products are updated weekly.

Help and support

- Q** Can a site buyer make multiple registrations?
- A** Yes, this is possible. Please contact your Account Manager for more details.
- Q** How do I find out who my local and Loughborough contacts are?
- A** Go to www.fisher.co.uk/contact and search for your contact by postcode area.

Q Is there a number I can call for help?

- A** For queries on a order, call 01509 231166 to be put through to your Customer Service Representative.

For technical or functionality problems, contact our web helpline on FSUK.Helpdesk@thermofisher.com or call 01509 555136.

www.fisher.co.uk

Register
and log-in

Navigating

Product
Information

Searching

Ordering
Online

Hotlists and
templates

Order tracking
and history

Additional
Features

Help and
Support

where can i find...

1 an extensive searchable database of technical information?

2 free Safety Data Sheets and Certificates of Analysis?

3 the opportunity to post questions to be answered by the Fisher Scientific Product Help team?



 **Fisher Scientific**
Part of Thermo Fisher Scientific

Fisher Scientific UK
Bishop Meadow Road
Loughborough
Leicestershire
LE11 5RG
United Kingdom

Telephone 01509 231166
Fax 01509 231893

www.fisher.co.uk
information@thermofisher.com