On-Line Ordering from Sigma-Aldrich

SIGMA-ALDRICH™

Order Center

SIGMA-ALDRICH PIPELINE

BOSTON COLLEGE

Welcome to the Sigma-Aldrich Pipeline web site for Boston College

www2.sigmaaldrich.com

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Entering Product Numbers Directly In Your Cart

If you already know the product numbers you need, this is the quickest way to complete an order. Simply, click on the "Order Center" link located on the top banner of our site to get started.

NOTE: Do not use your browser's BACK button within any of the ordering methods. Use the provided links to navigate within the system. Use of the BACK key may erase or duplicate your order.

How to create an order:

1. The Order Center is displayed with a number of empty lines. Type in the product number for each product you wish to order in the fields provided. (Disregard punctuation marks when entering product numbers; i.e. "27,856-4" should be entered as "278564" etc.) Click on the "Get/Confirm Pack Sizes" button.
2. The Order Center will be redisplayed with a product description for each line and dropdown list of package sizes and prices. If the product is only sold in one package size, it will automatically be selected and no dropdown will appear.
3. Select the appropriate package size from the dropdown list, enter the Quantity desired if other than "1," and click the "Get/Confirm Pack Sizes" button. NOTE: The Quantity field will always populate with a default of 1.
4. The Order Center will be redisplayed again with pricing and availability for the items you've entered.
5. If you have authorization to place orders for multiple locations or recipients, verify and/or modify your address information. If you need to make a change to your address, click the "Modify Address" link, edit the address accordingly and click "Save and Continue."
6. The Shopping Cart screen is now displayed. From here you may select the Shipping Method for the order. Shipping costs will be recalculated automatically upon changing the shipping method.

If you are using a Purchase Order Number for your method of payment, type it into the Purchase Order Number field and click the "Submit" button. If you are using a credit card for your method of payment, select the "Credit card" Payment Method. The screen will refresh and display fields for a credit card number, card type, expiration date, and an optional Card Name field. The billing address will also change. The site will now display the billing address contained in your profile. Enter your credit card number (omit any spaces or dashes), select the card type and expiration date and add your Card Member Reference Number/Card Holder Name if applicable. Then click "Submit" to complete the order.

Tracking Order Status

The Sigma-Aldrich Web site is fully integrated with our order fulfillment system. This allows you to check the status of any order you placed by any method. We have links to several major carriers allowing you to track your order all the way from the time it leaves our warehouse to delivery your facility. Follow these steps to begin checking the status of your orders:
1. From the Order Center, click on “Find Orders.”
2. If you know the Sigma-Aldrich order number, enter it in the Sales Document No. field and click “Search.” You will be taken directly to the Order Status page for that order (skip to step 6).
3. If you don’t have the order number, you can search by based on the product number or purchase order. You can limit the search based on shipping address (if you have access to more than one), date range and order status. After entering the applicable criteria, click “Search.”
4. The site will return a list of orders that meet your criteria providing you with a general idea of the status.
5. Click on the document number to view the Order Status page for that order.
6. The Order Status page shows detailed information about the order including the shipping status for all line items. This status refers to whether the items have been completely shipped, partially shipped or are still open. From here you can reorder (click the “Reorder” button) all the items or view the status of the previous or next order in your search results.
7. For detailed information about each line item, click the “Details” link. The site will display information related to the shipment of that particular item including the shipment date, delivery document (packing slip) number and, when available, the carrier’s tracking number.

If the carrier is FedEx, Airborne Express, UPS or Purolator, you can view information from the carrier about the delivery status. Click the tracking number and a new window will open providing you information from that carrier’s delivery information system.

**Saved Carts**

The Save Cart feature allows you to save your order to be submitted at a later time. To activate this feature, click the "Save Cart" button in your Shopping Cart once you have received pricing and availability for your products. You will be taken the Save Cart screen where you will preview the Cart information. Give the Cart a name (required) and add a comment (optional). This will be used to distinguish this Cart from the others you’ve saved. Click “Save Cart” to complete the process.

**How to Activate a Saved Shopping Cart or List**

To activate a saved Shopping Cart, you will need to login to our site and access the Order Center. There you will see a box called Saved Shopping Carts. Click the "View All" link to view your Saved Carts. The Saved Shopping Carts pane will display the following information:

- All Saved Cart Names
- All Saved Cart Comments
- The date the order was saved or last modified
- How many items are in the shopping Cart/List

To activate your order, click on the "Cart Name." This will load a preview for the Cart contents. Click "Send to Shopping Cart" to create a new Shopping Cart. From here you can add more products and/or complete the order. You may also load multiple Saved Carts at one time. To do so,
select the carts you wish to load on the Saved Shopping Carts screen and click "Load Selected to Shopping Cart."

**Converting a Quote to an Order**

If you have a valid quote/pro forma invoice or lot specific reserve from Sigma-Aldrich, you can view its information and convert it to an order through the Web site. To do this, follow these simple steps:

1. On the Order Center, click on the "Find Quotes" link found in the My Recent Quotes box.
2. Enter your quote/reserve number in the text box and click "Find."
3. Your quote/reserve information will be displayed.
   NOTE: Some quotes require conversion of the entire quote (all lines with the original quoted quantities) into a single order while others allow for conversion of only selected lines and quantities over a period of time.
4. If the field is editable, enter the quantity for each line you wish to order. When complete, click "Convert to Order."
5. Your Cart will now be displayed and you can make any modifications necessary for completing your order (minor address changes, adding additional items, and providing billing information). See the help section on Entering Product Numbers Directly in Your Cart for more information on these types of changes.

When you have finished making changes, click "Submit" to submit your order and view the order confirmation page.

**Reordering Products from a Previous Order**

If you routinely order the same products for the same shipping location or recipient repeatedly, you will find this functionality quite useful. You can view a previous order and load all its information into your cart in order to create a new order. Just follow the following steps:

1. From the Order Center, click on "Find Orders" in the My Recent Orders box.
2. Enter the Sigma-Aldrich order number or perform a search on other criteria to see a list of orders meeting your search criteria. For more information on searching for and checking the status of previous orders see the Order Status help topic.
3. When the desired order is displayed, click on the "Reorder" button.
4. Your Cart will now be displayed with all the information from the previous order.
5. Make any necessary changes and click "Update Shopping Cart" to update the cart’s totals if you changed items or quantities. Changes to shipping methods will be updated automatically.

Once all your changes have been made, click "Submit" to submit your order and view the confirmation page.
Managing a List of Your Favorite Products

The Favorite Products feature allows you to create and maintain a personalized "list" of commonly referenced products, including package size and quantity, from which you may quickly place orders. Anyone who is a registered user may create a Favorite Products list. You can maintain your list by selecting the "Favorite Products" link found on the top banner of our site.

Each product number in your list is a link to the product detail page for that item. That page provides access to extended product information, related documents and real-time pricing and availability.

NOTE: You will need to register and login to our Web site to successfully utilize this feature. For assistance with site registration, go to our Registration page.

Creating your Favorite Products List

1. Begin by searching the catalog using the Product Search function found throughout the site. Simply enter the information to be searched into the text field.
2. Enter your Search Criteria in the corresponding fields. For a brief description of these options, go to the Product Search Help Page.
3. Press the Search button and the system will search for the product(s) and display the results in folders listed by product name. Click on the folder to view the different product numbers that contain this name.
4. Each product will have its own folder. Click on a product's folder to view the different pack sizes, pricing, and availability.
5. Enter a quantity in the "Quantity" field with the number of pack sizes you would like to add to your list.
6. Click on the "Add to Favorite" icon located next to each package size you wish to add to your list. For a new search, use the Search box on the top banner of our site.
7. You may also add items to your Favorite Products list from the Shopping Cart. Again, just click on the "Add to Favorite Products" button for each line item.
8. To view your list, click on the "Favorite Products" link.

Managing your Favorite Products List

If you have a long list of favorite products, there are some capabilities that will allow you to find items in that list a bit easier.

Sorting Products within Your List(s)

Three of the column labels (Brand, Product Number and Description) are links that allow you to sort the list(s). Click on the column header once to sort the list in ascending order and a second time for descending order. Note that sorting on the description is based only on text so product names starting with numbers will appear first in an ascending list.
Organizing Your List(s) using Folders
Creating Folders: To create a new folder and begin organizing your favorites follow these steps:

1. Scroll to the bottom of the "Your Favorites" page and enter the name of the folder in the text box labeled "Create a New Folder".
2. Click the "Create" button. The new folder should be displayed.
3. Repeat the process to create as many folders as you need.

NOTE: All folders will display either a plus or minus symbol. Clicking on the folder will either expand (+) or collapse (-) the list of products in that folder.

Adding items to Folders: When you add items to your list from elsewhere in the site, the default location is the main "Favorite Products" folder. To move products from the main folder to another, perform the following steps:

1. Click the box in the "Select" column to the left of each item you want to add to a folder.
2. Beneath the list, select the destination folder name from the drop-down box.
3. Click the "Add To Folder" button to move the selected product to the folder name that you chose.

Deleting Folders: Your need for certain products, or groups of products, may change over time. To delete individual products, select the product(s) and click the "Delete" button. If you need to delete entire folders of products, use the following steps:

1. Click the box in the "Select" column next to the name of the folder.
2. Click on "Delete" to delete the folder and all items that are within it.

NOTE: Performing these steps for the main "Favorite Products" folder will result in all the items being deleted but the folder will remain.

Ordering from a Previously Created Favorite Products List

NOTE: You cannot place an order from your Favorite Products list unless you have first created one. To create your Favorite Products list, follow the instructions above.

1. Click the "Favorite Products" link on the top banner of the site to take you to your list.
2. Once the list is displayed select the products to order by clicking in the box next to the item you wish to order and click the "Add to Cart" button. You can change the quantity at this time (if needed).
3. After selecting the products you wish to order, click the "Shopping Cart" link in the upper left corner of the Web site and you will be brought to your Shopping Cart where you can continue to shop or submit your order.
Searching and Adding to Your Cart

The Shopping Cart method is commonly used in many Web sites. The concept is similar to shopping at your favorite grocery store with a shopping cart. Simply search the online product catalog and, when you find the product you were looking for, click on the shopping cart icon to add it to your cart. You can access your cart at any time by clicking the "Shopping Cart" link at the top of the site.

You can access the catalog by using the Search box found on the top banner of our Web site. To begin, follow the steps below:

1. Enter your Search Criteria in the field(s) provided. For a brief description of these options, go to the Product Search Help Page.
2. Press the Search button and the system will search for the product(s) and display the results in folders listed by product name. Click on the folder to view the different product numbers that contain this name.
3. Each product will have its own folder. Click on a product’s folder to view the different pack sizes, pricing, and availability.
4. Fill in the "Quantity" field with the number for the pack sizes you would like to order.
5. After you are finished entering the Quantity, click on the red Shopping Cart icon to add the item to your Shopping Cart.
6. Continue searching and adding to your cart until you have all the products you need.
7. Click on the "Shopping Cart" link in the upper left corner of the site and you will be brought to your Shopping Cart. Once there you can modify the quantities, change shipping methods, add/or remove items from your cart, Save the Cart to submit it later, Cancel Order, Print Preview your order, or Submit your order.