



sciencewarehouse[®]

eMarketplace

End User Guide





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Document Purpose

This document details the processes and steps involved to navigate the eMarketplace, including searching, comparing, adding items to a basket and checking out. Please refer to your organisation's processes for details on the actions that take place outside the eMarketplace (workflows and approval, PO creation and submission etc).

Considerations Before Use

Before accessing the eMarketplace, please ensure that cookies and popups are allowed from the *sci-ware-customer.com and *sci-ware.com domains. Without this, certain functions may not work. Please seek assistance from your IT support team for further information and guidance.

Areas Covered



Search



Compare



Saved Baskets



Favourites



Free Format



Delivery Charges



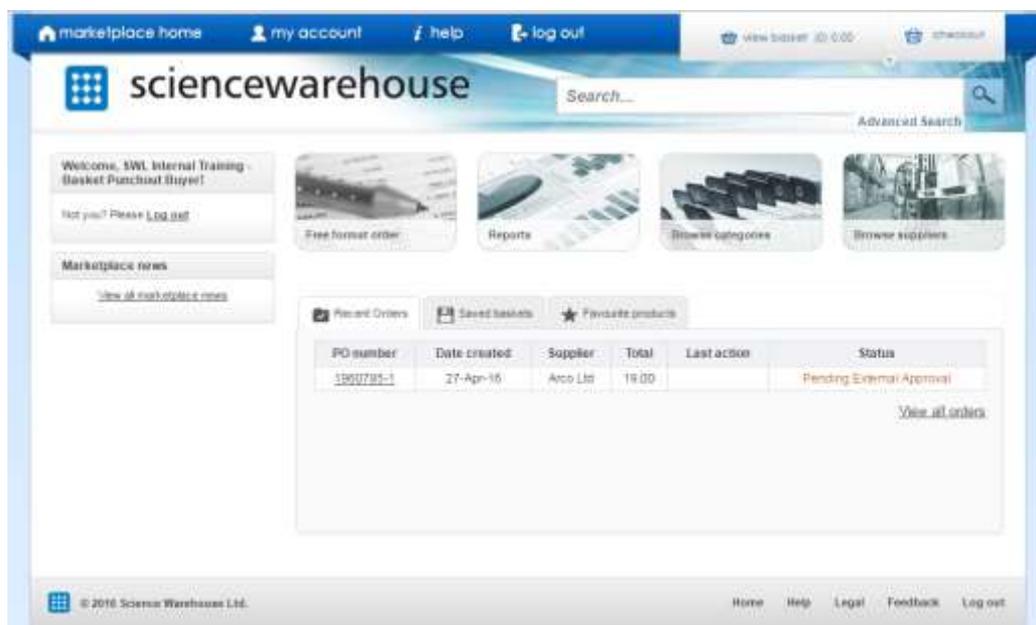
End Users – An Overview

The Homepage

When you access the eMarketplace from your finance system you will see a homepage similar to the below example. Please note, some, all or more of the below modules or “buttons” may be available to you, depending on the combination of modules your organisation is licenced for.

When you access the eMarketplace for the very first time, you will see a help video. This can be accessed at any time subsequently by accessing the “help” icon at the top of the page.

Your homepage is unique to you; you can see your own order history, favourites and saved baskets. The homepage will be branded with your organisation’s logo.



Top Ribbon

The top ribbon is accessible from anywhere in the marketplace.

Marketplace home

Quick Link to return to the homepage

My Account

By hovering over My Account, you can access quick-links to your recent orders, saved baskets and favourite products (further detail provided later in this guide)

Help

Many features of the site have been recorded as help videos or help material for your convenience. These can be accessed here.

View Basket

As items are added to the basket, a popup will appear here. You can access your basket from anywhere in the eMarketplace.



End Users – An Overview

Checkout

Checkout your basket and return to our finance system to complete your requisition.

Search

Search box for a simple search, with the option for an advanced search beneath.

Side Menu

On logging in, your name or ID should appear here. If another user's name is displayed, log out and please contact your organisation's support team for assistance.

Marketplace News

If a supplier has a special offer on certain products, or wishes to notify you of any other information related to their catalogue, this will display here.

Free Format Order

Access here to create a free text item

Browse Categories

Alternative search method, but traditional search techniques are recommended (not available in the test environment)

Browse Suppliers

Alternative search method, but traditional search techniques are recommended for a true marketplace experience

Recent Orders

Also accessible from My Account, any requisitions that have been created into a PO and dispatched will appear here. Please note, PO data only, not basket history.

Saved Baskets

Also accessible from My Account, any baskets of products you have saved for ease of future ordering will appear here (see later in the document for further information)

Favourite Products

Also accessible from My Account, any products you have marked as favourites for ease of future ordering will appear here.



Search

There is help material available via the help icon. Additionally, when beginning to type into the search box, “Search Tips” will appear beneath, offering tips on how to search for items.

Things to consider

- This is a Marketplace, therefore there will be considerably more data than a supplier’s individual website. Consider this when searching.
- The item may not be listed – use free format.
- There is no “one size fits all” when the results are displayed. Typically, the search will return the most relevant results. This is based on a variety of factors, but mostly it will be influenced by what you search for. Therefore, be specific and tailor your search to your requirements.

Ways to search

There is no right or wrong way to search. Different products require different search techniques. However, here are some tips on how to search in the eMarketplace:



Product code, description, manufacturer part number, supplier name

You must enter 3 or more characters for a partial search match. If the product code you are searching for has special characters and doesn’t appear, try searching without these characters.



Browse By Supplier

Available on the homepage. Not recommended as this detracts from the purpose of a marketplace, but a useful “browsing” tool, or if you cannot remember specific details of the item you are looking for.



Browse By Category

Available on the homepage, but not recommended. Not all suppliers will categorise their data, and you could exclude a great deal of products by selecting a specific category. Therefore, using the basic search function will yield better results.



Filtering Results

Useful tool to refine our search results. Please note, filters will apply to the top 1,000 search results only. In such cases, it would be best to apply filters prior to the search, by using the Advanced Search feature (see below).



Sorting Results

Results will default by the most relevant, based on your search term. You may, therefore, wish to sort by price, or alphabetically. Please note, results can only be sorted if there are 1,000 or less. Use the filters, or use the Advanced Search first.



Advanced Search

This applies filters to the search up front, rather than retrospectively. You are also able to enter a logical search, i.e. exclude, include all words, some words etc. This is particularly useful for commonly named items to limit your results to items relevant to you.



Comparing Items

Comparing Items

One of the main features of an eMarketplace is the ability to have comparative results, to allow you to make an informed purchase.

Adding Items for Comparison

Between 2 and 4 items can be compared at any one time. They can be added from the search results, by ticking “compare”, or within the product information itself:



When items are added for comparison, they are added to a “holding area” at the top of the page. You can then remove items or add any other before comparing your final list:



The Comparison Table

The comparison table presents the available data for each product in tabular view, making like-for-like comparison easy.

- You can add items to your basket from here
- You can view any applicable delivery charges from here
- You can navigate into the individual products themselves for additional info if required.

When the comparison is complete, the marketplace will retain your comparison until you clear them. This is a useful feature if you wish to purchase multiple items from your comparison list, or if you navigate away from the comparison screen by accident.



Saved Baskets

Saved Baskets

As the eMarketplace will only show your purchasing history (i.e. requisitions that have been approved and converted to a PO), it will not automatically save any basket history.

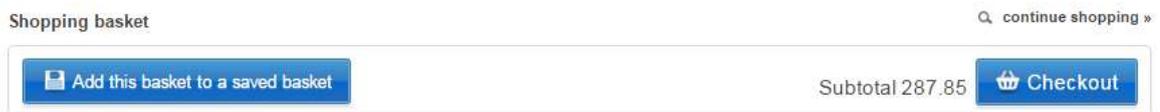
Therefore, if you have repeat requisitions, for ease of ordering, it is useful to save these baskets of products for future. Although useful, you should still be aware of market changes and should continue to search the marketplace for alternative or better priced products before defaulting to previously purchased items.



Creating a Saved Basket of Products

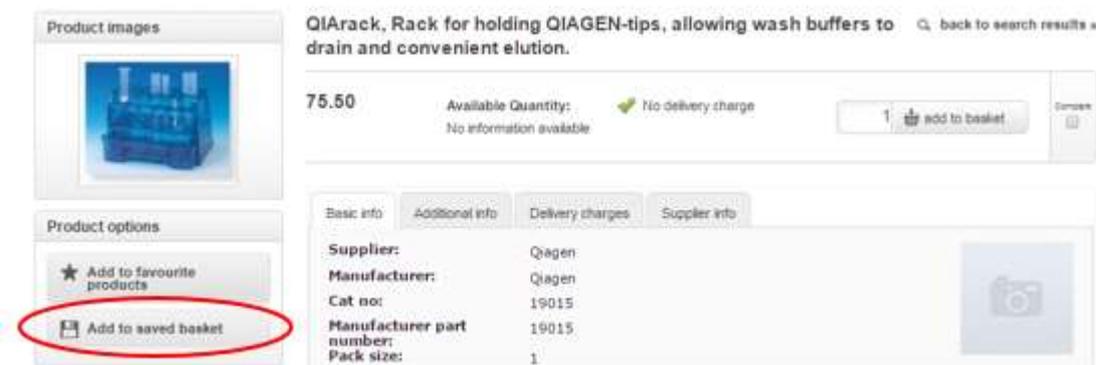
Add your items to a basket as normal

In “View Basket”, you will find an option to create a saved basket:



You will be presented with the option to add this basket to an existing saved basket, or create a new one.

Items can also be added to an existing saved basket from within the product detail:



Saved baskets will then appear on the home page, or by hovering over My Account.



Sharing Baskets

Saved baskets can be shared with other users if required. For example, a team leader may wish for their team to order specific products.

To share a basket, navigate to the saved basket, where you will find the option to share:



Click on “Add New User” and type the user’s name to share the basket with that user. You may grant permissions to a user to update the basket, but please note, this will update the basket for all users who can see the basket. This is useful for collaborative ordering (below).

Once shared, the user will see this basket in their section of “saved baskets” on the homepage or via My Account



Collaborative Ordering

When procuring items for a specific project, sharing the basket is a useful tool to allow users to add items to one basket, and one user can then check out the entire basket of goods. This can also be used to achieve volume quantity discounts by allowing multiple users to contribute items before the basket is checked out.

As with sharing baskets, follow the same process, but when adding a user, grant them permission to edit the contents. This will then update the contents of the basket for all users who have access to it.

The user who checks out the order will be the user who will progress the requisition through your finance system.



Favourites

Favourites

As with Saved Baskets, favourites can be added for ease of ordering in future. However, you should still search the marketplace for any market changes and better products rather than repeat ordering of the same item.

Favourites can be added from within the product information:

The screenshot shows a product page for 'QIARack, Rack for holding QIAGEN-tips, allowing wash buffers to drain and convenient elution.' The price is 75.50. The 'Add to favourite products' button is circled in red. The product options section includes 'Add to favourite products' and 'Add to saved basket'. The product information table is as follows:

Basic info	Additional info	Delivery charges	Supplier info
Supplier:	Qiagen		
Manufacturer:	Qiagen		
Cat no:	19015		
Manufacturer part number:	19015		
Pack size:	1		

Favourites can then be accessed from the homepage, or by hovering over My Account.



Free Text Ordering

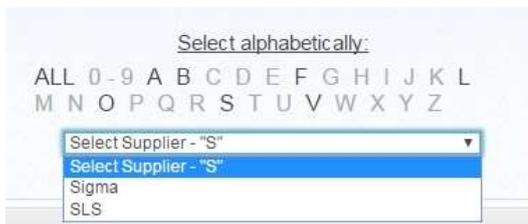
Free Format Order

Free Format can be used when an item does not exist on catalogue. As a minimum, all catalogue suppliers will be available for you to create a free format order with. Your organisation may have provided a list of non-catalogue suppliers as part of their contracted eMarketplace solution; if this is the case, these suppliers will also be listed.

Selecting a Supplier

Only pre-loaded or catalogue suppliers are available. You cannot create a new supplier. If the supplier you wish to order from is not listed, please contact your procurement team.

Suppliers can be selected either alphabetically, or by a search function:



Catalogue Search Prompt

Once a supplier is selected, the system will automatically prompt you to search the existing catalogue of this supplier, as it is likely the product you require already exists:



If you have not already searched the catalogue, you should do so here. Alternatively, by selecting “No thanks”, you can continue through the free format process.

Reviewing the Selected Supplier

When a supplier has been selected, you can review the supplier details, such as contact information, to ensure the correct supplier is selected. If the supplier is incorrect, “Remake Supplier Selection” will return you to the [Selecting a Supplier](#) stage. If the supplier is correct, then continue to [Add Items](#).



Free Text Ordering

Add Items

The system will carry out background catalogue searches after completion of both the “Part Number” and “Product Description”:

Free format order - SLS

1. Select Supplier 2. Add items 3. Add to basket

< 1. Select Supplier 3. Add to basket >

2. Add items

Part number: 4321 Item description: Unit price: Quantity: Unit of measure: Each

Pack size: Searching catalogue... *

When the form has been completed, the system will display some suggested products that already exist on the catalogue. The more accurate the data you enter into the form, the more appropriate (and refined) the search results will be. Users can select “View All Results” which will take them away from the free format form and into a set of search results. These can then be filtered further.

2. Add items

Part number: 4321 syringe Unit price: 20.00 Quantity: 1 Unit of measure: Case

Pack size: 12 Showing 4 of 10604 matches for "syringe" View all results

Syringe Cat no. 18114341 Mfr. Part No. 18114341 Supplier SLS Price POA	Holder Syringe Cat no. SZR-354-520B Mfr. Part No. SZR-354-520B Supplier Fisher Scientific Ltd Price POA
Syringe, Glass, Luer, 100X1MI Cat no. XHL-420-010G Mfr. Part No. GB12031 Supplier Fisher Scientific Ltd Price POA	Syringe 100MI Sge Cat no. SZR-830-170A Mfr. Part No. 9760 Supplier Fisher Scientific Ltd Price POA

Alternatively, if the product is still not available on the catalogue, you can continue to add further lines, or [Add Items to Basket](#).



Free Text Ordering

Add Items to Basket

The free format line(s) appear in the basket, where you can opt to do any of the following:

- Continue Shopping (further catalogue items can be added)
- Add free format lines (further free format lines for the same or a different supplier)
- Change Unit Price or Quantity of free format lines and Update Basket
- Empty Basket
- Select and Delete Lines
- Checkout (takes the whole basket back to your finance system)

Free format lines are indicated by a blue ribbon on the left of each line:

Shopping basket Q. continue shopping >

[Add this basket to a saved basket](#) Subtotal 20.00 [Checkout](#)

[Delete selected items](#) [Add free format lines](#) [Update basket](#) [Empty basket](#)

Details	Delivery charge	Pack size	Unit price	Order quantity	Total
<p>dhuhuhi</p>  <p>Catalogue Number 4321 Supplier SLS Manufacturer SIA</p>	<p> No delivery charge</p>	12	20.00	1	20.00

[Delete selected items](#) [Update basket](#) [Empty basket](#)

Subtotal 20.00 [Checkout](#)



Delivery Charges

Delivery Charges

Some suppliers may charge delivery. If so, there may be a requirement to add a delivery charge. Doing so will mean that your order is processed more swiftly, as there is less chance of order queries coming back to you.

Viewing Delivery Charges

There are several places you can review delivery charges:

- Search Results
- Product Information
- Comparing Results

Where delivery charges are NOT applicable, you will see the following:

QIARack, Rack for holding QIAGEN-tips, allowing wash buffers to drain and convenient elution. **75.50**

Supplier: Qiagen
Cat no. 19015
Mfr. Part No. 19015

Pack size: 1
No delivery charge

Quantity

Where delivery charges ARE applicable, you will see the following:

Caliper Electrode for Transdermal Delivery applications **638.00** Deselected Selected Preferred
Genetronics 384

Supplier: VWR International
Cat no. 732-0001
Mfr. Part No. 45-0101

Pack size: 1
Delivery charge may apply.
Click for details

Quantity

You can click to Expand the delivery charge information, which will display the relevant charges and select the appropriate charge.

However, unless you are comparing results, it is best practice to leave this step to the end.

Charges are also detailed in the appropriate tab within the product information:

Basic info Additional info **Delivery charges** Supplier info

Delivery charges note: This product belongs to delivery charge group G

Carriage Per Order
Please add this to items in group C.
16.95

Carriage Per Order
Please add this to items in group D.
18.10



Delivery Charges

When reviewing the contents of a basket, there is a further opportunity to view delivery charges:

Cancel selected items Update basket Empty basket

Details	Delivery charge	Pack size	Unit price	Order quantity	Total
 Lacfection siRNA Delivery Agent for Cell Culture, 1.0ml Catalogue Number: 3419-02 Supplier: Insight Biotechnology Manufacturer: Bio Scanzini Corp.	Delivery charge may apply. Click for details	1	136.00	1	136.00

Delivery Charge Prompt

At checkout, if purchasing products from a supplier that charges delivery, you will be prompted to review charges. Please note, this prompt will not appear for any suppliers who do not charge delivery.

Delivery charges x

Your items may have delivery charges. Please choose which suppliers you wish to add delivery charges for from the list below.

VWR International

Cat no.	Description	Price	Quantity Required
DELCHARGEA	Carriage Per Order	8	<input type="checkbox"/>
DELCHARGE C	Carriage Per Order	16.95	<input type="checkbox"/>
DELCHARGE D	Carriage Per Order	18.1	<input type="checkbox"/>
DELCHARGE E	Carriage Per Order	0	<input type="checkbox"/>
DELCHARGE B	Carriage Per Order	15	<input type="checkbox"/>
DELCHARGE E	Carriage Per Order	19.2	<input type="checkbox"/>
DELCHARGE F	Carriage Per Order	23.8	<input type="checkbox"/>

Insight Biotechnology

Cat no.	Description	Price	Quantity Required
STANDARD-DELIVERY	Standard Carriage Per Order	10	<input type="checkbox"/>

Choose the correct delivery for each supplier, or opt for “no thanks” if none of the delivery charges apply. You will then be able to check out and continue through your finance system. The delivery charge will have been added as a line item.