



Express Supply Center quick reference guide

Getting an access badge

Access badges are free of charge and are located at the Supply Center by Thermo Fisher Scientific.

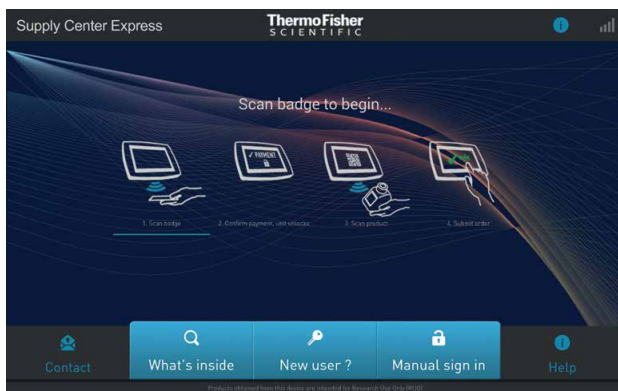
If you do not have an access badge, contact your Thermo Fisher account representative or host and they will provide one to you.



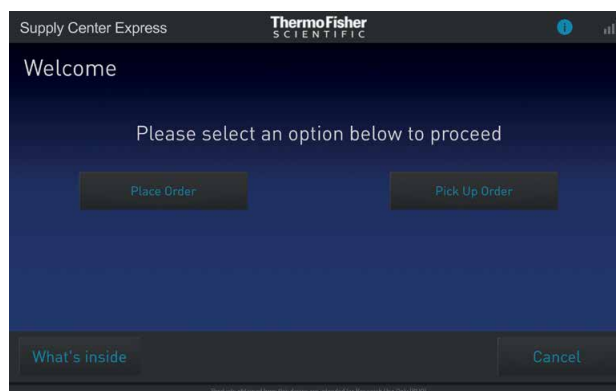
Associating your badge with your account

1. Sign in to your account on thermofisher.com.
2. Hover over **Account** in the top navigation pane and click on **Supply Center Settings**.
3. In the **Supply Center Settings** section, click **Edit** (pencil icon in top right corner) for the badge number.
4. Enter the full barcode number (containing three letters and six numbers, located on your badge) into the open fields. Click **Save**.

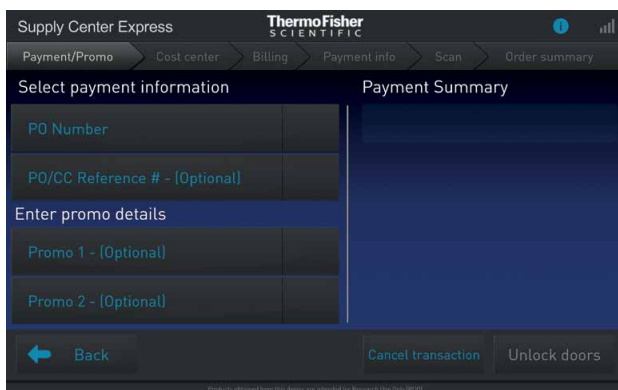
Supply Center—checking out your products



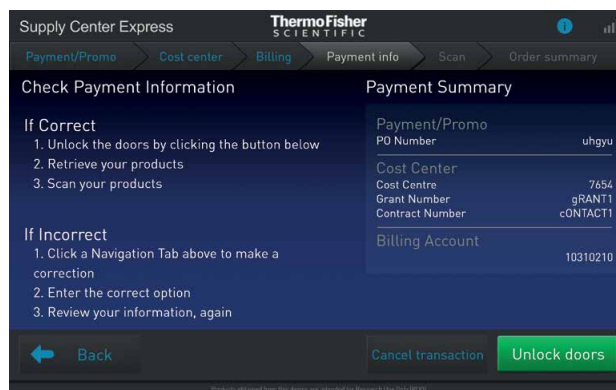
1. Swipe your access badge, or sign in without a badge by selecting **Manual sign in** and entering your thermofisher.com username and password.



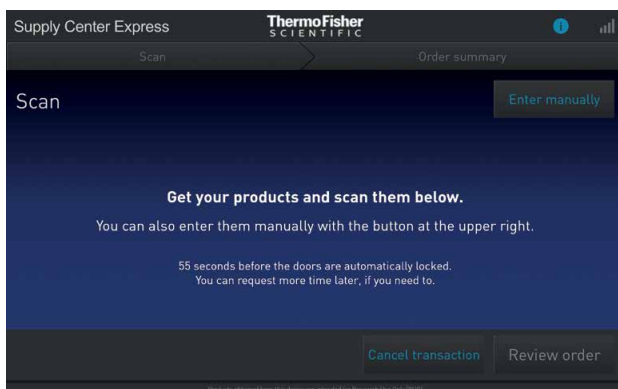
2. Only applicable for Express with electronic lock: Select **Place Order** or **Pick Up Order**. Placing an order means you intend to buy something from the Supply Center stocklist. Picking up an order means you intend to collect products from a non-stock order or you ordered via an online Supply Center Management System (SCMS).



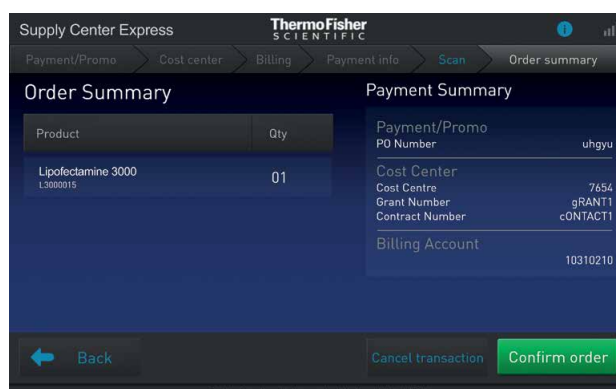
3. Enter or validate payment details; promotion code, if applicable; and cost center information, if applicable.



4. Confirm payment information and cost center, if applicable, and then select **Unlock doors** (for appliances with electronic locks) or **Scan products** (for appliances without electronic locks).



5. Remove the products you need, scan each product, adjust the quantity taken, and select **Review order**. Note: You can enter products manually by selecting **Enter manually**.



6. Validate order details and select **Confirm order**.

Note: A confirmation email with details about your order will be sent to you, if enabled.

The options available on the main screen make it easy to request new users and check current stock.

You can also contact our Customer Service team from either the main screen or the **Help** menu.

- **Contact option**—send a message to the Customer Service team and receive a response directly to your email inbox.
- **Request access**—to request access for new users for the Supply Center, simply provide their first name, last name, and email address. This will be received by our Customer Service team, and a new account will be created and a badge sent.
- **What's inside**—this will show you the list of products stocked within your Supply Center, with maximum quantities and/or stock on hand. You can click on **Stock Requests** or **Non-Stocked Ordering** to request stock additions through our Customer Service team.
- **Request a product**—request product additions by selecting **Request a Product** in the contact menu. Simply provide your email address and a list of products with quantities you wish to add. The Customer Service team will arrange for the products to be shipped with the next replenishment order.
- **Return a product**—if you've purchased a product in error, please do not place the product inside the unit. Return the product to your on-site host and contact the Customer Service team to process a return.

Express Supply Center frequently asked questions (FAQs)

How do I use my Supply Center?

Once your account has been configured to use the Supply Center, you can begin checking out products with your Express kiosk. Sign in to your account by either scanning the barcode on your badge with the scanner attached to the kiosk or manually entering your thermofisher.com username and password into the display by selecting **Access without a Badge**.

How do I get access to the Supply Center?

Contact the Customer Service team or use the **Request Access** button on the Supply Center screen.

How do I return a product?

Your Express kiosk cannot process returns at this time. If you've purchased a product in error, please do not place the product inside the unit. Return the product to your on-site host and contact the Customer Service team to process a return.

How does Express Supply Center work with procurement system integration?

If the Supply Center is integrated with your institution's procurement system, complete your order in that system and then return to the Supply Center and scan your order confirmation barcode to access your products. Barcodes can be scanned from a printout or from the screen of a mobile device.

What if an item won't scan?

Select the on-screen manual entry option to key in the item's catalog number.

How long does the system remain unlocked?

The system is set to close after 60 seconds of inactivity, but you can request on the screen to extend that time. Alternatively, you can unlock it again by completing your purchase for any products you've already removed and/or by starting a new transaction for additional products.

I removed some items and closed the door. How can I unlock the storage unit again to remove remaining items?

Once you have closed the door, complete your purchase for the removed items and start a new transaction to remove additional items.

Customers ordering through a procurement system can use the order confirmation barcode only once. If you need to open the storage unit more than once to remove all the items on your order, contact the Customer Service team to reactivate your order confirmation barcode.

How do I update my payment and cost center information?

Manage your payment and cost center information under your account on thermofisher.com.

Alternatively, please contact the Customer Service team for assistance, or contact your Supply Center account representative using the **Contact** option located under **More** on the Express kiosk display.

Express unit screen: Available tools

Express Supply Center (no lock)

1

Scan badge



2

Confirm payment



3

Scan product



4

Submit order



Express Supply Center (locked)

1

Scan badge



2

Confirm payment,
unit unlocks



3

Scan product



4

Submit order



Express Supply Center eProcurement

1

Place order online



2

Scan order confirmation



3

Unit unlocks



4

Take your product



View Supply Center stock at thermofisher.com

1: Visit thermofisher.com and sign in to your account using your Thermo Fisher Supply Center credentials.

2: Select a Supply Center from the drop-down menu to view the stock at that specific location. Then select **Visit Supply Center**.

3: View currently stocked items.

Catalog No.	Product Name	Size	Stock	Stock Max
00-4975-03	eBioscience™ Cell Stimulation Cocktail (plus protein transport inhibitors) (500X)	4 x 100 µL	1	1
00-4975-93	eBioscience™ Cell Stimulation Cocktail (plus protein transport inhibitors) (500X)	100 µL	4	6
01-2222-42	UltraComp eBeads™ Compensation Beads	100 tests	6	5
10010031	PBS, pH 7.4	1,000 mL	8	20
10372019	MCDB 131 Medium, no glutamine	500 mL	8	6
10480090	E-Gel™ 1 Kb Plus DNA Ladder	100 applications	3	2
10565018	DMEMF-12, GlutaMAX™ supplement	500 mL	20	12
10566016	DMEM, high glucose, GlutaMAX™ Supplement	500 mL	8	6
10977015	UltraPure™ DNase/RNase-Free Distilled Water	500 mL	19	16
11140050	MEM Non-Essential Amino Acids Solution (100X)	100 mL	2	2

4: If you wish to switch to a different Supply Center, select **Account** and **Supply Center Home**.

Supply Center Customer Service

North America

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Email: supplycenters@thermofisher.com

EMEA

Phone: 00 800 18191 001 or 0044 141 814 5959

Fax: 0049615196705445 Hours: 8:00 a.m. to 5:00 p.m. CET

Email: supplycenter.query@thermofisher.com

Learn more at thermofisher.com/supplycenter