







## **VENDOR MANUAL**

**Vs.8.0**

**On-line version located at: [http://intramalls.com/main/pdf/vendor\\_manual.pdf](http://intramalls.com/main/pdf/vendor_manual.pdf)**

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## INTRODUCTION

Welcome to the Vendor site of the IntraMall powered by IntraMalls LLC. The IntraMall provides a custom-buying environment for your management and staff to purchase supplies and equipment at your organization. The IntraMall enables each buyer to participate in an unbiased multi-vendor, multi-product purchasing system customized per your needs. Each buyer on the IntraMall has the ability to electronically search, find, and compare products from IntraMall suppliers thereby reducing supply chain costs and complexity while enhancing buyer-supplier relationships.

Access to the IntraMall is controlled through the use of a User ID and Password combination. In addition, there are numerous security checks and access controls for every action taken within the IntraMall. This security is transparent to you and provides a high degree of security for IntraMall transactions.

To access the Vendor IntraMall homepage use the following URL address:

<https://intramalls.com/login.html> and login with the user id and password supplied by IntraMalls LLC. If you need assistance call the IntraMall help desk at 888-644-6255 or email [info@intramalls.com](mailto:info@intramalls.com).

## What's New?

IntraMall orders now have a new "Security Code" field located just below the "Credit Card Number" and "Credit Card Exp. Date" fields near the top of the order. This is the 3-digit cvv (card verification value) from the back of a credit card. In keeping with the rules of the PCI Security Standards Council, the IntraMall only keeps this code on open orders. It is permanently deleted as soon as the order is filled or canceled.

## Logging In

To access the Vendor IntraMall homepage use the following URL address: <https://intramalls.com/login.html> and login with the user id and password supplied by IntraMalls LLC. If you need assistance call the IntraMall help desk at 888-644-6255 or email [info@intramalls.com](mailto:info@intramalls.com).



## MAIN PAGE

The main page contains a menu of all sections of the IntraMall. To go to a particular area, click on the appropriate link.

<b>Shop</b>	<a href="#">Advanced Search</a>	<a href="#">Vendor Catalog</a>	<a href="#">Vendor Alphabetically</a>
<b>Order</b>	<a href="#">Order Status</a>		
<b>Navigate</b>	<a href="#">Main Page</a>	<a href="#">Manage Profile</a>	<a href="#">Contact Us</a>
			<a href="#">Log Off</a>

**Search**

Quick search of Catalog and Mfr Numbers

	<b>Search</b> --Vendor Catalog --Advanced		
	<b>Order Processing</b>	<b>Tools</b> -- Smart ViewPoint -- Express Inventory	
	<b>Advanced Options</b> --Manage My Profile	<b>Contact Us</b> IntraMall contact information	<b>Log Off</b> Exit the IntraMall

Your Catalog on IntraMalls was last updated on DD-MM-YYYY

## THE NAVIGATION BAR

The Navigation Bar allows you to quickly access all areas of the IntraMall without going back to the main page each time to want to move to another section. Just click on the appropriate link and you will be taken to the section you selected.

<b>Shop</b>	<a href="#">Advanced Search</a>	<a href="#">Vendor Catalog</a>	<a href="#">Vendor Alphabetically</a>	
<b>Order</b>	<a href="#">Order Status</a>			
<b>Navigate</b>	<a href="#">Main Page</a>	<a href="#">Manage Profile</a>	<a href="#">Contact Us</a>	<a href="#">Log Off</a>

  
  
  
Quick search of Catalog and Mfr Numbers

## ADVANCED OPTIONS

### Manage Your Profile

This section allows you establish your Contact Information, Email notification preferences, change your password, and change your storefront information.

From the IntraMall Main Page, click on the [Manage Your Profile](#) link located under the Advanced Options header.

### *Change Password and Personal Information*

<b>Personal Information</b>	
<b>First Name:</b>	<input type="text" value="John"/>
<b>Last Name:</b>	<input type="text" value="Dausch"/>
<b>Title:</b>	<input type="text" value="Mgr. Customer Support"/>
<b>Email:</b>	<input type="text" value="john@intramalls.com"/>
<b>New Password:</b>	<input type="text"/>
<b>Confirm Password:</b>	<input type="text"/>
<input type="button" value="Submit Change"/>	

## Change Your Email Notification Preferences

This section allows you to change your preferences for the IntraMall's automatic Email notifications.

**Corporate Email Notification Preferences**

Email: john@intramalls.com

Email	Events: Notify me when...
<input checked="" type="checkbox"/>	We have received new orders
<input checked="" type="checkbox"/>	We receive comments or a dispute is issued.
<input checked="" type="checkbox"/>	When ever we enter charges against a credit card.

Save Preferences

## Change Your Store Front and other Company Information

**Corporate Information**

[Change Store Front](#)

Address Line 1: 120 Cockeysville Rd.

Address Line 2: Suite 204

City: Hunt Valley

State: MD

Zip: 21030

Province:

Country: USA

Office #: 410-584-1039

Fax #: 410-584-9457

Email: info@intramalls.com

WWW Page: www.intramalls.com

Submit Change

**NOTE:** Clicking on the [Change Store Front](#) link will raise the following page where you can change your contact information. To change anything else on the storefront contact our project manager, Debra Wright, at [debra@intramalls.com](mailto:debra@intramalls.com).

## Store Front Creator

Enter Store Front Information

Enter, preview, and approve the look of the store front

```
<BR><B><FONT face ="arial, Helvetica, sans-  
serif">Orders Contact:</font></b><FONT face  
="arial,      Helvetica, sans-serif"> Cathy  
Kelly or John Dausch<br> info@intramalls.com, 1-  
888-644-6255</font>
```

Preview

Cancel

Review your changes below



Research & Technology Services

Orders Contact: Cathy Kelly or John Dausch  
info@intramalls.com, 1-888-644-6255

## The IntraMall **EXPRESS**

Currently available only at NIH, *EXPRESS* items are products from participating IntraMall vendors that are kept in stock at the IntraMall's Gaithersburg warehouse. If ordered before noon our partner, BioGistix, delivers them the same day. Same day delivery is only available Mondays through Fridays except on Federal holidays. In addition, the Product Description page for these items provides real-time inventory. The shipping/handling cost of an *EXPRESS* order is only \$20.




Buyers have the option to NOT order it as same day delivery. Products are maintained and carefully monitored at the following temperatures: ambient, 4 °C, -20 °C, and -80 °C. *EXPRESS* items ordered after noon will be delivered the next morning. If there is an insufficient quantity in stock for an item, it will ship by the vendor's normal shipping methods.


IntraMalls and BioGistix pick, pack, and ship the orders from the IntraMall warehouse. An automatic email notification is sent to the vendor so the credit card can be charged and the warehouse inventory restocked as necessary.






## Checking Your Current **EXPRESS** Product Inventory

**Step 1: Click on the Express Inventory link on the main menu**

 <b>Shop</b>	<a href="#">Advanced Search</a>	<a href="#">Vendor Catalog</a>	<a href="#">Vendor Alphabetically</a>	
 <b>Order</b>	<a href="#">Order Status</a>			
 <b>Navigate</b>	<a href="#">Main Page</a>	<a href="#">Manage Profile</a>	<a href="#">Contact Us</a>	<a href="#">Log Off</a>



Quick search of Catalog and Mfr Numbers

-  **Search**
  - Vendor Catalog
  - Advanced
-  **Order Processing**
-  **Advanced Options**
  - Manage My Profile
- Tools**
  - Smart ViewPoint
  - **Express Inventory**
- Contact Us**  
IntraMall contact information
- Log Off**  
Exit the IntraMall

**Your Catalog on IntraMalls was last updated on DD-MM-YYYY**

**Step 2: Your current real-time inventory appears**

Export to Excel ← Click to export to Excel

Catalog Number	Product Name	Pricing Details			Lot Details		Min Stock	Max Stock	Available	Obligated Not Shipped
		Capacity	UOM	Price	Number	Quantity				
RPN2251	Camp Direct Eia (Non-Acetylation Protocol)	96 wells	EA	\$377.40	12A	0	1	3	0	0
RPN226	Cgmp Direct Eia	96 wells	EA	\$323.85	53A 55A	0 1	1	2	1	0
PA23001	Cy3 Mono-Reactive Dye Pack	1 kit	EA	\$220.00	347720 354297	2 1	2	3	3	0
PA53022	Cy3-Duta	25 nmol	EA	\$260.80	354020	1	2	4	4	0

Getting a Usage Report for Your **EXPRESS** Products

✓ Shop    [Advanced Search](#)    [Vendor Catalog](#)    [Vendor Alphabetically](#)

🇺🇸 Order    [Order Status](#)

🏠 Navigate    [Main Page](#)    [Manage Profile](#)    [Contact Us](#)    [Log Off](#)

Search  
Quick search of Catalog and Mfr Numbers

**Search**  
--Vendor Catalog  
--Advanced

**Order Processing**

**Advanced Options**  
--Manage My Profile

**Tools**  
-- Smart ViewPoint  
-- Express Inventory

**Contact Us**  
IntraMall contact information

**Log Off**  
Exit the IntraMall

Click for Usage Report

Your Catalog on IntraMalls was last updated on DD-MM-YYYY

## Smart View Main Menu



### Purchasing Reports

- Sales by Catalog Number
- Historic Sales Analysis
- Sales by Day



### Usage Reports

- Number of Users
- Express Usage Report



### Item Analysis

- JWOD Purchases

Click for usage report

## Express Usage Report

Enter Date Range for report -- Beginning Date:  Ending Date:    
 Format: DD-MON-YY ex: 15-apr-09

Catalog Number	Product Name	Currently In Stock	Qty Sold	Nbr of Orders
11-0004-58	HISTRAP FF CRUDE 5X1 ML	1		
17-0402-03	HiTrap Protein A HP	1		
17-0404-01	HiTrap Protein G HP	1		
17-0405-01	HiTrap Protein G HP	1		
17-0407-01	HiTrap Heparin HP	2	1	1
17-0516-01	PhastGel Buffer Strips - SDS	9	3	1
17-0540-01	PhastGel Gradient - 10-15	3		
17-0542-01	PhastGel Gradient - 8-25	3		
17-0573-01	Sephadex G-50 DNA Grade F	2		
17-0618-01	Protein G Sepharose 4 Fast Flow	2	3	3
17-0624-01	PhastGel Homogeneous - 20	9		
17-0756-01	Glutathione Sepharose 4B	1	5	4
17-0780-01	Protein A Sepharose CL-4B	1	1	1
17-0851-01	Disposable PD-10 Desalting Columns	1	4	4
17-0891-01	Percoll (Sterile)	2	1	1
17-1151-01	HiTrap Q HP	2	1	1

## Product Searches: How Users Search Products

The various individual product searches are used when you wish to locate a specific product. This can be accomplished by using one or more of the following methods.

### Express Inventory Search – User View

Clicking on the **Express Inventory** link under Searches raises the page:

#### Express Inventory List

Select Vendor:

then:

Catalog Number	Product Name	UOM	Price	Quantity On Hand	Qty	
RPN2251	cAMP Direct EIA (non-acetylation protocol)	EA	377.40	0	<input type="text"/>	<input type="button" value="ADD TO CART"/>
RPN226	cGMP Direct EIA	EA	323.85	1	<input type="text"/>	<input type="button" value="ADD TO CART"/>
PA23001	Cy3 mono-Reactive Dye Pack	EA	220.00	3	<input type="text"/>	<input type="button" value="ADD TO CART"/>
PA53022	Cy3-dUTP	EA	260.80	4	<input type="text"/>	<input type="button" value="ADD TO CART"/>
PA25001	Cy5 mono-Reactive Dye Pack	EA	220.00	3	<input type="text"/>	<input type="button" value="ADD TO CART"/>

Note qty in stock

Type the qty you want next to the desired item and click "Add to Cart" button.

### Keyword Search- User View

From Navigation Bar located at the top of every page, enter the catalog number or manufacturer number of the desired product into the SEARCH text box at the top of the page.

Quick search of Catalog and Mfr Numbers

### Advanced Search – User View

This search method allows you to narrow or expand your search by several filtering criteria.

1. Click on the Advanced Search link under the Search header on the Main Page or in the header menu found at the top of any page in the IntraMall.

Shop	<b>Advanced Search</b>	Vendor Catalog	Vendor Alphabetically
Order	Order Status		
Navigate	Main Page	Manage Profile	Contact Us
			Log Off

The following Page appears:

## Advanced Search

In...	Find...	Matching...
Product Name:	<input type="text"/>	All of these words ▾
	<input type="checkbox"/> Search the Product Name AND description - to find more items!	
Catalog Number:	<input type="text"/>	
Manufacturer Name:	<input type="text"/>	
Manufacturer Number:	<input type="text"/>	
Sorted By:	<input type="text"/>	
Include:	All Items ▾	
	<input type="button" value="Start Search"/>	

[Advanced Search Tips](#)

Select one of the following:  
All items  
New Items Only  
Featured Items Only  
JWOD Only  
EXPRESS Items Only

## Vendor Catalog Searches – User View

To browse through your IntraMall catalog, click on the “Vendor Catalog” link on either the main page or in the Navigation Bar located at the top of each page.

### Search by Category



[Vendor Information](#)

- [Research & Technology Services](#)

**Business Type:**  
Small Business

**Orders Contact:** Cathy Kelly or John Dausch  
info@intramalls.com, 1-888-644-6255

Your “Storefront”, shows your logo, the categories of products offered for sale, contact information, and a link to vendor information.

**Vendor Information:** Clicking on either the vendor information link or your logo will take one to an html page that provides additional information about your company. You may choose whatever you wish to have on this web page. Some vendors have included such things as images and graphics, additional contact information, hours, shipping policy, return policy, promotions, description of company, etc.

**Product Category Selection:** Select from the Product Category Hierarchy to search and display products from the selected vendor.

1. Clicking a link from the list of product categories will open a list of subcategories beneath that link.
2. Repeat to drill down to the last list of subcategories.
3. Clicking on this last category opens a Search Results List of products in that category.

- Research & Technology Services
  - Computer services
    - Application service providers

## Search by Category



Vendor Information

Business Type:  
Small Business

Orders Contact: Cathy Kelly or John Dausch  
info@intramalls.com, 1-888-644-6255

## Search Results – User View

Lists all the products in the IntraMall that match your Search criteria.

special features

Click link to open product detail





Total Number of Matching Items: **641**

Catalog Number	Vendor Name	Product ▲	Price
10511012	Vendor 1	1 KB DNA EXTENSION LADDER Description: The 1 Kb DNA Extension Ladder is suitable for sizing linear double-stranded...	\$73.69
D-1041	Vendor 2	1 Kb DNA Ladder Description: 2,500 ul (500 ul x 5)...	\$260.00
DM-240-0020	Vendor 3	1 kb DNA Ladder Description: The 1 kb DNA ladder is suitable for sizing linear double-stranded DNA fragm...	\$54.00
N3232S	Vendor 4	1 kb DNA Ladder Manufacturer: Manufacturer 1 Mfr Nbr: N3232S Description: 1 kb DNA Ladder - 100 ug...	\$48.80

Click on a column heading to sort by that column

Click link to go to the vendor's web page for that product

Total Number of Matching Items: **641**

Key to Product Special Features	
	<b>Biobased</b> - Commercial or industrial items utilizing biological products or renewable domestic agricultural (plant, animal, and marine) or forestry materials.
	<b>Express Deliver</b> items are stocked in IntraMall's Warehouse for Same Day delivery. <ul style="list-style-type: none"> <li>• If insufficient quantity is on hand, the item will be filled directly by the Vendor.</li> <li>• Orders placed before 12 noon are delivered the same day</li> <li>• Orders placed after 12 noon will be delivered the next morning.</li> <li>• Currently this service is only available to NIH Locations in the Washington/Baltimore area.</li> <li>• All Express deliveries are charged \$20.00 shipping and handling per order.</li> </ul>
	<b>Ability One - NIB/NISH</b> - Mandatory source item available from the <a href="#">National Industries for the Blind</a> or <a href="#">National Industries for the Severely Handicapped</a> under the Javits-Wagner-O'Day program.
	<b>Recycled</b> - Item contains recycled content as described in the item detail (U.S. Environmental Protection Agency (EPA) item meeting <a href="#">EO 13101</a> ).

# Product Description Page – Users View

## Description

Product/Service: Combined Ambient, Dry Ice Shipper for Category B Shipments und n 650  
 Vendor: Vendor's Name [Vendor Information](#)  
 Catalog Number: 1000EF  
 Mfr. Name:  
 Mfr. Number:  
 Description: Preassembled for neurology shipments, includes ice chest and compartment for ambient containers

Click to go to Vendor's Information page



16in. x 9in. x 12.375 dimensions with orientation arrows, Ice Chest 7.75in. x 5.875in. x 8.5in. (ID) holding one pressure bottle for formalyn jar, & two ambient DS3-10 shippers for glass vials, all in once case biological substance packaging,biological substance shipper,biological substance cooler,biological substance ice chest,diagnostic specimen shipper,combined ambient dry ice biological substance shipper,neurology shipments

Quantity	Selection	Size	Unit of Measure	Price Type	Price Volume	Unit Price	List Price	Discount %
		4/case	case	Open Mkt	1	\$99.00	\$99.00	0%
					2	\$98.00	\$98.00	0%
					3	\$97.00	\$97.00	0%
					4+	\$96.00	\$96.00	0%

Typing in the quantity determines which price volume and unit price will go into the user's shopping cart.

**Options**

Add Selected Item to the Shopping Cart

Add Selected Item to Your Personal Shopping List with Comments

Add Selected Item to CAN/Acct Nbr Shopping List  with Comments

Comments:

**Other Resources:**

- [Hot Link](#) to item at vendor's website.

Click for additional product information

## Product Description Page – Vendor’s View

Provides you with detailed product and pricing information. It allows you to view all the information on a single product and also to edit its prices.

### Description

**Product/Service:** Single Channel Pipette Calibrations

**Vendor:** Vendor 1 [Vendor Information](#)

**Catalog Number:** SC

**Mfr. Name:**

**Mfr. Number:**

**Description:**

Price Volume	Capacity Volume	UOM	Price Type	Unit Price	List Price	Discount %
<b>Prices for: USDA-ARS</b>						
1-10		per pipette	Open Mkt	\$27.50	\$27.50	0%
11-20		per pipette	Open Mkt	\$25.50	\$25.50	0%
21+		per pipette	Open Mkt	\$24.00	\$24.00	0%
<b>Prices for: National Institutes of Health</b>						
1-10		per pipette	Open Mkt	\$27.50	\$27.50	0%
11-20		per pipette	Open Mkt	\$25.50	\$25.50	0%
21+		per pipette	Open Mkt	\$24.00	\$24.00	0%

Pricing/Discount Information: A fee of \$25 per day will be charged for travel

[Edit Price\(s\)](#)

Click to edit catalog prices for ARS and/or NIH

#### Other Resources:

- [Hot Link](#) to item at vendor's website.



## Order Processing

### Email Notifications

Whenever you receive IntraMall orders, price quotes, or comments on orders, the IntraMall will automatically generate an email notification to whomever is set up in your company's IntraMall profile. This same person can also receive an email notification every time a transaction ("Charge") is entered on the IntraMall. To select or de-select any of these email notification options click on the "Manage your profile" link on the Main Menu.

=====  
INTRAMALL NOTIFICATION  
=====

To access IntraMall click <https://inramalls.com/login.html>

The following Price Quotes are ready for pickup

8301835560 - Ready for Vendor Pickup

The following new orders are ready for pickup

8301835582 - Ready for Vendor Pickup

A comment has been entered for the following orders

8301835582

Regards,

the IntraMalls Customer Service Team

1-888-644-6255  
=====

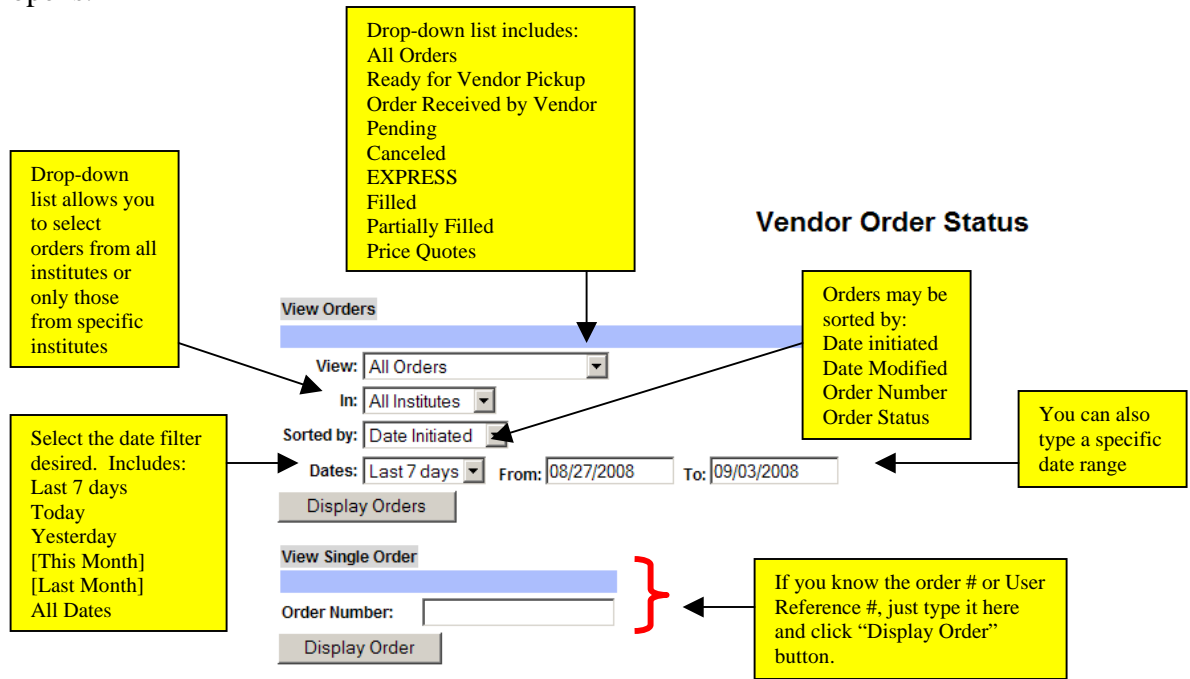
If you would like to change your notification preferences,

log into the IntraMall and select 'Manage My Profile' then 'Edit Preferences'

Our email notifications are automatically sent out hourly in batches, so that you may receive a single email with several notifications on them. Please do not respond to these notifications, since our server generates them. If you have a question, contact the IntraMall help desk at [info@inramalls.com](mailto:info@inramalls.com) or phone 888-644-6255.

## Searching for Orders

- To find an order click on the “Order Processing” link on the Main Menu. The following page opens.



## 2. Explanation of Order Statuses:

- “Ready for Vendor Pickup” – An order that has not as yet been opened by you.
- “Order Received by Vendor” – An order that you have opened but have not as yet indicated any action on it.
- “Pending” – An order that you modified to indicate one or more items are back ordered.
- “Canceled” – An order you have canceled.
- “Filled” – An order that you modified to indicate that all the items are shipped and charged.
- “Partially Filled” – An order that you modified to indicate that one or more items have been partially shipped.
- “Price Quote” – This is not really an order but a request from a user for a price quote on one or more items.

## Vendor Order Listing

Clicking on Order # opens the order for processing.

There are three types of orders:  
Mall orders  
*EXPRESS* orders  
Price Quotes

P.O. Order #	User Ref Nbr	Last Modified Date	Date Ordered	Organization	Purchaser	Order Status	Order Type
<a href="#">8302836381</a>	ma866611	29-OCT-08	28-OCT-08	NIH	Buyer 1	Order Received by Vendor	Mall
<a href="#">8302836316</a>			28-OCT-08	NIH	Buyer 2	Filled	<i>EXPRESS</i>
<a href="#">8302836261</a>	1028084	29-OCT-08	28-OCT-08	NIH	Buyer 3	Order Received by Vendor	Mall
<a href="#">8302836267</a>		30-OCT-08	28-OCT-08	NIH	Buyer 4	Filled	Mall
<a href="#">8302836184</a>		30-OCT-08	28-OCT-08	NIH	Buyer 5	Filled	Mall
<a href="#">8302836003</a>	JD103008C		28-OCT-08	NIH	Buyer 6	Filled	<i>EXPRESS</i>
<a href="#">8302836002</a>		29-OCT-08	28-OCT-08	NIH	Buyer 7	Filled	Price Quote

Download Orders

Click button only if you need to download the orders.

1. The results are displayed according to the type of sort you selected in the “Vendor Order Status” screen.
2. To process an individual order, simply click on its order #. The order detail page will open.
3. If the buyer has sent a comment with the order there will be a red link to it in the “Order Status” column.
4. With the exception of the security code, data from all orders is permanently stored on our secure server and backed up daily. The security code is stored until the order is filled, at which time it is permanently deleted.
5. Some vendors may desire to download order data to either upload into their system or to provide a report based on whatever criteria was used to obtain the Vendor Order Listing. To do so, click on the “Download Orders” button and save the file on your computer. It can then be imported into a database or a spreadsheet. For example, open MS Excel and click File...Open. Selecting the saved file opens an Import Wizard. Choose “Delimited”...Next and then “Comma”...Finish.
6. Vendors whose IntraMall orders are integrated into their own systems have an additional “Transfer Status” column.

# The Order Detail Page

## Vendor Order Detail

Fisher Scientific Company L.L.C.: Mall Order Printer Friendly View [Instructions](#)

---

**General Information**

Purchaser Name: Buyer 1	Credit Card #: 1111111111111111	Credit card information. <b>NOTE:</b> Once the order is filled the security code is deleted and replaced with XXX
User's Reference: JKD201A <span style="font-size: small; color: red;">Please show User's Reference on packing slip</span>	Credit Card Exp. Date: JAN/2010	
Purchase Order Number: 8274013456	Security Code: XXX	
Status: Filled	Date Last Modified: 08-OCT-08 at 03:48 PM	
Transfer Status: Awaiting Transfer	Date Order Placed: 30-SEP-08 at 04:58 PM	

Vendors Ref Number:

---

<b>Ship To:</b>	<b>Bill To:</b>
Requester NIH / NCI 10 Center Dr. Building: 10/CRC Room #: 204 Bethesda, MD 20892 Office Phone: 410-889-5336	Buyer 1 NIH / NCI 31Center Dr. Building: 31 Room #: 9B5 Bethesda, MD 20892 Office Phone: 888-644-6255

Shipping info. Cardholder's information

Shipping Method: Vendor's Standard Delivery Note shipping method

Catalog Number	Product Name	Total		Current Shipment			Other Details	Status
		Ordered	Shipped	Unit Price	Quantity	Total		
951486752	test kit	12	0	3.75	12	45.00	Unit Price: \$3.75 Volume: 12 Type: Contingent UOM: EA Size: EACH	Awaiting Processing
Items colored green have the Type: Contingent. Such items are not in your IntraMall catalog and are contingent upon your agreeing to ship the item. See 4e below.								
A27250	Acetyl Chloride (Certified), FisherChemical <span style="font-size: small; color: red;">Note: 875269</span>	2	0	44.37	2	88.74	Unit Price: \$44.37 Volume: 1+ Type: Open Mkt/BPA UOM: EA Size: 1EA/EA	Awaiting Processing
Special quote number given to user by your sales rep.								
A512500	Ammonium Hydroxide (TraceMetal), FisherChemical	1	0	112.11	1	112.11	Unit Price: \$112.11 Volume: 1+ Type: Open Mkt/BPA UOM: CS Size: 6EA/CS	Awaiting Processing
NC9258346	1 Gallon Ethanol	3	0	52.16	3	156.48	Unit Price: \$52.16 Volume: 1+ Type: Open Mkt/BPA UOM: EA Size: 1EA/EA	Awaiting Processing

**Order Action: Choose an option and click "Submit Action"**

Update  
 Charge the Order  
 Credit the Order  
 Cancel the Whole Order

Unique Charge ID: 1905501644804

Submit Action

Item Total: 0.00  
 Shipping Total: .00  
 Handling Total: .00  
 Tax Total: TAX EXEMPT  
 Grand Total: 0.00

Select type of action and then click submit button

This is the order number preceded by a 1 and followed by 2 digits. The last 2 digits correspond to the next transaction. In this case, the next transaction would be the third one. The purpose is to provide a unique number that can be used each time you charge the user's credit card.

**Communications:**

Date	From	Comment
24-FEB-09	Buyer	When will this order ship?

Add to Comments

To send a comment to buyer, type here then click button

Comment from buyer

**Transaction History:**

	Transaction Number	Included in Shipment			Date Shipped	S&H	Total
		Item	Price	Qty			
Delete	2245108	951486752	\$3.75	12	24-FEB-2009	\$0.00	\$45.00
Delete		A27250	\$44.37	2	24-FEB-2009	\$0.00	\$200.85
		A512500	\$112.11	1			
Delete	2245128	NC9258346	\$52.16	3	24-FEB-2009	\$0.00	\$156.48

Click to delete transaction and start over

Record of transactions on this order

Incorrect transactions can be removed by clicking the Delete button and re-submitting the shipping information.

## Processing Regular Orders

1. The **"General Information"** section of the order contains such important information as the purchaser's name, Order #, User Reference #, credit card # and expiration date, NIH Institute or ARS Area, and date of order. There is also an optional "Reference Number" field for you to use should you wish to reference your own internal order number.
2. There are two sets of addresses: a "Ship-to" address and a "Bill-to" address. The "Bill-to" address is the address associated with the buyer's credit card.
3. Always take note of the **"Shipping Method"**. There are four types: "Vendor's Standard Delivery", "2<sup>nd</sup> Day", "3<sup>rd</sup> Day", and "Overnight".
4. The line item details for each of the products ordered consists of several columns:
  - a. Catalog number
  - b. Product Name: in addition to the product name, the buyer may have attached a "Vendor Quote Nbr" (appearing in red) for this line item. This is where the buyer can add a special quote number given to him by your sales rep.
  - c. The "Total" column shows the total number of items ordered and how many have been currently shipped by you. When you first open an order the totals shipped are all 0.
  - d. The "Current Shipment" Column has three sub-columns: Unit Price, Qty, and Total.

- By default, the unit price is the price listed on the IntraMall. Remember, **by contract you have agreed to guarantee these prices**. The software will not allow you to complete the processing if you try charging a higher unit price. You may, however lower the unit price.
  - Likewise, by default, the quantity is the amount ordered. If you are only shipping part of the item you may change the “Qty”. When you click out of the field the IntraMall will automatically multiply the Qty times the unit price to update the Total for the line item.
  - To back-order the item, change the Qty to 0.
  - There is also a checkbox to cancel the item. To avoid accidental cancellation, a warning box pops up when you click this checkbox.
- e. The “Other Details” column contains additional item details that are part of the catalog data you supplied to us. **Particular attention should be paid to the “Cost Type”**, the unit (ex. dozen) on which the unit price is based.
- **NOTE:** If the item is colored green and it says ”**Type: Contingent**” in this column, it indicates that the item is not listed in your IntraMall catalog. The buyer typed in all the information, including prices and it is contingent upon you being willing to ship the item. You may charge up to 10% more than the price requested without first getting the buyer’s permission. If the buyer agrees to the higher price, call our help desk at 888-644-6255 and we will immediately change the price so that you can properly update the IntraMall order.
- f. The “Status” column shows the current status for a line item. Item Statuses include: “Awaiting Processing”, “Filled”, “Partially Filled”, “Pending”, and “Canceled”.
5. In the “**Order Action**” section select one of several actions then click the “Submit Action” button. These actions include:
- a. **Update** - submitting this action only recalculates the totals on the entire order after you have changed something in the “Current Shipment” section. It does not change any statuses and is only for the purpose of checking before you complete a transaction or to add a reference number.
  - b. “**Charge the Order**” – this selection creates a transaction that is recorded in the “Transaction History” section lower on the page. It also changes the statuses of line items and the entire order. In addition, it recalculates the outstanding quantity and \$ amount in each line item as well as outstanding totals for the entire order.
  - c. “**Credit the Order**” - Set the quantity and amount to be credited on an item or in shipping/handling then make the quantities 0 for all the other items. Select “Credit the Order” and click the “Submit Action” button. A credit transaction will appear at the bottom of the page.
  - d. “**Back Order all Items**”
  - e. “**Cancel the whole order**”
6. The **unique charge id** is automatically changed by the IntraMall with each transaction you create and can be used as a unique number when submitting a charge to the credit card processor. Buyers find this number very helpful when reconciling IntraMall orders to your credit card charge.
7. If the buyer has an entry in the “User Reference” field under the General Information section, please be sure to include it on the packing slip.
8. The **authorization code** field is optional. This is where you can type, if you wish, the authorization code from the credit card processor.

Processing **EXPRESS** Orders

**Note: this section only applies to vendors who have inventory in the IntraMall's EXPRESS warehouse.**

Participating vendors will receive an email notification for any EXPRESS order shipped. IntraMall **EXPRESS** Orders are already Filled and Delivered by the IntraMall Warehouse! Simply enter the data into your own system and charge the amounts to the Purchasers' Credit Cards.

**EXPRESS** Order - Already Filled!

Vendor's Name		<a href="#">Printer Friendly View</a>	<a href="#">Instructions</a>					
<b>General Information</b>								
<b>Purchaser Name:</b>	Buyer's Name	<b>Credit Card #:</b>	XXXXXXXXXXXXXXXXXX					
<b>User's Reference:</b>		<b>Credit Card Exp. Date:</b>	MMM/YYYY					
		<b>Security Code:</b>	XXX					
<b>Purchase Order Number:</b>	9055016428	<b>Date Last Modified:</b>	24-FEB-09 at 11:54 AM					
<b>Status:</b>	Filled	<b>Date Order Placed:</b>	24-FEB-09 at 10:58 AM					
<b>Transfer Status:</b>	Awaiting Transfer							
<b>Vendors Ref Number:</b>	<input type="text"/>							
<b>Ship To:</b>		<b>Bill To:</b>						
Ship-to Name NIH / NCI 31 CENTER DR Building: 31 Room #: BBBBN BETHESDA, MD 20892 Office Phone: 888-644-6255		Buyer's Name NIH / NCI 31Center Dr. Building: 31 Room #: BBBBN Bethesda, MD 20892 Office Phone: 888-644-6255						
<b>Shipping Method:</b> Vendor's Standard Delivery								
Catalog Number	Product Name	Total		Current Shipment			Other Details	Status
		Ordered	Shipped	Unit Price	Quantity	Total		
PA45011	ECL PLEX G-A-R IGG, CY5, 150UG	1	1	23.06	0	0.00	Unit Price: \$23.06 Volume: 1+ Type: Open Mkt/BPA UOM: EA Size: 1 EA	Filled

RPN2251	cAMP Direct EIA (non-acetylation protocol)	1	1	274.76	0	0.00	Unit Price: \$274.76	Filled
							Volume: 1+	
							Type: Open Mkt/BPA	
							UOM: EA	
							Size: 96 wells	
<b>Order Action: Choose an option and click "Submit Action"</b>				Item Total:		0.00		
<input checked="" type="radio"/> Update <input type="radio"/> Charge the Order <input type="radio"/> Credit the Order <input type="radio"/> Cancel the Whole Order				Shipping Total:		.00		
Unique Charge ID: 1905501642802				Handling Total:		.00		
Submit Action				Tax Total:		TAX EXEMPT		
				Grand Total:		0.00		

**Communications:**

Date	From	Comment
Add to Comments		

**Transaction History:**

	Transaction Number	Included in Shipment			Date Shipped	S&H	Total
		Item	Price	Qty			
Delete	2245149	PA45011	\$23.06	1	24-FEB-2009	\$20.00	\$317.82
		RPN2251	\$274.76	1			

Incorrect transactions can be removed by clicking the Delete button and re-submitting the shipping information.

## Processing Price Quotes

1. When one clicks on the "Order Processing" link in the menu, the default view "All orders" will include price quotes. The resulting list of orders will label the orders as either "Mall" (for orders), *EXPRESS* ( for *EXPRESS* orders) or "Price Quote". Selecting the view "Price Quote," however, will return only price quotes.
2. Note the "Printer Friendly Version" link at the top of the page
3. The optional "Vendor Quote Nbr" field may be used if you wish to provide the user with such a number.
4. The "Customer's Request for Quote" section is the product information the user is providing.
5. Although the default information under the "Vendor's Response" section consists of what the user requested, it is fully editable. There is also a line item note field that you can use if needed. There is an additional communication area lower on the page intended for general comments on the entire price quote. When finished, click the **Submit Quote** button.



Appearance of Price Quote Request when first opened

**Vendor 1 : Price Quote** Printer Friendly View

---

**General Information**

Requested by: Buyer 1  
 User's Reference:  
 Price Quote Number: 8302013748      Date Last Modified: 28-OCT-08 at 09:59 AM  
 Status: Ready for Vendor Pickup      Date Request Placed: 28-OCT-08 at 09:59 AM  
 Vendor Quote Nbr:

---

**Address**

Buyer 1  
 31Center Dr.  
 Building: 31 Room #: 9B5  
 Bethesda, MD 20892  
 Office Phone: 888-644-6255

1. Buyer's original Price Quote Request

2. Make any edits as needed

3. Add any comments and click "Submit Quote."

**Customer's Request for Quote**

Catalog Number	Product Name	Qty	Capacity /Vol	Unit	Unit Price	Total Price	List Price	Note
054068	5417 Centrifuge	1		each	.00	.00	.00	

**Vendor Response**

**Instructions to Vendor:** In the space below, make changes as necessary to enable you to accept an order for the item(s) listed in the Customer's Request for Quote. Then fill in the Unit Price and click Submit Quote. You may report availability, term of validity and/or additional information in a 'Note to Buyer'.

Catalog Number *	Product Name *	Qty	Capacity Volume	Unit	Unit Price *	Total Price	List Price	Note to Buyer
<input type="text" value="054068A"/>	<input type="text" value="5417R Centrifuge, 115V"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="each"/>	<input type="text" value="6203.99"/>	<input type="text" value="6,203.99"/>	<input type="text" value="0"/>	<input type="text" value="buyer1@mail.nih.gov"/>

**Communications:**

Date	From	Comment
Add general comments here => <input type="text"/>		

- After you submit the price quote, the section where the user's original request was found is replaced with the "Last Price Quote by Vendor" section. The original user's request is now in the "Communications" section. The "Vendor's Response" section also has the information from the vendor's last price quote, but all of these fields are editable. Making changes and clicking the **Submit Quote** button will send an updated price quote back to the user. Repeat if necessary.
- If the buyer turns your price quote into an order, the order will reference your quote number.

Appearance of Price Quote after completion by vendor.

**Vendor 1 : Price Quote** [Printer Friendly View](#)

**General Information**

Requested by: Buyer 1  
 User's Reference:  
 Price Quote Number: 8302013748 Date Last Modified: 29-OCT-08 at 09:58 AM  
 Status: Complete Date Request Placed: 28-OCT-08 at 09:59 AM  
 Vendor Quote Nbr:

**Address**

Buyer 1  
 31Center Dr.  
 Building: 31 Room #: 9B5  
 Bethesda, MD 20892  
 Office Phone: 888-644-6255

Last Price Quote by Vendor								
Catalog Number	Product Name	Qty	Size	Unit	Unit Price	Total Price	List Price	Note
054068A	5417R centrifuge, 115V	1		each	6,203.99	6,203.99	.00	email: buyer1@mail.nih.gov

Vendor's last response

If needed, vendor's second edit of price quote

**Vendor Response**

**Instructions to Vendor:** In the space below, make changes as necessary to enable you to accept an order for the item(s) listed in the Customer's Request for Quote. Then fill in the Unit Price and click Submit Quote. You may report availability, term of validity and/or additional information in a 'Note to Buyer'.

Catalog Number *	Product Name *	Qty	Size	Unit	Unit Price *	Total Price	List Price	Note to Buyer
<input type="text" value="054068A"/>	<input type="text" value="5417R centrifuge, 115V"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text" value="each"/>	<input type="text" value="6203.99"/>	<input type="text" value="6,203.99"/>	<input type="text" value="0"/>	<input type="text" value="email: buyer1@mail.nih.gov"/>

**Communications:**

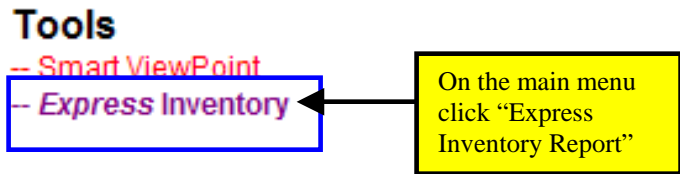
Date	From	Comment
12-AUG-08	Buyer	Price Quote requested for Catalog Nbr: 054068A 5417R centrifuge, 115V Quantity: 1 Note: email: buyer1@mail.nih.gov

Add general comments here =>

Buyer's original price quote request

# Reports

## Express Inventory Report



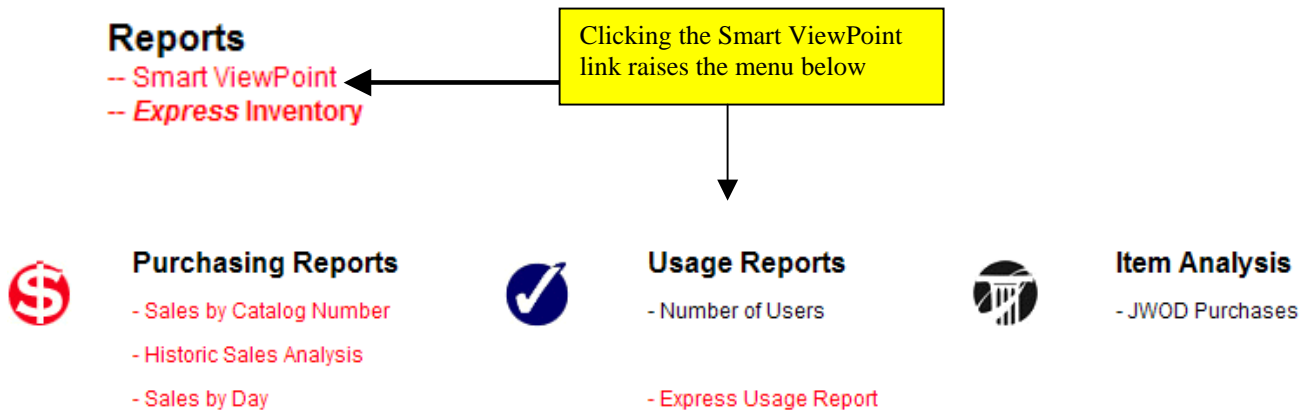
this gives rise to the following report:

[Export to Excel](#)

Catalog Number	Product Name	Pricing Details			Lot Details		Min Stock	Max Stock	Available	Obligated Not Shipped
		Capacity	UOM	Price	Number	Quantity				
DDM2251	Comp Direct Exp / Mos	86 walls	EA	\$277.40	40	0	1	2	0	0

## Smart ViewPoint Dashboard

Smart ViewPoint connects the user with live reporting on a wide variety of usage, transaction and spending issues vital to every organization. Get on-demand views of all your historical activities here. Click on the Smart ViewPoint link in the main menu.



# Sales by Catalog Number Report

## Vendor Item Sales Report

Enter Date Range for report -- Beginning Date:  Ending Date:    
 Format: DD-MON-YY ex: 15-apr-09

Catalog Number	Number of Orders	Units Sold	Average Price	Extended Price
L2654-1MG	1	20	29.00	580.00
Z353736-4EA	1	12	70.00	840.00
L2630-100MG	1	10	186.00	1,860.00
L0401-1MG	1	10	120.00	1,200.00

# Historic Sales Analysis

## Historical Purchases Analysis

Organization:

Report Type:

Date Type:

Reference Year:

Comparison Year:

### National Institutes of Health (NIH)

2008													
Division	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CC	198.00	956.20	.00	2,129.50	207.10	1,398.30	978.60	1,000.00	215.90	638.70	412.00	.00	8,134.30
NCI	100,527.00	60,015.55	64,649.72	89,409.65	80,278.63	80,881.74	92,759.30	99,606.27	79,339.88	89,882.49	122,625.17	16,005.42	975,980.82
NEI	12,014.37	7,686.73	14,981.48	9,080.33	8,849.09	10,135.48	10,973.60	7,329.67	11,451.68	13,109.13	9,435.14	164.65	115,211.35
NHGRI	16,399.63	33,874.31	24,394.36	21,232.53	25,236.14	29,688.24	56,009.04	25,238.55	29,009.57	33,499.13	26,733.48	342.30	321,657.28
NHLBI	17,284.83	22,408.36	21,925.53	29,700.64	9,284.81	15,170.64	26,979.16	15,249.17	6,977.42	17,542.11	8,273.99	102.10	190,898.76
NIA	4,052.34	3,907.83	2,802.88	3,895.83	4,199.28	5,939.18	1,928.26	4,404.11	5,761.09	6,434.48	5,130.76	.00	48,456.04
NIAID	26,667.73	29,477.26	17,487.05	26,569.68	14,989.53	19,325.64	22,016.71	20,739.36	28,494.92	34,479.89	50,147.87	795.90	291,191.54

2007													
Division	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CC	1,069.85	675.16	197.20	207.33	261.59	1,446.02	1,034.58	294.59	1,252.31	698.30	.00	1,001.26	8,138.19
NCI	93,241.76	97,802.93	58,908.56	69,036.93	86,672.35	79,425.62	63,621.09	94,994.69	80,412.63	80,125.43	124,627.08	44,192.20	973,061.27
NEI	340.50	.00	.00	1,226.28	.00	1,642.10	314.92	826.02	1,538.14	3,166.24	8,294.85	1,425.97	18,775.02
NHGRI	19,784.08	39,412.14	11,921.85	18,928.37	2,973.60	7,066.85	4,809.77	8,106.25	20,206.34	12,681.13	18,053.34	11,910.40	175,854.12
NHLBI	11,540.05	10,054.26	22,466.57	24,786.09	16,039.75	24,606.86	37,130.34	22,240.65	38,898.59	25,157.12	40,741.92	17,191.91	290,854.11
NIA	455.20	1,608.88	1,901.49	3,712.72	3,104.51	3,043.77	3,459.26	4,256.44	1,919.77	5,155.15	5,965.61	.00	34,582.80
NIAID	11,821.03	16,657.41	7,466.93	16,363.59	9,030.96	19,119.98	17,755.17	37,809.63	8,335.47	9,986.81	23,079.22	28,179.08	205,605.28

## Smart View: Daily Purchase Report

Report dates:  to

Date ▼	Nbr of Orders	Total Orders (Including S&H)	Price	List Price	Savings	Pct Saved Over List
04-SEP-08	5	3,613.73	3,613.73	4,052.00	438.27	11%
03-SEP-08	9	10,813.65	10,813.65	12,165.00	1,351.35	11%
02-SEP-08	23	15,747.09	15,747.09	17,619.00	1,871.91	11%
30-AUG-08	4	2,456.08	2,456.08	2,791.00	334.92	12%
29-AUG-08	19	11,532.72	11,532.72	13,053.00	1,520.28	12%
28-AUG-08	14	11,231.02	11,231.02	11,677.00	445.98	4%
27-AUG-08	23	19,123.09	19,123.09	21,385.00	2,261.91	11%

## *Express Usage Report*

## Express Usage Report

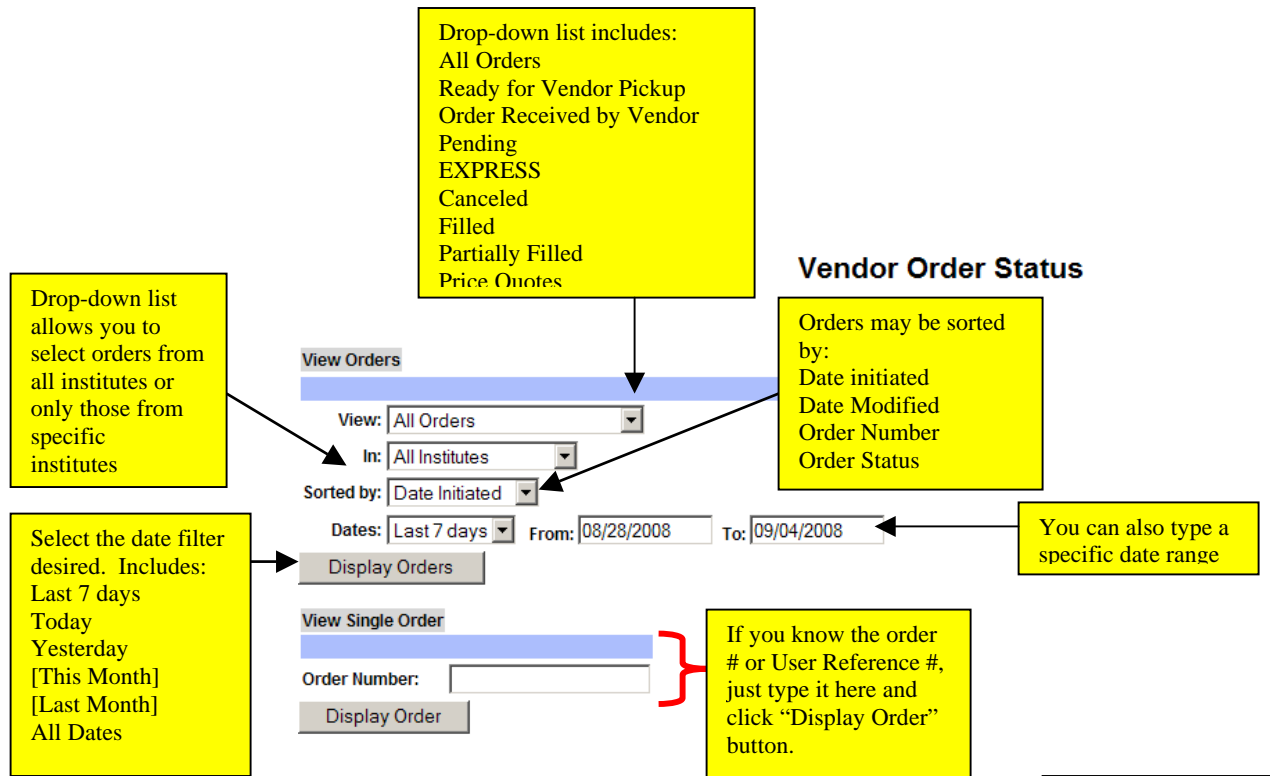
Enter Date Range for report -- Beginning Date:  Ending Date:    
 Format: DD-MON-YY ex: 15-apr-09

Catalog Number	Product Name	Currently In Stock	Qty Sold	Nbr of Orders
B0202S	T4 DNA Ligase Reaction Buffer	0	3	1
B7000S	Buffer Set 1,2,3,4 & BSA	2	0	0
B7002S	Buffer 2	1	3	1
C2566L	T7 Express Competent E. coli (High Effic.)	2	0	0

# QUICK REFERENCE GUIDE TO ORDER PROCESSING

## STEP 1: SEARCHING FOR ORDERS

To find an order click on the “Order Processing” link on the Main Menu. The following page opens.



## STEP 2: VENDOR ORDER LISTING

Click link to open order details

P.O. Order #	User Ref Nbr	Last Modified Date	Date Ordered	Organization	Purchaser	Order Status	Order Type
8302836381	ma866611	29-OCT-08	28-OCT-08	NIH	Buyer 1	Order Received by Vendor	Mall
8302836316			28-OCT-08	NIH	Buyer 2	Filled	EXPRESS
8302836261	1028084	29-OCT-08	28-OCT-08	NIH	Buyer 3	Order Received by Vendor	Mall
8302836267		30-OCT-08	28-OCT-08	NIH	Buyer 4	Filled	Mall
8302836184		30-OCT-08	28-OCT-08	NIH	Buyer 5	Filled	Mall
8302836003	JD103008C		28-OCT-08	NIH	Buyer 6	Filled	EXPRESS
8302836002		29-OCT-08	28-OCT-08	NIH	Buyer 7	Filled	Price Quote

Download Orders

Click button only if you need to batch-download the orders.

# Step 3A: PROCESSING ORDERS

## Vendor Order Detail

Fisher Scientific Company L.L.C.: Mail Order		Printer Friendly View	Instructions
General Information			
Purchaser Name:	Buyer 1	Credit Card #:	1111111111111111
User's Reference:	JKD201A	Credit Card Exp. Date:	JAN/2010
<i>Please show User's Reference on packing slip</i>		Security Code:	XXX
Purchase Order Number:	8274013456	Date Last Modified:	08-OCT-08 at 03:48 PM
Status:	Filled	Date Order Placed:	30-SEP-08 at 04:58 PM
Transfer Status:	Awaiting Transfer		
Vendors Ref Number:	<input type="text"/>		

Note credit card information

Ship To:	Bill To:
Requester NIH / NCI 10 Center Dr. Building: 10/CRC Room #: 204 Bethesda, MD 20892 Office Phone: 410-889-5336	Buyer 1 NIH / NCI 31Center Dr. Building: 31 Room #: 9B5 Bethesda, MD 20892 Office Phone: 888-644-6255

Note ship-to info.

Cardholder's information

Note shipping method

Shipping Method: Vendor's Standard Delivery

Special quote number offered by your company for additional discount.

Catalog Number	Product Name	Total		Current Shipment			Other Details	Status
		Ordered	Shipped	Unit Price	Quantity	Total		
44583-1MG	DOXORUBICIN HYDROCHLORIDE FOR &	1	1	30.40	0	0.00	Unit Price: \$30.40 Volume: 1+ Type: Open Mkt UOM: EA Size: 1MG	Filled
A5131-1KG	L-ARGININE MONOHYDROCHLORIDE REAGENT &	3	3	161.00	0	0.00	Unit Price: \$161.00 Volume: 1+ Type: Open Mkt UOM: EA Size: 1KG	Filled
E1383-25MG	ETOPOSIDE	1	1	48.20	0	0.00	Unit Price: \$48.20 Volume: 1+ Type: Open Mkt UOM: EA Size: 25MG	Filled
G4376-5G	GLUTATHIONE OXIDIZED FORM FREE ACID &	5	5	154.00	0	0.00	Unit Price: \$154.00 Volume: 1+ Type: Open Mkt UOM: EA Size: 5G	Filled
P5542-25UN	PHOSPHOLIPASE C PHOSPHATIDYLINOSITOL- S	1	1	464.00	0	0.00	Unit Price: \$464.00 Volume: 1+ Type: Open Mkt UOM: EA Size: 25UN	Filled
U0631-5KG	UREA SIGMAULTRA	2	2	185.72	0	0.00	Unit Price: \$185.72 Volume: 1+ Type: Open Mkt/BPA UOM: EA Size: 5KG	Filled

Vendor quote Nbr: 852963

**Order Action: Choose an option and click "Submit Action"**

Update  
 Charge the Order  
 Credit the Order  
 Cancel the Whole Order

Unique Charge ID:

Item Total:   
 Shipping Total:   
 Handling Total:   
 Tax Total: TAX EXEMPT  
 Grand Total:

Select type of action and then click submit button

**Communications:**

Date	From	Comment
19-FEB-09	Buyer	When will this order ship?

Note comment from buyer

**Transaction History:**

	Transaction Number	Included in Shipment			Date Shipped	S&H	Total
		Item	Price	Qty			
<input type="button" value="Delete"/>	4092257	A5131-1KG	\$161.00	3	19-FEB-2009	\$0.00	\$1,672.64
		E1383-25MG	\$48.20	1			
		G4376-5G	\$154.00	5			
		U0631-5KG	\$185.72	2			
<input type="button" value="Delete"/>	4092315	44583-1MG	\$30.40	1	19-FEB-2009	\$0.00	\$494.40
		P5542-25UN	\$464.00	1			
<input type="button" value="Delete"/>	4092336	44583-1MG	\$30.40	1	19-FEB-2009	\$0.00	\$494.40
		P5542-25UN	\$464.00	1			

To delete transaction and start over

Record of transactions on this order

Incorrect transactions can be removed by clicking the Delete button and re-submitting the shipping information.

## STEP 3B: PROCESSING PRICE QUOTES

**Vendor 1 : Price Quote** Printer Friendly View

**General Information**

Requested by: Buyer 1  
 User's Reference:  
 Price Quote Number: 8302013748  
 Status: Ready for Vendor Pickup  
 Vendor Quote Nbr:

Date Last Modified: 28-OCT-08 at 09:59 AM  
 Date Request Placed: 28-OCT-08 at 09:59 AM

**Address**

Buyer 1  
 31Center Dr.  
 Building: 31 Room #: 9B5  
 Bethesda, MD 20892  
 Office Phone: 888-644-6255

**Customer's Request for Quote**

Catalog Number	Product Name	Qty	Capacity /Vol	Unit	Unit Price	Total Price	List Price	Note
054068	5417 Centrifuge	1		each	.00	.00	.00	

**Vendor Response**

**Instructions to Vendor:** In the space below, make changes as necessary to enable you to accept an order for the item(s) listed in the Customer's Request for Quote. Then fill in the Unit Price and click Submit Quote. You may report availability, term of validity and/or additional information in a 'Note to Buyer'.

Catalog Number *	Product Name *	Qty	Capacity Volume	Unit	Unit Price *	Total Price	List Price	Note to Buyer
<input type="text" value="054068A"/>	<input type="text" value="5417R Centrifuge, 115V"/>	<input type="text" value="1"/>		each	<input type="text" value="6203.99"/>	<input type="text" value="6,203.99"/>		<input type="text" value="buyer1@mail.nih.gov"/>

**Communications:**

Date	From	Comment
<input type="text" value="Add general comments here =&gt;"/>		

Optional: Enter your own quote # here

Type line item comments here

Customer's quote request

Your price quote - all fields are editable

Type general comments for entire order

When done, click "Submit Quote" button



## FAQ's

IntraMall Customer Support can be contacted at [info@intramalls.com](mailto:info@intramalls.com) or at 888-644-6255

### Gaining Access to the IntraMall

**1. What are the hours of operation of the IntraMall?**

The IntraMall is available 24 hours/day, 7 days/week. You also have access to it from your home computer via the Internet. Our customer support team is available Mondays through Fridays from 8:30 a.m. to 5:00 p.m. EST

**2. What is our User Id and password?**

When your store is ready to open on the IntraMall we email this access information to you. If it has been misplaced, contact our customer support team.

**3. Can we have more than one login to our IntraMall account?**

Yes. You may have as many as you feel you need. However one must be careful when pulling orders that someone else in your company is not doing the same thing leading to duplication of shipments.

**4. Can our sales rep have access to our product listing in the IntraMall without being able to affect orders?**

Yes. Contact our customer support team and we will create such an account for them.

**5. My password doesn't work. How can I get into the IntraMall?**

Make sure your Caps Lock is turned off. Do not rely on the auto-fill feature of your browser – it may have changed. Click on the "Forgot password?" link on the login page and type in your userid and email address. You will receive an email containing your password. If you still need help, contact the IntraMall help desk at 888-644-6255.

### Managing Your Profile

**6. Where can we change our IntraMall password?**

Log into the IntraMall with the current password and click on the "Manage Your Profile" link under the Advanced Options section of the menu. Scroll down and type in the new password and confirm password. Click the "Submit Change" button.

**7. How many emails can be sent to us per email notification?**

Two. If the total number of characters is too great for the field, then only one is possible. Click on the "My profile" link on the main page and in the "Corporate Email Notification Preferences" section type in the two email addresses separated by a semi-colon.

**8. Where can we change the email address that receives automatic IntraMall Notifications?**

Click on the "Manage Your Profile" link on the menu and scroll down to the "Corporate Email Notification Preferences" section. Type in the new email address; select the check boxes for the type of notifications you desire and click the "Save Preferences" button.

**9. How do I change our company's contact information that appears on our storefront?**

Click on the "Vendor Catalog" search on the menu. You will see your company's logo, contact information, link to your vendor information page, and a listing of your product categories. To change the contact information click on the "Manage Your Profile" link on the main menu and scroll down to the blue link "Change Store Front". Enter the correct information in simple html text and click the preview button. If everything is OK, click to "Save Changes". If you would like us to do this for you just email the desired contact information to our customer support team.

## Finding Orders

**10. How will we know when we get an IntraMall order?**

The IntraMall server sends out an automatic email notification whenever your company receives an order, a price quote request, or a comment from the buyer. These emails are sent out every hour. Click on the "Manage Your Profile" link to add your email address and to check off the type of notifications you wish.

**11. I have been notified of an order and want to open it. How do I do this?**

Click on the "Order Processing" link in the menu. Type the order number given in the email notification and click the Display button. If a user calls and gives you the User Reference number, you may also type in that number.

**12. How can I get a list of orders by type of order?**

Select the type of orders you wish to see from the "View:" drop down list on the Vendor Order Status page.

**13. How can I get a list of orders by buyer organization?**

Select the organization desired from the "In:" drop down list on the Vendor Order Status page.

**14. How can I find all the IntraMall orders for a certain date range?**

Filter the data by selecting the date range from the "Dates:" drop down list or type in the actual date range if it isn't found in the list.

**15. I would like to have a report of all the orders of a certain type and from a certain buying organization filtered by date. Can I get this from the IntraMall?**

Yes. Click on the Order Processing link in the menu, then select the desired "View", "In", and "Dates". The Vendor Order Status page that appears will have a "Download Orders" button after the last order. Clicking this button will allow you to save a comma delimited (.csv.) file to your computer. You can then import the .csv file into a spreadsheet or database.

## Processing Orders

**16. Where do I send the bill for the order?**

You don't. All IntraMall transactions are paid by credit card.

**17. Is the buyer's credit card charged when I process the order in the IntraMall?**

No. You will need to process the credit card transaction through your company's merchant account.

**18. What is the security code field?**

This is the 3-digit cvv (card verification value) from the back of the credit card. In keeping with the rules of the PCI Security Standards Council, the IntraMall only keeps this code on open orders. It is permanently deleted as soon as the order is filled or canceled.

**19. We use our own reference numbers to identify orders, how can we attach it to an IntraMall order?**

Type it into the “Reference Number” field located in the General Information section of the order.

**20. How can I print out an IntraMall order?**

Click the “Printer Friendly Version” link located just above the General Information section. Then click on your browser’s icon for printing or go to File...Print.

**21. A buyer calls and asks that we cancel an IntraMall order. How do we do this?**

Open the order, scroll down to the “Order Action” section, select “Cancel the Whole Order” and click the “Submit Action” button.

**22. How can we cancel a line item?**

Click the box next to “Cancel Item” within the line item, scroll down to the “Order Action” section, select “Update” and then click the “Submit Action” button.

**23. How do I process an order in the IntraMall?**

If necessary, adjust the quantity and unit price on each line item, add any shipping and handling, then select “Charge the order” under the “Order Action” section. Click the “Submit Action” button. A transaction will be created in the transaction history section.

**24. How do I indicate that I am shipping only a part of a line item?**

This is a Partial Shipment. Just type in the amount you are shipping in the Quantity field. The totals are automatically adjusted. Selecting “Charge the Order” and clicking to Submit will create a new transaction for all of the quantities. The quantity column will then readjust to show the outstanding amount on the line item.

**25. How do I back-order an item?**

Type a 0 in the quantity field for the item. The totals are automatically adjusted. When you select “Charge the Order” a new transaction will be created showing all of the items on the order except the back-ordered ones, which will now have the status “back ordered”. The quantity on the back ordered items will readjust to show the outstanding amount.

**26. How do I indicate a credit on the IntraMall?**

Set the unit price and quantity on a line item and/or shipping amount to the desired amount of credit. Select “Credit the Order” and click on the submit button. A new transaction will appear in the transaction history that indicates the amount of credit.

**27. I made a mistake and want to re-set the order so I can start over. What do I do?**

Scroll down to the Transaction History section. Click on the “Delete” button in the transaction you wish to delete. The line items in the order will be reset to the original amounts.

**28. I want to delete a transaction but the “Delete” button is no longer there. What can I do?**

This indicates that the IntraMall has already linked the transaction to the incoming charge (takes at least 2-3 days after you submit the charge to the bank) from the credit card bank and the transaction can no longer be deleted. If it is necessary to delete the transaction contact our help desk so that we can unlink it from the charge. Once we do this the delete button reappears.

**29. Why won't the IntraMall let us charge a greater unit price for a product than what is listed on the order?**

By contract your prices in the IntraMall are guaranteed. It is thus important to keep the prices in your IntraMall catalog up to date.

**29. I'm having difficulty contacting a user by phone, how can I find their email address?**

You can go to the following directories:

For ARS users: <http://www.ars.usda.gov/pandp/people.htm>

For NIH users: <http://ned.nih.gov/>

## Price Quote Requests

**30. How do we handle price quote requests that come through the IntraMall?**

Complete the appropriate fields in the “Vendor Response” section of the request then click the “Submit Quote” button. The user can then opt to click a button to turn your quote into an order.

## Catalog Issues

**31. What options do we have for displaying our products in the IntraMall?**

There are a lot of options. Call us for details.

**32. When I look at my list of products in the IntraMall each product is listed twice. Why?**

One entry contains the ARS price and one entry contains the NIH price. The buyer, however, only sees the price for his own organization.

**33. Can I update the price on a single item without having to update my entire catalog?**

Yes. Type the catalog number in the search field in the navigation bar found at the top of the page and click the red search button. Click on the catalog number on the resulting page, then click the “Edit Price(s) button. Make the appropriate changes and finish by clicking the “Update” button.

**34. How do we go about updating our IntraMall catalog?**

Call us for directions. To facilitate better management of our workloads, please allow up to 2 weeks from the time your new data is received until it becomes active in the IntraMall.

## IntraMall Express

**(Note: EXPRESS only applies to participating vendors)**

**35. What is the IntraMall Express?**

*EXPRESS* items are products from participating IntraMall vendors that are kept in stock at the IntraMall's Gaithersburg warehouse and are delivered the same day if ordered before noon.

**36. What kinds of products are in the IntraMall Express warehouse?**

Mission-critical laboratory products that are time sensitive or temperature sensitive are carefully monitored at the following temperatures: ambient, 4 °C, -20 °C, -80 °C.

**37. How much is the shipping/handling cost for *EXPRESS* orders?**

The cost for same day delivery is only \$20 per order.

**38. When does *EXPRESS* operate?**

Same day delivery is available Mondays through Fridays except on Federal holidays. Orders placed prior to noon will be received that day. Orders placed after noon but before 7 pm will be delivered the next business morning.

**39. How are Express orders processed?**

IntraMall Express will pick, pack and ship the order from the IntraMall Gaithersburg warehouse. The IntraMall order is then updated with the status "Filled" and an automatic email notification goes out to the vendor's designated contact listing the Quantity of the Express items that shipped. After receiving the notification, the vendor can then enter the data into their system and charge the credit card for the order.

**40. Is IntraMall *EXPRESS* available to all IntraMall users?**

Currently the *EXPRESS* program is only available to NIH at most shipping addresses in Maryland. If the user is not in NIH or if the shipping address is out of the *EXPRESS* delivery area, there will be no *EXPRESS* items available and the item will simply ship by normal vendor delivery.

**41. How can our company participate in the Express program?**

Contact IntraMalls at [info@intramalls.com](mailto:info@intramalls.com) or phone 888-644-6255 to talk to a representative and to receive a packet of information, including an Express contract.

**42. Who manages the Express product inventory?**

Vendors manage their own product inventory, however, the IntraMall provides real-time data as to what the current inventory is and also can set up automatic email notifications for minimum/maximum inventory levels.

**43. How often can we re-supply our inventory?**

Because you manage your own inventory you can re-supply whenever you wish.

**44. Is there any special labeling that must be on the products?**

Yes. Each product must have a unique bar code attached. You use your own bar codes; IntraMalls does not assign the bar codes.

**45. How are items kept from expiring?**

The vendor will automatically be emailed by IntraMalls 30 days prior to the expiration date on the product(s). The vendor can arrange for IntraMalls to run the products as a special or to ship them back to the vendor.

**46. Can the IntraMall Express track Lot # ?**

Yes

**47. Where to we ship new inventory for Express?**

IntraMalls LLC  
7831 Cessna Ave.  
Gaithersburg, MD 20879

**48. How can we check our Express inventory?**

Simply log into the IntraMall and click on the “Express Inventory” link on the main menu. This will raise a page that provides real-time inventory.

**49. What happens if a buyer tries to order a quantity of an Express item that is greater than what is on hand in the Express warehouse?**

When the item goes into the shopping cart a message on it will say that there is not enough of the item in stock and the item will be delivered by normal delivery.

**50. Can our company run special promotions in the IntraMall Express?**

Yes. Contact IntraMalls at [info@intramalls.com](mailto:info@intramalls.com) or phone 888-644-6255

**51. Does the IntraMall Express provide sales data on Express items?**

Yes. Vendors can run such a report themselves. Just log into the IntraMall and click on the SmartView link and then on the Express Inventory Report.

## Advertising/Marketing

**52. Are there any IntraMall specific marketing materials and promotional opportunities for vendors to increase sales?**

Yes, there are Promotional Stickers, Flyers, and our Annual Summer Supplier Showcase exclusively for IntraMall vendors.

## SmartView Reports

**53. What reports are available from IntraMalls?**

In addition to the Express Inventory report discussed above, we currently have two reports that can be run from our SmartView link on the IntraMall’s main menu: Sales by Catalog Number and Historical Sales Analysis.

**54. What data does the Sales by Catalog Number Report provide?**

A specific date range can be selected. The following fields are provided for a series of drill-down reports: # orders, units sold, average price, and extended price. This information is first provided for a list of catalog numbers that show as links. Clicking on the catalog # provides this data by organization/institute. Clicking on the institute provides the data for building /room. Clicking that

provides data by the purchaser. Clicking purchaser shows the order numbers that can then be opened to see the detail of the order.

**55. What data does the Historic Sales Analysis Report provide?**

One can compare a selected year's \$ amount by month to a selected comparison year for specific organizations and institutes. Either calendar year or government fiscal year may be used.