



NIH INTRAMALL USER MANUAL

Version 8.4

See electronic version at http://intramalls.com/main/pdf/NIH_Users_Manual.pdf

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INTRODUCTION

Welcome to the NIH IntraMall powered by IntraMalls LLC. The IntraMall provides a custom-buying environment for lab scientists and staff to purchase supplies and equipment at the National Institutes of Health. The IntraMall enables each buyer to participate in an unbiased multi-vendor, multi-product purchasing system customized per the needs of the NIH. Each buyer on the IntraMall has the ability to electronically search, find, and compare products from IntraMall suppliers.

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.

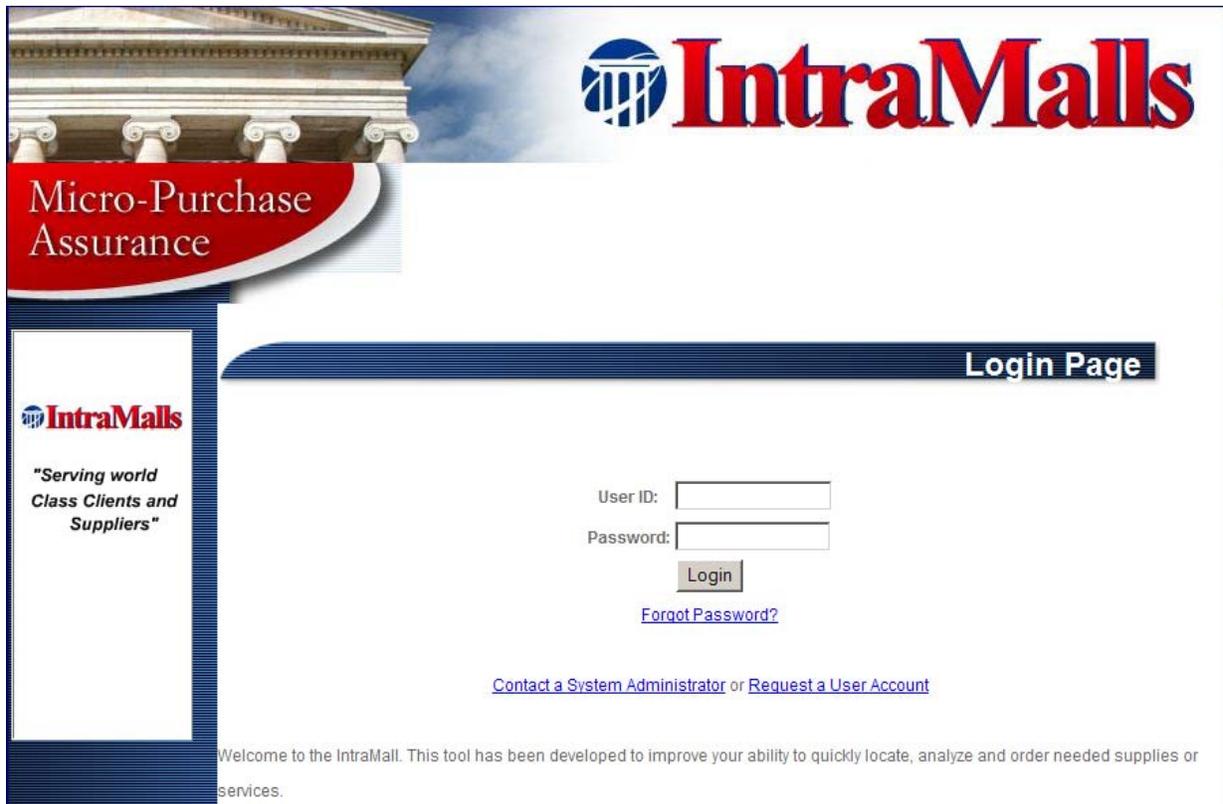
What's New?

The following feature is new in this version of the IntraMall:

- **Monthly Rollup of Charges for Custom Oligos Program.** Users enrolled in this program can punchout to a participating vendor's website, configure a custom oligo and bring it back to the IntraMall shopping cart for purchase. Instead of your credit card being charged for each custom oligo order, the IntraMall will take all of your separate completed transactions on Oligo orders for each participating vendor and roll them up at the end of the month into a single total per CAN. The vendor will only charge your credit card for this amount. For more details on this program, click on the "Participation in Monthly Rollup of Charges Program for Custom Oligos" heading in the Table of Contents.
- You can now determine the cardholder's and requester's contact information for any IntraMall order. Just type the order number into your IntraMall order log.
- The link to change your password has been moved from the "Manage My Profile" section to the main menu

Logging In

The Log In page is the gateway to the NIH IntraMall powered by IntraMalls LLC. It can be found on the IntraMall homepage: <https://intramalls.com/login.html>



The screenshot shows the IntraMalls login page. At the top left, there is a banner for "Micro-Purchase Assurance" with a red and white curved background. To the right of this banner is the IntraMalls logo, which consists of a blue circle with a white grid pattern and the text "IntraMalls" in red. Below the banner, on the left side, is a vertical sidebar with the IntraMalls logo and the text "Serving world Class Clients and Suppliers". The main content area has a dark blue header bar with the text "Login Page" in white. Below this header, there are two input fields: "User ID:" and "Password:". Below the password field is a "Login" button. Underneath the button is a link for "Forgot Password?". At the bottom of the main content area, there are two links: "Contact a System Administrator" and "Request a User Account". At the very bottom of the page, there is a small line of text: "Welcome to the IntraMall. This tool has been developed to improve your ability to quickly locate, analyze and order needed supplies or services."

If your Member Name and Password were entered correctly, you will be taken to the IntraMall’s main menu. If you forget your password, click on the “Forgot Password?” link or phone 1-888-NIH-MALL (1-888-644-6255).

To request an IntraMall account, click on the “Request a User Account” link above and fill out a brief online form with the necessary information. Once your account request has been processed, you will be issued a Member Name and Password that will allow you to log into the IntraMall.

Special Notices

Password Expiration

Upon correctly entering a password and member name, you may be taken to a notification screen if your password has expired. Every 90 days your password will expire and you will be prompted to enter in a new Password. You cannot reuse a password that had been used in any of the previous 10 password changes.

MAIN Menu

	Shop Rapid Order Entry	Advanced Search	Vendor Catalog	Vendor Alphabetically	Shopping Lists
	Order Shopping Cart	Request for Quote	Log Non-Mall Order	Order Log	Smart Match
	Navigate Main Page	Manage My Profile	Manage My Shoppers	Contact Us	Log Off

<input type="text"/> Search of Express items		<input type="text"/> Quick search of Catalog and Mfr Numbers	
---	--	---	--

Rapid Order Entry -- Rapid Order Entry	Search --Vendor Catalog --Vendor Alphabetically --Category --Advanced --Express Inventory --Specials	Shopping Lists --Personal List --CAN/Acct Nbr List	Punchout Vendors Punchout takes you to a Vendor's website where you can configure custom products and return those items to the IntraMall's cart for purchasing.
Shopping Carts --Personal Cart 0 items are in your shopping cart --Approve Shoppers Carts 0 carts are awaiting approval	Order Processing --Order Log --Request for Quote --Log a Non-Mall Order	Tools -- CAN/Acct Nbr Sumry Rpt -- CAN/Acct Nbr Detail Report -- Oligo Order Log -- Oligo CAN Statements -- Smart Match	-- Vendor 1 -- Vendor 2 -- Vendor 3
Advanced Options --Manage My Profile --Manage My Shoppers --Change Password	Contact Us IntraMall contact information	Log Off Exit the IntraMall	

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.

	Shop Rapid Order Entry	Advanced Search	Vendor Catalog	Vendor Alphabetically	Shopping Lists
	Order Shopping Cart	Request for Quote	Log Non-Mall Order	Order Log	Smart Match
	Navigate Main Page	Manage My Profile	Manage My Shoppers	Contact Us	Log Off

<input type="text"/> Search of Express items		<input type="text"/> Quick search of Catalog and Mfr Numbers	
---	--	---	--

ADVANCED OPTIONS

Changing Your Password

Click on the “Change Password” link on the main menu.

Manage Your Profile

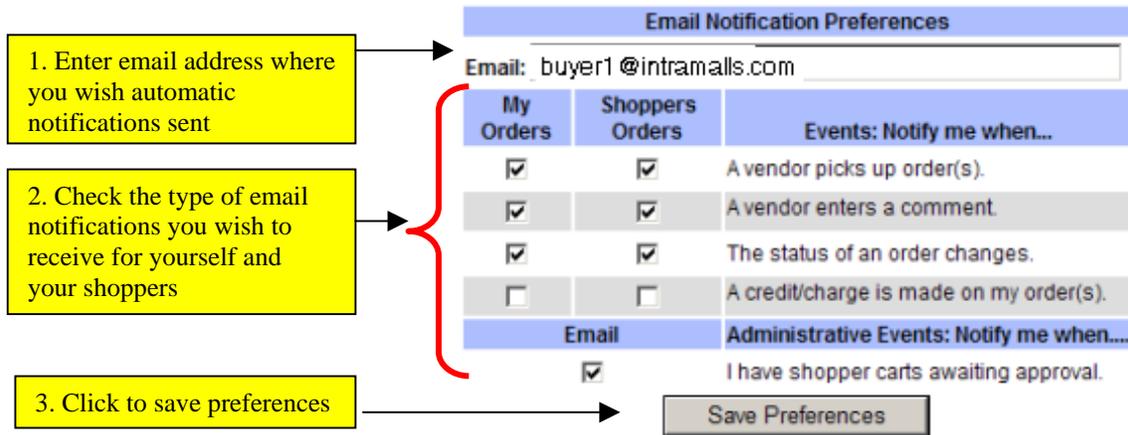
IMPORTANT: Click on “Manage My Profile” and scroll down to add a new credit card or edit/deactivate a current credit card. Such changes do not take place automatically in the IntraMall.

In addition to changing your credit card profile, this section allows you to establish your Contact Information, Email notification preferences, and to set your CAN numbers.

From the NIH IntraMall Main Page, click on the Manage Your Profile link located under the Advanced Options header.

Change Your Email Notification Preferences

This section allows you to change your Email Notification Preferences.



Changing Your Address, Shipping and Contact Information

Addresses and Contact Information	
Billing Address	Shipping Address
Cardholder's Name	Ship-to Name
National Cancer Institute	National Cancer Institute
Building: 31 - Room: 9B5	Building: 30 - Room: 9B5
31 Center Dr. MSC 0830	30 CONVENT DR
Bethesda, MD 20892-0830	BETHESDA MD 20892
Contact Information:	
Department:	Office Phone: 888-644-6255
Title:	Fax Number:
Email: buyer1@intramalls.com	
Edit Address Information	

1. Under the Address, Shipping and Contact Information header, click on the [Edit Address Information](#) button.
2. Change all relevant information in the text boxes provided then click "Save Changes and Return to User Edit" button.

Establishing Your CAN Numbers

Cost Accounting Numbers		
This user is restricted to National Cancer Institute CAN/Acct Nbrs.		
Available CAN/Acct Numbers:		
8332043 Default CAN/Acct Nbr	8338291	8338292
8338293	8338294	8338295
8338296	8338297	
Edit CAN/Acct Numbers		

Click the [Edit CAN/Acct Numbers](#) button and add CANs to your profile on the page that appears.

The screenshot shows the 'Edit CAN/Acct Numbers' interface with the following components and callouts:

- 1. Highlight desired CAN from list of all your institute's CANs that are available to you.** Points to the 'Available CANs' list, where '08331843' is highlighted.
- 2. Click to add/remove a CAN to/from your profile.** Points to the 'Remove-->' and '<--Add' buttons between the 'Current CANs' and 'Available CANs' lists.
- 3. Select your default CAN from the Current CAN list and click the Set selected CAN as Default button.** Points to the 'Current CANs' list, where '339198' is circled, and the '<--Set Selected CAN as Default' button below it.
- 4. When finished click on the Update button and then the Save Changes and Return to User Edit button.** Points to the 'Update' button and the 'Save Changes and Return to User Edit' button at the bottom of the interface.

Additional interface elements include a 'Default CAN' field containing '339198' and a 'Cancel and Do Not Save Changes' button at the bottom.

Manage Your Credit Card Profile

You can deactivate old credit card numbers, add new credit card numbers, and modify the expiration date, cardholder name, and per-purchase credit limit on existing cards. When editing an existing credit card number or when adding a new credit card number, be sure to have your credit card in hand so you can refer to it. Also double-check your typing, since for security reasons, you will only be able to see the last four digits after you enter the card number. Just log into the IntraMall, click on the “Manage My Profile” link on the main menu and scroll down to the following section:

Credit Card Information				
Name	Number	Expiration Date	Active	Action
VISA	*****7787	JAN-2014	Y	Edit Deactivate
VISA	*****1111	JAN-2010	N	
VISA	*****5432	JAN-1998	N	

[Add New Credit Card](#)

If the card # is the same but the card limit or expiry has changed, click on the Edit link.

If you have a new card #, click the deactivate link and then the Add New Credit Card button

Advantages To Setting Up Shopper Accounts For Those Who Send You Requisitions:

As a buyer you can create sub accounts under your IntraMall account for the Non-cardholders who send requisitions for you to purchase. Such people are called “Shoppers.” These “Shoppers” can fill shopping carts with products from the IntraMall and click a button to send them to the buyer. The buyer then clicks a button to purchase the shopping cart or clicks another button to return the shopping cart with comment back to the shopper.

- They can search over 11+ million products from 240+ vendors with a single logon. Most IntraMall vendors give discounts to your organization. Many have BPA and GSA pricing.
- They can instantly send a shopping cart to their buyers for purchasing, thus saving the buyer time and reducing errors.
- An email goes to the buyer when there is a shopper’s cart to purchase. Likewise, email notifications go to the shopper when the buyer places their order and when the vendor picks it up and fills it.
- Like buyers, shoppers have a permanent order log giving the latest status of their orders and price quotes.
- They can create a single price quote and have it sent to multiple IntraMall vendors without having to re-type.
- They can take a completed price quote and put it into their shopping cart with a single click – no re-typing
- Shoppers can open one of their previous orders and with a single click add it to their shopping cart. They can then add, delete, or modify items in the cart and with a single click send it to their buyers.
- Errors in items being delivered to an incorrect shipping address are reduced because the buyer doesn’t have to type in the shipping address – the fields will be automatically populated with the shipping name and correct address. For this reason, even if a shopper doesn’t use the IntraMall, it is still helpful for the buyer to create a profile for the shopper.
- Shoppers can add frequently ordered items to their own saved shopping lists.
- Shoppers can punch out to participating vendors to configure custom oligos and bring them back to their IntraMall shopping cart where they can then send them to your for purchasing.

Create a Shopper

1. Click the  button. The following page appears.

Edit User Administrative Information

Administrative Information

User ID:

Institute:

Access Level:

Certified On System: Shopper's Administrator:

The user becomes fully certified only after C/ANs have been assigned

Password Update

1. New passwords must contain a Minimum of 7 characters and a Maximum of 10 characters.
 2. The password you choose must be different from the 10 previous passwords you've used.
 3. New passwords MUST contain one or more of the followin categories.

- UPPERCASE LETTERS
- lower case letters
- numbers
- special characters, (keyboard characters not included in the other three character types).

Enter new password:

Re-enter new password:

2. Assign the Shopper a User ID. The convention for assigning user IDs is the first initial and last name in lower case letters. For example, Jane Doe would be assigned a User ID of jdoe. If you get an error message saying that the User Id is already taken, put a number after it. Ex. jdoe2
3. Create any additional information. They should have the same institute as you, be assigned an access level of “Shopper”, be “certified on the system”, and have you as their administrator. All other fields are optional and should only be filled in if applicable.
4. Assign a Password for the new Shopper and confirm the new Password to give the Shopper access to the IntraMall. After the initial Log In, the Shopper may change his/her Password.
5. If you are participating in the Rollup of Oligo Charges Program, contact IntraMalls to make sure you and your shoppers are enrolled in the program.
6. Click the  button.

Shipping Address and Contact Information

Contact Information

First Name: Last Name: Title:

Department:

Office Phone: Fax Number:

Email:

Shipping Address

Room Number:

Building - Address

To have an address added to this list please contact Intramalls at 1-888-644-6255

Select ship-to address from drop-down

- Type in the appropriate information onto the form and select the ship-to address from the drop-down list. If you cannot find the desired building address on the drop-down contact IntraMalls at 1-888-644-6255 so that we can add it to our database and notify our vendors of the new address.
- Click the button.
- Assign the Shopper’s available CANs. *You must first make sure that any CANs you wish to assign to your shoppers are first in your own profile.* This procedure is the same as that used in your own profile above (refer to Table of Contents...Advanced Options...Manage Your Profile...Establish Your CAN Numbers).
- After adding CANs click the button and then the button. Inform the Shopper of the assigned Member Name and Password. Now they are ready to log on and create a shopping cart to send to you.

Manage Your Shoppers

- Click on the Manage Your Shoppers link located under the Advanced Options header on the Main Page

View User Listing

View **Sorted by** **Display**

Shoppers

View a Single User

First Name **Last Name** **Find**

Click to display all your shoppers **OR**...type shopper name to find a specific shopper then click button.

- You can see a list of all your Shoppers by clicking on the button. Click on the **Sorted by** drop down menu to select how you want the Users displayed. You may also view a single user by typing in either their first or last name.

Select a user to edit by clicking on their name

Last Name	First Name	Title	Department	Building	User Access Level	Certified	State
Adder	Louie	Dr.	Statistics	31	User Shopper	Y	MD
Bug	Hermione	Ms.	Entomology	50	User Shopper	Y	MD

- As with your own profile, you can edit your Shopper’s address, or assign additional CANs. *Note that the only CANs available to your shopper are those that are in your own current list of CANs.* Click on a shopper’s last name to access their User Profile Information.

Edit User

Addresses and Contact Information

Shipping Address

Fluffy Cat
 NIH / NCI
 Building: 1 - Room: 204
 1 CENTER DR
 BETHESDA, MD 20892

Contact Information:

Department:		Office Phone:	410-584-1214
Title:	Dr.	Fax Number:	
Email:	fluffy.cat@intramalls.com		

[Edit Address Information](#)

Cost Accounting Numbers

This user is restricted to NIH / NCI CAN/Acct Nbrs.

Available CAN/Acct Numbers:
 8321191 Default CAN/Acct Nbr

[Edit CAN/Acct Numbers](#)

Administrative Information

User ID:	fcacat		
Institute:	NIH / NCI		
Access Level:	Shopper		
Certified On System:	Y	Shopper Administrator:	John K. Dausch

[Edit Administrative Information](#)

Reassign Your Shoppers

If you go on vacation, etc. you can assign your shoppers to another cardholder until you return. Make sure that the other cardholder has the CAN(s) that the shoppers use.

From main page click “Manage your shoppers” and Click on the [Reassign Shoppers](#) button



If you are uncertain of whom to assign a particular Shopper, or you would like to give all cardholders in your institute the opportunity to acquire one of your Shoppers, then you can assign them to the “Shopper Acquisition Pool” where they will reside until acquired by a different cardholder.

Acquire Shoppers

To acquire a new shopper from the “Shopper Acquisition Pool,” go to the main page and click on “Manage your shoppers” and click on **Acquire New Shoppers**



Make sure the CAN(s) that the Shopper needs are also in your IntraMall CAN profile.

OVERVIEW OF THE SHOPPING TRIP

This section is designed to give you an overview of the shopping process on the IntraMall. For more detailed information on any particular aspect of shopping in the IntraMall, go to the Table of Contents to access the appropriate section within this manual.

A typical shopping trip at the IntraMall will follow this pattern:

- ❑ **Logging In**
- ❑ **Placing item(s) in your Shopping Cart**
- ❑ **Purchasing the item(s) in your Shopping Cart**
- ❑ **Checking the Order Status**

Placing item(s) in your Shopping Cart: Overview

You can begin placing item(s) into your Shopping Cart using a variety of methods:

-  Search by catalog or manufacturer number for EXPRESS items that can be delivered the same day.
- **--Express Inventory** Click on this link under the Main Menu Search area, select a vendor, and click on the “Add to Cart” button next to the desired EXPRESS item in that vendor’s inventory of EXPRESS items.
- **Rapid Order Entry**
Quick entry by CATALOG number This feature is used for quickly filling your Shopping Cart with multiple items when the vendor and catalog numbers are already known.

-  Quick search of Catalog and Mfr Numbers
Search
--Vendor Catalog
--Vendor Alphabetically
--Category
--Advanced
--Express Inventory

Searches – there are six different kinds of searches used to locate a product to place in your Shopping Cart. A quick “Search” can be run from the top of any page. You can search by categories within a single vendor’s catalog or across all vendors’ catalogs. You can also search by our “Advanced Search” and by Express Inventory.

- **Shopping Lists**
[--Personal List](#)
[--CAN/Acct Nbr List](#)

Shopping Lists – this feature allows you to keep a list of frequently ordered items that can easily be added to your shopping cart without additional searching.

- Converting Price Quotes to Orders - after receiving a price quote back from a vendor you can click a button to turn that quote into an order without having to re-type the items. The items are instantly added to your shopping cart where you can modify quantities, etc.
- Creating a New Order from a Previous Order - If you repeatedly order the same order you can open a previous version of that order and click a button to reorder it. The items are immediately added to your shopping cart where you can modify quantities, etc.
- Punching out to order custom oligos - Punch out to a participating vendor’s website to configure a custom oligo and bring it back to the IntraMall’s shopping cart for ordering.

Purchasing the item(s) in your Shopping Cart: Overview

Shopping Carts

[--Personal Cart](#)

0 items are in your shopping cart

[--Approve Shoppers Carts](#)

1 cart awaiting approval

Your shopping cart will consist of line item details for each product you placed into it. At this point, you will need to set a quantity for the item you want to purchase and provide other information necessary for an order. Clicking a “checkout” button creates separate orders for each of the vendors’ products in the shopping cart. If you are a “shopper”, you can click a button to submit the cart to your buyer for purchase.

Checking the Order Status: Overview

Order Processing

[--Order Log](#)

Click link to display orders

Both buyers and shoppers may routinely check the status of an order through the IntraMall by clicking on the Order Log link in either the Navigation Bar or on the Main Page.

There are several criteria for selecting the way to display orders. The resulting Order Detail Page displays all the order information including status of each line item, status of the entire order, and a detailed accounting of each transaction the vendor has made on the order.

Shopping Options: Details

The IntraMall

EXPRESS

EXPRESS items are products from IntraMall vendors that are kept in stock at the IntraMall’s Gaithersburg warehouse that can be delivered the same day if ordered before noon. Same day delivery is only available Mondays through Fridays, excluding 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.

EXPRESS items can be placed into your shopping cart using **EXPRESS** or [--Express Inventory](#) or Rapid Order Entry or any of the other searches. If the item is an *EXPRESS* product, it will be clearly labeled so. Once the item is in the shopping cart, click on the catalog number to check the Qty on Hand. Except for items that are labeled as **EXPRESS ONLY**, you will 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.

Note: *EXPRESS* items ordered after noon will be delivered the next morning. If the quantity that you order is greater than the quantity in stock, the order will ship by the vendor’s normal shipping method.

Adding Items to Your Shopping Cart

To place an order on the NIH IntraMall, the buyer must fill a “Shopping Cart” with products using Rapid Order Entry and/or several individual product search methods. Completed Price Quotes returned from a vendor can be added to the shopping cart as well as items from a previous order. *All these methods allow you to place products in your Shopping Cart where you may create your final order(s).*

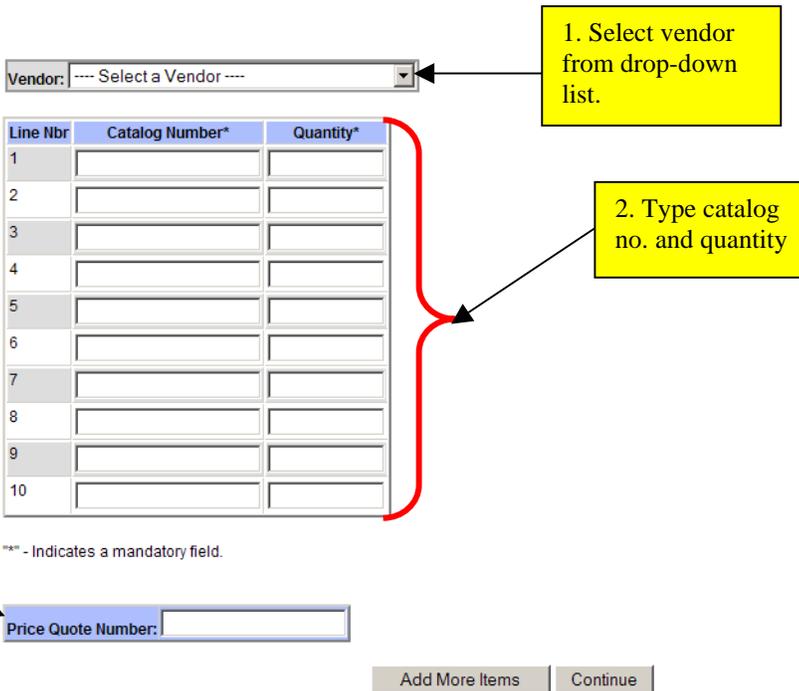
Rapid Order Entry

Use Rapid Order Entry to quickly fill your Shopping Cart when you already know the vendor and catalog numbers of the products you wish to purchase.

- 

Rapid Order Entry
Quick entry by catalog number

From the Main Page, click on the “Rapid Order Entry” link.



Vendor: ---- Select a Vendor ----

Line Nbr	Catalog Number*	Quantity*
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

*** - Indicates a mandatory field.

Price Quote Number:

Add More Items Continue

- If a vendor rep has given you a special discount rate add the special quote number given to you. NOTE: you cannot use a special quote number on an EXPRESS order. You may, however, deselect same day delivery in the shopping cart for that item and then use the quote number.
- If you need to enter additional items for this Vendor, click on the “Add More Items”

 - Another page of empty order fields will appear and the items from the previous page will go into your shopping cart.

- b) Continue to enter your items.
- 4. When you are finished entering all your items, click the “Continue” button. This will take you to your Shopping Cart screen.
- 5. When a partial Catalog Number containing at least 4 leading digits is entered in **Rapid Order Entry**, up to 8 choices are returned for the user to select from. See below.

a. Enter Catalog Number

Select a Vendor: ---- Selected Vendor----

Catalog Number*	Quantity*
45987	1
78550	1

b. Matches are returned

0 items inserted into cart.

Select a Vendor: ---- Selected Vendor----

Catalog Number*	Quantity*
45987	1

Select Item	Catalog Number*	Product Name
<input type="radio"/>	45987-1ML-F	(+)-(1S)-MENTHYL ACETATE TERPENE &
<input type="radio"/>	45987-250MG-R	4-NITROTOLUENE OEKANAL 250 MG
<input type="radio"/>	45987-5ML-F	(+)-(1S)-MENTHYL ACETATE TERPENE &
<input type="radio"/>	459879-1G	BENZYL (S)-(-)-2-HYDROXY-3-PHENYL- &
<input type="radio"/>	459879-5G	BENZYL (S)-(-)-2-HYDROXY-3-PHENYL- &

Multiple Catalog Number matches found. Please select the correct one.

Catalog Number*	Quantity*
78555	1

Select Item	Catalog Number*	Product Name
<input type="radio"/>	78555-100MG	PHENYL-BETA-D-GLUCURONIDE
<input type="radio"/>	78555-25MG	PHENYL-BETA-D-GLUCURONIDE

Multiple Catalog Number matches found. Please select the correct one.

Catalog nos. you typed

Click to select desired items

c. Selected items go directly to Shopping Cart

Shopping Cart

ITEM DETAILS: Set a quantity and add instructions for handling.

Qty.	Vendor	Catalog Number	Product Name	Unit Price	Extended Price	Other Details
1	Vendor	45987-1ML-F	(+)-(1S)-MENTHYL ACETATE TERPENE & Vendor Quote Nbr: <input type="text"/>	\$74.30	\$74.30	Price Volume: 1+ Price Type: Open Mkt List Price: \$74.30 UOM: EA Size.: 1ML Discount: 0%
1	Vendor	78555-100MG	PHENYL-BETA-D-GLUCURONIDE Vendor Quote Nbr: <input type="text"/>	\$77.60	\$77.60	Price Volume: 1+ Price Type: Open Mkt List Price: \$77.60 UOM: EA Size.: 100MG Discount: N/A
Total Cost of All Items in this Order:					\$151.90	

Contingent Items on Rapid Order Entry

A Contingent Item is an item that is ordered from an IntraMall vendor, but is not an item listed in the Vendor’s IntraMall catalog.

1. If you enter an item(s) into RAPID ORDER ENTRY and the catalog number is not recognized by the IntraMall, you will need to fill in additional information. In this example the contingent item is catalog #58329.

2 Items added to the Shopping Cart.

Vendor:

Line Nbr	Catalog Number [*]	Quantity [*]	Product Name [*]	Unit of Measure (UOM)	Unit Price [*]	OC Code [*]
1	58329	2				
Item not listed. To order the above item, enter the product name, UOM, price and OC Code. To remove, delete the Catalog Number.						

Type product name, UOM, Unit Price and OC code.

2. If you do not know the exact price, you may estimate the price. However, the vendor can only fill the order if the estimated price is within **10%** less than the actual price of the item.

If the actual price is **greater than 10%** of the estimated price, the item may not be filled. The vendor may contact you with the actual price. If you OK the higher price, the vendor will contact us to update the price in the order so that it can be completed.

3. Type in the Object Class (OC) Code in the text box. For the OC Code, refer to our list of the Most Commonly Used Object Class Codes located near the end of the manual.
4. Click “YES” under the “Last Item?” field to add the item to your Shopping Cart.

Punchout to Vendor Website

Clicking on a participating vendor’s link under the Punchout section on the Main menu will take you out to a special section of their website where you can configure custom oligos. You can then click a button to bring their cart back to the IntraMall’s shopping cart for purchase.

	Rapid Order Entry -- Rapid Order Entry	Search --Vendor Catalog --Vendor Alphabetically --Category --Advanced --Express Inventory --Specials	Shopping Lists --Personal List --CAN/Acct Nbr List	<div style="border: 2px solid blue; border-radius: 15px; padding: 10px;"> <p>Punchout Vendors</p> <p>Punchout takes you to a Vendor's website where you can configure custom products and return those items to the IntraMall's cart for purchasing.</p> <ul style="list-style-type: none"> -- Vendor 1 -- Vendor 2 -- Vendor 3 -- etc. </div>
	Shopping Carts --Personal Cart 0 items are in your shopping cart --Approve Shoppers Carts 0 carts are awaiting approval	Order Processing --Order Log --Request for Quote --Log a Non-Mall Order	Tools -- CAN/Acct Nbr Sumry Rpt -- CAN/Acct Nbr Detail Report -- Oligo Order Log -- Oligo CAN Statements -- Smart Match	
	Advanced Options --Manage My Profile --Manage My Shoppers --Change Password	Contact Us IntraMall contact information	Log Off Exit the IntraMall	

Product Searches

The various individual product searches are used when the buyer needs to locate a specific product or compare similar products from different IntraMall vendors. Each of the following searches will enable you to add products to your shopping cart.

Express Search

EXPRESS

Search of Express items

For Same day delivery. Type the catalog number of a known *EXPRESS* product into this field located below the Navigation Bar at the top of each page and click the **EXPRESS** button. A list of all IntraMall products with those characters will appear. **See the Search Results section.**

Express Inventory Search

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

Express Inventory Report

Select Vendor:

then:

Catalog Number	Product Name	UOM	Price	Quantity On Hand	Qty	
N3232S	1 kb DNA Ladder	EA	48.80	3	<input type="text"/>	<input type="button" value="ADD TO CART"/>
N3232L	1 kb DNA Ladder	EA	195.20	2	<input type="text"/>	<input type="button" value="ADD TO CART"/>
R0140V	Pst I	EA	28.00	4	<input type="text"/>	<input type="button" value="ADD TO CART"/>
R0140S	Pst I	EA	46.40	2	<input type="text"/>	<input type="button" value="ADD TO CART"/>

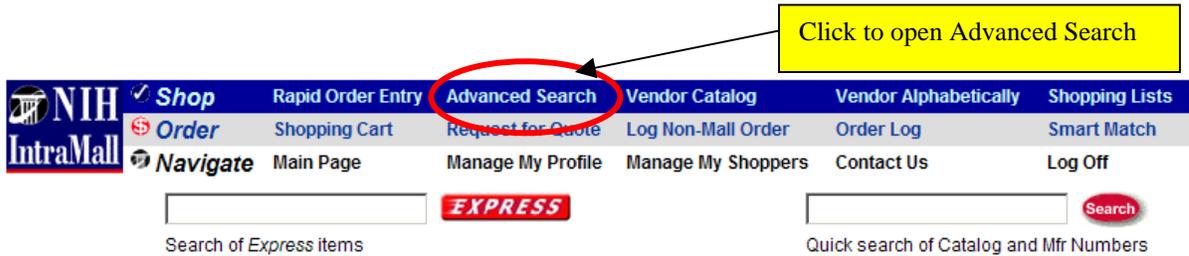
Select vendor → Select Vendor dropdown
Note qty in stock → Qty column
Type the qty you want next to the desired item and click "Add to Cart" button. → ADD TO CART buttons
This item can only be delivered from our EXPRESS warehouse → Express Only label

Key Number Search

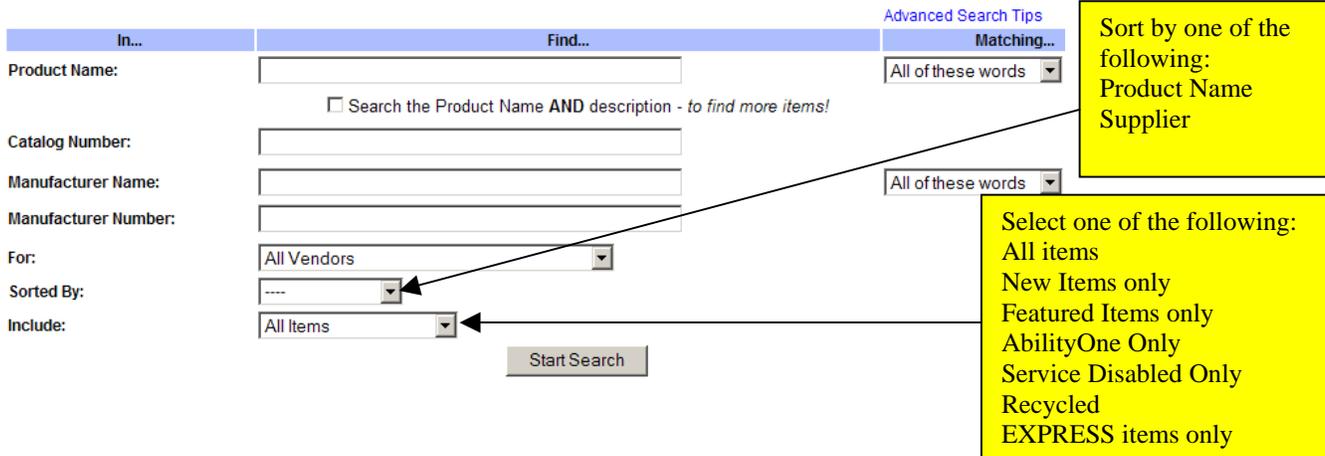
From the Navigation Bar located at the top of every page, enter the catalog number or manufacturer number you wish to find into the SEARCH text box and click on the "Search" button. A list of all IntraMall products with that number will appear. **See the Search Results section.**

Advanced Search

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



You can choose to search in a single field or across a combination of fields in the Advanced Search. Several of the drop-down fields add additional flexibility to your search. Except for the vendor field the defaults in these drop-downs were chosen because they are the most frequently used.



1. Non-alphanumeric characters such as hyphens, periods, and spaces are ignored in the catalog number and manufacturer number fields.
2. When you have defined all the criteria for your Advanced Product Search, click the  button to begin.
3. A list of all those products resulting from your search will appear. **See Search Results List section**

Vendor Catalog Searches

There are two links located on the main menu that allow you to locate products by categories from a specific IntraMall Vendor Catalog. Clicking on the “Vendor Alphabetically” link lists the vendors as links alphabetically. Clicking on the “Vendor Catalog” link lists the vendors as links by the type of products that they sell. Some vendors are listed under multiple types of products. **A red SB indicates that the vendor has a small business designation.**

1. Click on the desired link under the “Search” header on the Main Page.

a. For the “Vendor Alphabetically” link, the following appears:

Alphabetical List of Vendors

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

A.G. Scientific, Inc. **SB**
 Abnova Corporation **SB**
 Access Products Inc.
 Accurate Chemical & Scientific Corp **SB**
 Active Motif **SB**
 Advanced Biotechnologies Inc. (ABI) **SB**
 Agilent Technologies, Inc.
 Alpha Sum **SB**
 American Bioanalytical
 American Histolabs, Inc **SB**
 American Laser, Inc. **SB**
 American Research Products, Inc. **SB**
 Amerisys, Inc.
 AnaSpec Inc. **SB**

G

GE Healthcare Bio-Sciences
 Genesee Scientific **SB**
 GeneTex, Inc. **SB**
 GENEWIZ **SB**
 GenScript USA, Inc. **SB**
 George W. Allen Co., Inc.
 Gerry Smith Office Products **SB**
 Glen Research Corporation **SB**
 Gold Biotechnology, Inc. **SB**
 Gov Ed Supply, Inc. **SB**
 GovConnection
 Govplace **SB**
 GSS-Dist for(major mfgs.Fisher,VWR)

H

Q

QED Bioscience, Inc. **SB**
 QIAGEN
 Qorpak Div. All-Pak **SB**
 Quality Biological, Inc. **SB**
 Quality Calibrations, Inc. (QCI) **SB**

R

R&D Systems, Inc.
 Rainin Instruments LLC
 Reidsville Office City **SB**
 Retrotel, Inc **SB**
 Roche Applied Science

S

Click on a vendor's name to open their catalog

b. For the “Vendor Catalog” link, the following appears:

The **SB** after some vendors indicates small **business**.

Vendor Catalog

Lab Supplies & Chemicals Medical, Surgical & Dental Supplies	Drugs, Biologicals & Reagents Lab Equipment & Services	Office Products, Services & Publications Computers & Software
<p>Lab Supplies & Chemicals</p> <p>A.G. Scientific, Inc. SB Abnova Corporation SB Accurate Chemical & Scientific Corp SB Advanced Biotechnologies Inc. (ABI) SB Agilent Technologies, Inc. American Bioanalytical American Histolabs, Inc SB American Research Products, Inc. SB AnaSpec Inc. SB Andwin Scientific SB Applied Biosystems Argos Technologies dist for IBS BD Biosciences DIA Separations Inc SB Bachem Americas, Inc Rin-Rad Laboratories Inc</p>	<p>Drugs, Biologicals & Reagents</p> <p>Abnova Corporation SB Accurate Chemical & Scientific Corp SB Active Motif SB Advanced Biotechnologies Inc. (ABI) SB Agilent Technologies, Inc. American Bioanalytical American Research Products, Inc. SB AnaSpec Inc. SB Andwin Scientific SB Applied Biosystems Assay Biotechnology Company Inc Asterand plc BD Biosciences Deckman Coulter, Inc. Bio-Rad Laboratories, Inc. Rin-Synthesis Inc SB</p>	<p>Office Products, Services & Publications</p> <p>ASAP Business Solutions SB ASI Supplies, Inc. SB Access Products Inc. Accurate Chemical & Scientific Corp SB Agilent Technologies, Inc. Alpha Sum SB American Laser, Inc. SB Amerisys, Inc. Andwin Scientific SB Applied Biosystems Applied Computer Online Services SB BIC Supply Benjamin Office Supply SB Dio-Rad Laboratories, Inc. Blind Industries and Services of MD Capital Services & Supplies Inc</p>

Click on a vendor's name to open their catalog

2. To browse through a particular vendor's catalog, click on the vendor's link from either list.

Search by Category



Vendor Information

- Research & Technology Services

Business Type:
Small Business

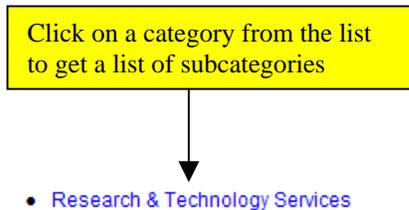
Orders Contact: Cathy Kelly or John Dausch
info@intramalls.com, 1-888-644-6255

The company’s “Storefront” consisting of the categories of products offered for sale and contact information will be displayed. Also displayed are promotions, policies and other vendor specific information.

Vendor Information: You may click on either the vendor information link or the vendor’s logo to get additional company information, such as shipping and return policies, etc. This link also appears in each product’s Product Description page.

Product Category Selection:

1. Select a product category link from the category 1.



Search by Category



Vendor Information

2. Now select a product category from the second group of categories

Search by Category



Vendor Information

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

Business Type:
Small Business

Click on a subcategory to raise a third level of categories. Clicking on one of those links will bring up a “**Search Results List**”(see section below) with a list of all the products from that category.

Category Search

This search allows you to search for products by category *across all vendors*.

1. Click on the “Category” link under the “Search” section in the Main Menu.
2. Like the Vendor Catalog searches, clicking on the desired category will bring up a subset of categories. Clicking on one of those categories brings up a third set of categories. When you click on a category 3, a **Search Results List (below)** will appear listing all the products that fit the selected categories.

Search by Category

- Chemicals including Bio Chemicals and Gas Materials
 - Additives
 - Compounds and mixtures
 - Biochemicals
 - Enzymes
- Information Technology Broadcasting and Telecommunications
- Laboratory and Measuring and Observing and Testing Equipment
- Medical Equipment and Accessories and Supplies

Search Results List

This page lists all the products in the IntraMall that match your Advanced Product Search criteria.

Total Number of Matching Items: 62

Catalog Number	Vendor Name ▲	Product	Price
M0201L	Vendor	T4 Polynucleotide Kinase Manufacturer: New England Biolabs Inc (NEB) Mfr Nbr: M0201L Description: T4 Polynucleotide Kinase - 2,500 units... Link to item at vendor site	\$169.60
M0201S	Vendor	T4 Polynucleotide Kinase Manufacturer: New England Biolabs Inc (NEB) Mfr Nbr: M0201S Description: T4 Polynucleotide Kinase - 500 units... Link to item at vendor site	\$42.40
M0310L	Vendor	p19 siRNA Binding Protein Manufacturer: New England Biolabs Inc (NEB) Mfr Nbr: M0310L Description: p19 siRNA Binding Protein - 5,000 units... Link to item at vendor site	\$217.60

Total Number of Matching Items: 22

Key to Product Special Features

- Ability One - NIB/NISH** - Mandatory source item available from the [National Industries for the Blind](#) or [National Industries for the Severely Handicapped](#) under the Javits-Wagner-O'Day program.
- BioPreferred** - This product meets or exceeds the U.S. Department of Agriculture (USDA) biobased content requirements. BioPreferred products are required under Federal Acquisition Regulation (FAR) Subpart 23.4.
- Recycled** - Item contains recycled content as described in the item detail (U.S. Environmental Protection Agency (EPA) item meeting [EO 13101](#)).
- Service Disabled - Veteran Owned - Small Business (SDVOSB)** - The purpose of the Service-Disabled Veteran-Owned Small Business Program is to provide Federal contract opportunities to veteran-owned small business concerns. [GSA FAR Description](#)
- EXPRESS** - Express Deliver items are stocked in IntraMall's Warehouse for Same Day delivery.
 - If insufficient quantity is on hand, the item will be filled directly by the Vendor.
 - Orders placed before 12 noon are delivered the same day.
 - Orders placed after 12 noon will be delivered the next morning.
 - Currently this service is only available to NIH Locations in the Washington/Baltimore area.
 - All Express deliveries are charged \$20.00 shipping and handling per order.

Product Description Page for Non-Express Orders

This page provides you with detailed product and pricing information for a non-Express item. It allows you to view all the information on a single product and to add the product to your shopping cart.

Description

Product/Service: Quick Stick

Vendor: Vendor's Name [Vendor Information](#)

Catalog Number: BIO-27027

Mfr. Name: Mfr's Name

Mfr. Number: IBO-27027

Description: rapid ligations of cohesive and blunt-ended DNA fragments in 5 minutes at room temperature

Click to access information about the vendor such as pricing and shipping policies, contact information, and company description.

The number you type in the Quantity field determines the price volume and, therefore, what price is used.

Quantity	Selection	Size	Unit of Measure	Price Type	Price Volume	Unit Price	List Price	Discount %
<input type="text"/>	<input checked="" type="radio"/>	50rxn	EA	Open Mkt/BPA	1	\$84.15	\$99.00	15%
	<input type="radio"/>	50rxn	EA	Open Mkt	2+	\$79.20	\$99.00	20%

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.

After clicking the “Add Selected Item” button, scroll to the top of the page and click on the “Shopping Cart” link in the Navigation Bar. You should then see the item in the shopping cart.

Product Description Page for Express Orders

Description

Product/Service: 1 kb DNA Ladder
 Vendor: Vendor's Name
 Catalog Number: S2332N
 Mfr. Name: Manufacturer Name
 Mfr. Number: S2332N
 Description: 1 kb DNA Ladder - 100 ug

If the product can **ONLY** be ordered as an Express delivery item it will say: “**EXPRESS ONLY** items are stocked in IntraMall's Warehouse for Same Day delivery.” You will be unable to change it to normal vendor delivery in the shopping cart.

Live Inventory of the item on hand

Quantity	Selection	Qty on Hand	Size	Unit of Measure	Price Type	Price Volume	Unit Price	List Price	Discount %
<input type="text"/>	<input checked="" type="checkbox"/>	2	100 ug	EA	GSA/BPA	1+	\$48.80	\$61.00	20%

You will have an opportunity to change normal EXPRESS items such as this to the vendor's standard delivery (not same day) by un-checking the EXPRESS box on the item in the shopping cart.

EXPRESS items are stocked in IntraMall's Warehouse for Same Day delivery.

- If insufficient quantity is on hand, the item will be filled directly by the Vendor.
- Orders placed before 12 noon are delivered the same day between 1 pm and 5 pm
- Orders placed after noon and before 7pm are delivered between 7am and 10:00am the next morning.
- Currently this service is only available to NIH Locations in the Washington/Baltimore area.
- All Express deliveries are charged \$20.00 shipping and handling per order.

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.

Shopping Lists

You can add items to your shopping cart that were previously saved to your shopping lists. There are two different shopping lists available: your personal shopping list and a CAN shopping list. The personal shopping list is only available to you, while the CAN shopping list is available to any IntraMall user who uses the selected CAN. If you have multiple CANs in your profile, you can have multiple CAN shopping lists.

Shopping Lists
 --Personal List
 --CAN/Acct Nbr List

Shopping List

Shopping List Selection	
View	Display
CAN/Acct Nbr Listing 8341057	View CAN/Acct Nbr Shopping List
Personal List	View Personal Shopping List

The links to these two are found under the “Shopping Lists” section on the main menu page. Items can be added to the lists from the product description page (see Product Description Page section of manual). You can also add an item to a list from the shopping cart by clicking on its catalog number, which will open the Product Description page.

These are the options found at the bottom of the Product Description Page.

Options	
<input checked="" type="checkbox"/>	Add Selected Item to the Shopping Cart
<input checked="" type="checkbox"/>	Add Selected Item to Your Personal Shopping List with Comments
<input checked="" type="checkbox"/>	Add Selected Item to CAN/Acct Nbr Shopping List 8322363 with Comments
Comments: <input type="text"/>	
<input type="button" value="Add Selected Item"/>	

Participation in Monthly Rollup of Charges Program for Custom Oligos

At the request of NIH Institutes, the IntraMall has developed a Rollup of Oligo Charges Program. This involves punching out to a participating vendor's website, configuring custom oligos, and bringing the product(s) back to the IntraMall shopping cart for purchase. If you are a registered participant in the Rollup program, the IntraMall will not pass the buyer's credit card information to the vendor until the end of the month when all of the buyer's custom oligo orders from that vendor are rolled up into a single charge per CAN. Such an order is referred to as a "Rollup" order. **Important! In order for punchout orders to become "Rollup" orders eligible for monthly billing, both buyers and their shoppers must be eligible.** Contact the IntraMall help desk at info@intramalls.com or phone 888-644-6255 if you wish to participate in this program or to confirm your status.

In order for your CAN to appear in the CAN drop-down menu in your shopping cart, it must be in your profile. To check to see if your CAN is in your profile, click on the "Manage My Profile" link on the main menu scroll down to the Edit CANs section, and follow the directions below.

For a detailed description of the Rollup Program go to:

https://intramalls.com/main/pdf/Rollup_description.pdf

For a description of how to use the Punchout process, go to:

<https://intramalls.com/main/pdf/Punchout.pdf>

THE SHOPPING CART

The Shopping Cart is the final step in placing an IntraMall order. You can modify all order information such as a shipping address, CAN numbers, quantities desired, and shipping methods. You can also estimate the shipping amount for each of the orders; the vendor does not see this estimate.

The IntraMall will automatically separate all products into Vendor-specific orders and assign each an Order Number. **EXPRESS orders are also separated from Non-EXPRESS orders for the same vendor.**

Your Personal Shopping Cart

Shopping Cart

To **delete an item** set the quantity to 0 and click the Save button

Only use this field to enter a special quote

ITEM DETAILS: Set a quantity and add instructions for handling.

Qty.	Vendor	Catalog Number	Product Name	Unit Price	Extended Price	Other Details
<input type="text" value="1"/>	Vendor 1	158448	Eveready(R) Gold AA Alkaline Batteries	\$11.08	\$11.08	Price Volume: 1+ Price Type: GSA List Price: \$13.88 UOM: each Size.: Discount: N/A
<input type="text" value="1"/>	Vendor 2	B0132S	NEBuffer Ssp I			Price Volume: 1+ Price Type: GSA/BPA List Price: \$10.00 UOM: EA Size.: 6.0 ml Discount: N/A
<input type="text" value="1"/>	Vendor 2	R0101S	EcoRI			Price Volume: 1+ Price Type: GSA/BPA List Price: \$53.00 UOM: EA Size.: 10,000 u Discount: N/A

Vendor Quote Nbr:

Vendor Quote Nbr:

Vendor Quote Nbr:

EXPRESS Delivered by IntraMall Express delivery
 Uncheck this box if you don't want Express delivery:

Set quantity

Important: If you do not want the item delivered the same day, uncheck the box and the item will ship by that vendor's standard delivery.

Add your own reference number

When the shopping cart contains non-EXPRESS items and Express items for the **same** vendor the IntraMall parses them into two different shipments – one will deliver the same day and the other will deliver at that vendor's normal delivery time. Two separate IntraMall numbers will be assigned when you Check out. \$20 is added to the Express item for shipping/handling.

Vendor	CAN/Acct Nbr	Vendor Total	Estimated S & H:	Use Reference:
Vendor 1	8322363	\$8.00		
Vendor 2	8322363	\$42.40	\$20.00	
EXPRESS Vendor 2	8322363	\$11.08		

Shipping Information:

Ship To:

Please review the information below to assure correct delivery....

Name:

Phone Number: ex: 999-999-9999

Room Number:

Address: Building: EPS
6120 EXECUTIVE BLVD
BETHESDA, MD 20892

Delivery Method:

* **EXPRESS** items are stocked in IntraMall's Warehouse for Fast delivery.

- Orders placed before 12 noon are delivered the same day between 1:00pm and 5:00pm
- Orders placed after noon and before 7pm are delivered between 7:00pm and 11:00pm
- Orders placed after 7pm are delivered between 11:00pm and 1:00am
- Orders placed before 12 noon are delivered the same day between 1:00pm and 5:00pm
- Orders placed after noon and before 7pm are delivered between 7:00pm and 11:00pm
- Orders placed after 7pm are delivered between 11:00pm and 1:00am

Click to select a different shipping address

Change **ALL** shipping information by clicking and selecting your desired shopper.

Mandatory Source Certification

I certify that I have checked mandatory source for all of the above items.

Certify that mandatory sources were checked

After clicking on the button, a **“Credit Card Review”** page appears. This page has a **“Card Security Code”** field for entering the 3-digit cvv (card verification value) code on the back of your credit card. Many vendors require it. In keeping with the rules of the PCI Security Standards Council, the IntraMall does not keep this code in your profile and will only keep it temporarily on your order until the vendor fills it. You should type in the code as part of the shopping cart checkout procedure each time you create an order.

If your credit card information is OK, click the **“Finish Checkout”** button to complete the order. If your credit card profile needs to be updated, click on the **“Edit Credit Card data”** button. After editing your credit card profile, you will need to scroll to the top of your profile page and click on the **“Shopping Cart”** link to go back to the checkout process.

Creditcard Review

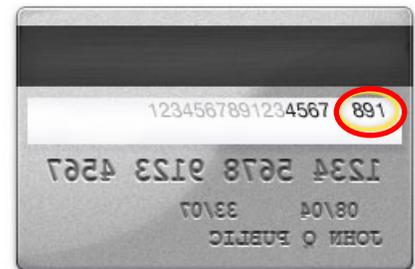
Card Type: VISA
Card Number: *****4139
Expiration Date: JAN-2011
Card Holder: Cardholder's Name
Card Security code *:
* from back of credit card

After editing your credit card, click the Shopping Cart Link to finish checking out.

Card Security Code

The card security code is a unique three or four digit number, separate from your credit card number.

Your card security code for your Visa card is a three-digit number on the back of your credit card, immediately following your main card number.



When the order has been created, an “**Order(s) Submitted**” page appears where you will see your Order(s) with assigned Order Number(s), and the expected charge amounts. Your Order is complete and “Ready For Vendor Pickup.” If it is an EXPRESS order the status is immediately “Order Received by Vendor”.

Order(s) Submitted

Click to open order details

Selected Card	Vendor	Order Number	Expected Amount
VISA	Vendor 1	8238012528	\$931.10
Order Status: Ready for Vendor Pickup			

Order status

Selected Card	Vendor	Order Number	Expected Amount
VISA	Vendor 2	8238012529	\$11.83
Order Status: Ready for Vendor Pickup			

Selected Card	Vendor	Order Number	Expected Amount
VISA	Vendor 3	8238012530 EXPRESS	\$152.00
Order Status: Order Received by Vendor			

EXPRESS orders only instantly have status of “Order Received by

Selected Card	Vendor	Order Number	Expected Amount
VISA	Vendor 4	8238012531	\$238.00
Order Status: Ready for Vendor Pickup			

Your Shoppers' Carts

A Shopper’s Cart functions in the same manner as your Personal Shopping Cart but it was filled by one of your Shoppers (a non-credit card holder). You will be notified by email and on the Main Page screen (under the “Shopping Cart” header) that a Shopper’s Cart is “awaiting approval.”

- To access the Shopper’s Cart, click on the Approve Shoppers Carts link under the Shopping Carts header on the Main Page. A note tells you how many carts are awaiting your purchase.



- Edit the “Recap by Vendor” section, if needed, and click Checkout to purchase the cart. If something needs to be changed by the shopper before you purchase the cart, type a comment to the shopper and click Return Cart to Shopper instead.

3. Shoppers View of Shopping Cart:

Messages:

From your Cardholder: _____

Your Previous message: _____

Message to Cardholder: _____

Shopper can send comments about the order to buyer and vice-versa

ITEM DETAILS: Set a quantity and add instructions for handling.

Qty.	Vendor	Catalog Number	Product Name	Unit Price	Extended Price	Other Details
1	Vendor	28-4065-64	DNTP SET - A,C,G,T, 500UL	\$61.00	\$61.00	Price Volume: 1+ Price Type: Open Mkt List Price: \$61.00 UOM: EA Size.: 1 EA Discount: N/A

Vendor Quote Nbr: _____

EXPRESS Delivered by IntraMall Express delivery

Uncheck this box if you don't want Express delivery:

Total Cost of All Items in this Order: \$61.00

Shopper can add his own reference number. Buyer can edit this reference number.

Vendor	CAT/ACCT Nbr	Vendor Total	Estimated S & H:	User Reference:	Note to Vendor
Vendor	EXPRESS 8000003	\$61.00	\$20.00		

Shipping Information:

Ship To: Please review the information below to assure correct delivery....

Name: Fluffy Cat

Phone Number: 410-584-1039 ex: 999-999-9999

Room Number: 204

Address: Building: 10
10 CENTER DR
BETHESDA, MD 20892

Select from List of Addresses

Delivery Method: Vendor Standard Delivery

Shopper can modify shipping information

Shopper clicks to send cart to buyer for purchase

Mandatory Source Certification

I certify that I have checked mandatory source for all of the above items.

Save Changes Submit to Buyer Empty Cart

After sending the shopping cart to the buyer, the **Submit to Buyer** button changes to **Retrieve Cart From Buyer** and more items cannot be added to the shopping cart unless this button is clicked or the buyer returns the cart. As soon as the buyer clicks to purchase the cart it is returned to the shopper empty and ready for another order.

ORDER STATUS

After placing an order on the IntraMall, you may track your order via your “Order Log.” The “Order Log” allows you to easily locate both summary and detailed information about individual orders.

1. Click on the Order Log link under the Order Processing header on the Main Page.

Order Processing

- Order Log
- Request for Quote
- Log a Non-Mall Order

2. Select the appropriate filters under the “View Order Log” header. Orders can be filtered by Type of Order, Order Date, Order Status, Purchase Card Charged, etc.

The screenshot shows the 'View Order Log' interface. It includes a 'View' dropdown menu, a 'With' dropdown menu, and a 'Sorted by' dropdown menu. Below these are fields for 'Order Date' (with a 'Last 7 days' dropdown), 'From' (MM/DD/YYYY), and 'To' (MM/DD/YYYY). There is also an 'Order Number' text box and a 'Display' button. Three yellow callout boxes provide lists of options for each of these sections:

- View:** All orders, Price Quotes, Non-Mall Orders, Ready for Vendor Pickup, Order Received by Vendor, Filled, Partially Filled/Back Ordered, Canceled
- Order date:** Last 7 days, Today, Yesterday, Current Month, Previous Month, All dates
- Sort by:** Order Date, Vendor, Order Number, Requester, Total, CAN/Acc't Number, OC Code, Order Status, Order Type

3. When filters have been selected, click on the **Display** button.
4. To view a Single Order, type its Order Number or your User Reference number in the “Order Number” text box at the bottom of the page, and click on the **Display** button. NOTE: YOU CAN TYPE IN ANY INTRAMALL ORDER NUMBER TO FIND OUT WHO PLACED THAT ORDER

The Order Log

Note the following fields on the Order Log:

Order Types are:
 Mall Orders
 Express Orders
 Price Quotes
 Rollup Order
 Rollup Invoice Summary

Order Log

Vendor	Order Number	User Reference Nbr	Order Date	Requester	Total	CAN/Acct Nbr	OC Code	Order Status	Order Type
Vendor2	8302013748	jkd201	Date	Buyer 1	.00			Complete View Comments	Price Quote
Vendor2	8301013728	jkd202	Date	Buyer 1	.00	8340040		Ready for Vendor Pickup	Price Quote
Vendor1	8295013628	jkd203	Date	Buyer 1	178.50	8340040	2618	Order Received by Vendor	Mall
Vendor3	8290013608	jkd204	Date	Buyer 1	2.18	8340023	266L	Ready for Vendor Pickup	Mall
Vendor4	8275013490	jkd302	Date	Shopper 1	140.00	8340023	2651	Filled View Comments	Price Quote
Vendor4	8275013488	jkd301	Date	Shopper 1	75.20	8340023	2613	Filled View Comments	Mall
Vendor5	8275013489	jkd303	Date	Shopper 1	30.17	8340023	266L	Ready for Vendor Pickup	Mall
Vendor2	0033175861			Shopper3		13.00	8335291	2613 Filled	Rollup Order
Vendor2	0032173078			Buyer1		513.40	8335291	2613 Filled	Rollup Invoice Summary

Click link to open order details

- The “Order Status” will change to reflect the current status of your Order.
 - “Ready For Vendor Pickup”: the Order is at the Vendor but has not been opened.
 - “Order Received By Vendor”: the Order has been picked up by the Vendor but not acted upon.
 - “Filled”: Order has been filled and shipped.
 - “Partially Filled”: Only part of the Order has been filled and shipped. (Click on the “Order Number” link on your “Order Log” to see details of what has been shipped.)
 - “Pending”: The vendor is processing the order. You can see these details by clicking on the “Order Number” link on your “Order Log.” Check comments in order to see if it is back ordered.
 - “Canceled”: the vendor has canceled Order.
 - “Complete”: This will only be seen when a price quote has been completed and returned by a vendor.
- The OC Code making up the greatest dollar amount in the order is assigned to the entire order.
- Click on the “View Comments” link to read the vendor’s comments.
- Click on the specific Order Number link to get additional order detail information.
- To Cancel an Order:**

You may cancel an Order by clicking on the order number and then on **Cancel this Entire Order** , or you may cancel individual items from the order by clicking on **Delete** button to the left of the item. **(This feature is only available if the status is “Ready for Vendor Pickup”. Once the order is picked up, only the vendor can cancel it. EXPRESS orders cannot be deleted).**

The Mall Order Detail Screen Prior to Vendor Pick-up

This screen will display the order you selected. The line item order status and any comments made to and from the vendor can be accessed from this screen.

Mall Order [Printer Friendly View](#)

Order Number: 8295013628 Order Status: Ready for Vendor Pickup
 User Reference: JD102108C Last Modified: Date
 Order Date: Credit Card: VISA-1111
 Requester: Buyer 1 Vendor Reference Nbr:
 Vendor Name: Vendor 1

Order Detail:

Delete	Catalog Number	Product Name	OC Code	Other Details	Quantities			Unit Price	Total Price	Status
					Ordered	Shipped	Balance			
	TA4631	Apop DNA Ladder-Isotopic	2618	List Price: \$224.00 Price Volume: 1+ Price Type: Open Mkt/BPA Cost Type: each Size: 20 TESTS	1	0	1	178.50	178.50	Awaiting Processing

Mandatory Sources Checked Item Total: \$178.50
 Purchases above micro-purchase threshold(\$3,000) Clearance: Shipping: \$0.00
 Vendor Name & Quote 1) Competitive Process: Total: \$178.50
 Vendor Name & Quote 2) Sensitive/Acct Property: CAN/Acct Nbr Charged:
 Vendor Name & Quote 3) Small Business: 8340040

[Update Order](#) [Reorder Items](#) [Cancel this Entire Order](#)

Transaction History:
There are no transactions for this order

Communications:

Date	From	Comment
Add to Comments		

Shipping: Vendor Standard Delivery

Ship To:	Bill To:
Buyer 1 National Institutes of Health 31 CENTER DR Building: 31 Room#: 9B5 BETHESDA, MD 20892 Office Phone: 888-644-6255	Buyer 1 National Institutes of Health 31 Center Dr. Building: 31 Room#: 9B5 Bethesda, MD 20892 Office Phone: 888-644-6255

The Mall Order Detail Screen After Vendor Processing

Mall Order
Printer Friendly View
Status of Order

Order Number: 1179568817

User Reference: JD0824

Order Date: Date

Requester: Buyer1

Vendor Name: (Vendor2)

Order Status: Filled

Last Modified: Date

Credit Card: VISA-6414

Vendor Reference Nbr: 123456

Click to format for printing.

Status of quantities ordered

Status of Items

Order Detail:

Line Nbr	Catalog Number	Product Name	OC Code	Other Details	Quantities			Unit Price	Total Price	Status
					Ordered	Shipped	Balance			
1	4304972	Sequence Detection Primer: 130,000 picomoles	2613	List Price: \$85.50 Price Volume: 1+ Price Type: Punchout Cost Type: EA Size:	2	2	0	85.50	171.00	Filled
2	450003	TaqMan(R) TAMRA(TM) Probe 50,000 pmol	2613	List Price: \$625.60 Price Volume: 1+ Price Type: Punchout Cost Type: EA	1	1	0	625.60	625.60	Filled

Purchases above micro-purchase threshold(\$3,000)

Vendor Name & Quote 1)

Vendor Name & Quote 2)

Vendor Name & Quote 3)

Update Order | Reorder Items | Cancel this Entire Order

Mandatory Sources Checked

Clearance:

Competitive Process:

Sensitive/Acct Property:

Small Business:

Item Total: \$796.60

Shipping: \$0.00

Total: \$796.60

CAN/Acct Nbr Charged: 8335291

Transaction History:

Transaction Number	Included in Shipment			Transaction Date	Date Received	S & H	Total	Display Invoice
	Line No.	Cat.No.	Price Qty					
6032061	1	4304972	85.50 2	Date	<input type="text"/> Submit	.00	\$796.60	Display Invoice
	2	450003	625.60 1					

Communications:

Date	From	Comment
Date	Vendor	order processed for delivery

Add to Comments

Shipping: Vendor's Standard Delivery

Ship To:	Bill To:
Shopper3 NIH/(Institute) 5640 FISHERS LANE Building: TWINBROOK I Room# : ROCKVILLE, MD 20852 Office Phone:	Buyer1 NIH/(Institute) 5640 Fishers Lane Building: Twinbrook I Room# : Rockville, MD 20852 Office Phone:

Note user reference number you created in shopping cart

Click to format for printing.

Status of quantities ordered

Status of Order

Status of Items

Click to add all items to cart

Type date received and click submit.

Details of each transaction on the order

Click to view Smart Match to bank credit card charge

Click to display a printer friendly version of an invoice with the Vendor's name and logo.

This is a log of all communications on order. Type a message and click button to add comment.

35

Display Match of Transaction to Bank Credit Card Charge

To view the vendor’s actual credit card charge that is matched to a transaction in the order, click on the “Display Match” link to the left of the transaction. This will take you to our Smart Match feature where you will see the transaction–charge match. If there is no “Display Match” link next to the transaction, Smart Match could find no credit card charge for the transaction.

Printer Friendly View of Invoice

To obtain a printer-friendly view of an invoice with the Vendor’s name and logo at the top, click the “Display Invoice” button next to the desired transaction. This should, for the most part, eliminate your need to request that vendors send you invoices for IntraMall

Disclaimer: Be advised that IntraMalls LLC makes no claim and bears no responsibility for the accuracy of the data provided. While we continue to strive for 100% accuracy, many factors are beyond our control. We are working with vendors, Visa merchant processors and your SmartPay II card provider on a daily basis to improve the speed and accuracy of these updates. If you feel an Invoice does not accurately match with the charge made against your credit card, please contact the vendor directly. To find the vendor’s contact information, click on the “Vendor Alphabetical” search on the IntraMall’s menu and then click on the Vendor’s name.

RE-ORDER A PREVIOUS ORDER

This feature allows you to re-order a previous order without having to re-type the items.

1. Open the order you wish to re-order and click on the **Reorder Items** button.
2. This will put the items into your shopping cart where you will have the flexibility of deleting items or modifying the quantities, ship-to name and address, CAN, shipping method, and note to vendor.

Order Number:	9022015951	Order Status:	Order Received by Vendor
User Reference:	jd012209B	Last Modified:	
Order Date:	Date	Credit Card:	VISA-4139
Requester:	Requester	Vendor Reference Nbr:	
Vendor Name:	Vendor's Name		

Catalog Number	Product Name	OC Code	Other Details	Quantities			Unit Price	Total Price	Status
				Ordered	Shipped	Balance			
0278-330	MNLINSTR, TYPHOON, PC, R2 <small>Note: 98743164</small>	2651	List Price: \$25.00 Price Volume: 1+ Price Type: Open Mkt Cost Type: EA Size: 1 EA	2	0	2	24.00	48.00	Awaiting Processing
PA45009	ECL PLEX G-A-M IGG, CY5, 150UG <small>Note: 98743164</small>	2613	List Price: \$32.80 Price Volume: 1+ Price Type: Open Mkt/BPA Cost Type: EA Size: 1 EA	1	0	1	23.06	23.06	Awaiting Processing

Purchases above micro-purchase threshold(\$3,000)	Mandatory Sources Checked	Item Total: \$71.06
Vendor Name & Quote 1) <input type="text"/>	Clearance: <input type="checkbox"/>	Shipping: \$7.00
Vendor Name & Quote 2) <input type="text"/>	Competitive Process: <input type="checkbox"/>	Total: \$78.06
Vendor Name & Quote 3) <input type="text"/>	Sensitive/Acct Property: <input type="checkbox"/>	CAN/Acct Nbr
	Small Business: <input checked="" type="checkbox"/>	Charged: 8340023

REQUEST A PRICE QUOTE

Both buyers *and* shoppers can use the IntraMall to request a price quotation from an IntraMall vendor. Shoppers request the quote directly from the vendor without first passing it onto the buyer.

1. Click on the Request for Quote link under the Order Processing header on the Main Page.

Order Processing
 --Order Log
 --Request for Quote
 --Log a Non-Mall Order

TURN A RETURNED PRICE QUOTE INTO AN ORDER

Price Quote

Quote Number: 8345014028
 User Reference: jkc204
 Quote Date: Date
 Requester: Buyer 1
 Vendor Name: Vendor 1

Quote Status: Complete
 Last Modified: Date
 Credit Card:
 Vendor Quote Number: 1210083

Price Quote: Check the comments section for original quote request information.

Selection	Catalog Number	Product Name	Size	Unit	OC Code	Qty	Unit Price	Total Price	List Price	Notes	Status
<input type="checkbox"/>	123654798	Beaker, graduated heat-resistant	250 mL	dozen	Select	1	45.00	45.00	50.00	cheaper by dozen	Complete
<input type="checkbox"/>	5646131984	Flask, volumetric	500mL	each	Select	2	17.00	34.00	23.00		Complete

CAN/Acct Nbr Charged: 8340023

Order Selected Items

Communications:

Date	From	Comment
DD-MMM-YY	Vendor	Can ship within 24 hours of receipt of order.
DD-MMM-YY	Buyer	Price Quote requested for Catalog Nbr: 123654798 Beaker, graduated heat-resistant Quantity: 12 Note: need by end of month
DD-MMM-YY	Buyer	Price Quote requested for Catalog Nbr: 5646131984 Flask, volumetric Quantity: 2 Note: need by end of month

Add to Comments

Shipping:

Ship To:	Bill To:
Buyer 1 NIH / NCI 31 CENTER DR Building: 31 Room# : BETHESDA, MD 20892 Office Phone:	Buyer 1 NIH / NCI 31Center Dr. Building: 31 Room# : Bethesda, MD 20892 Office Phone: 888-644-6255

Annotations:

- Vendor's returned quote. (points to the quote table)
- 1. Select to order (points to the Selection checkbox)
- 2. Select OC Code and CAN for item to be ordered (points to the OC Code and CAN/Acct Nbr Charged dropdowns)
- 3. Click to order (points to the Order Selected Items button)
- Items from your original request for quote. (points to the Communications table)

SMART MATCH TOOL FOR MATCHING BANK CHARGES TO ORDERS

Every morning the IntraMall automatically matches your credit card charges to transactions on your IntraMall Orders. You can print out a report of these matches and use that printout to help you reconcile your bank charges in the NIH Business System (NBS). It is important to keep in mind that the IntraMall is not integrated into the NBS. **You must still manually log your orders, match and reconcile them to the bank charges in the NBS. The Smart Match tool simply makes that job easier by showing you what IntraMall orders match to specific charges.**

Quick Reference Guide to Using the IntraMall Smart Match

1. How to enter Smart Match from the IntraMall’s Main Menu

 <p>Rapid Order Entry -- Rapid Order Entry</p>	<p>Search --Vendor Catalog --Vendor Alphabetically --Category --Advanced --Express Inventory --Specials</p>	<p>Shopping Lists --Personal List --CAN/Acct Nbr List</p>	<p>Punchout Vendors Punchout takes you to a Vendor's website where you can configure custom products and return those items to the IntraMall's cart for purchasing.</p> <p>-- Vendor 1 -- Vendor 2 -- Vendor 3 -- etc.</p>
 <p>Shopping Carts --Personal Cart 0 items are in your shopping cart --Approve Shoppers Carts 0 carts are awaiting approval</p>	<p>Order Processing --Order Log --Request for Quote --Log a Non-Mall Order</p>	<p>Tools -- CAN/Acct Nbr Sumry Rpt -- CAN/Acct Nbr Detail Report -- Oligo Order Log -- Oligo CAN Statements -- Smart Match</p>	
 <p>Advanced Options --Manage My Profile --Manage My Shoppers --Change Password</p>	<p>Contact Us IntraMall contact information</p>	<p>Log Off Exit the Intramall</p>	<div style="border: 1px solid black; background-color: yellow; padding: 5px; display: inline-block;"> Click here for Smart Match </div>

2. Smart Match Options

Smart Match

 [List of Bank Charges/Credits by Statement period](#) ←

Click to view all your Charges/Credits and their matches for the selected statement month. See screen shot a. below

 Match Report - Select a Transaction Cycle from the following list:
 ←

Printable report of all matches for selected month. See Screen shot b. below

 Find a Transaction
Enter a Purchase Order Number below to find the Order and what Bank Charge it matches.
 ←

To find the Charge/Credit to which an order is matched, see "Find Transactions". See screen shot c. below

 Find a Bank Charge/Credit
Fill in the field(s) below to find a Bank Charge or Credit, the statement it is on, and if it is matched to an order.

Vendor Name:	<input type="text"/>	<input type="button" value="Find"/>
Approximate Amount:	<input type="text"/>	
Approximate Date:	<input type="text"/>	

Search for a bank Charge/Credit by filling in one or more of these fields. See screen shot d. below

b. List of Bank Charges/Credits Option

List of Charges for (CARDHOLDER NAME)

[Return to Smart Match Main Page](#)

Credit Card	View	Statement Month	Archived Statements	Sorted by	
VISA-1846	All Charges	MMM/YYYY	Month: <input type="text"/> Year: <input type="text"/>	Order Number	Display

Statement: MMM/06/YYYY – MMM/05/YYYY

[Update](#)

[Summary](#)

Matched Transactions

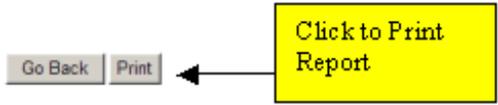
	Bank Statement	IntraMall Transaction	
	Vendor Name: Vendor 1	Vendor Name: Vendor 1	FY: 8
	Charge Date: DD-MMM-YY	Order Date: DD-MMM-YY	CAN: 8369883
	Total: 8.42	Total: 8.42 (Item Ttl: 8.42 S&H: .00)	OC Code: 266L
Match: ***	Charge ID: 8190786837 800-937-3600 , MD	Charge ID: 1819078683701 Order Number: 8190786837	Comments Dispute Charge Unlink?: <input type="checkbox"/>

	Bank Statement	IntraMall Transaction	
	Vendor Name: Vendor 2	Vendor Name: Vendor 2	FY: 8
	Charge Date: DD-MMM-YY	Order Date: DD-MMM-YY	CAN: 8369883
	Total: 46.21	Total: 46.21 (Item Ttl: 37.99 S&H: 8.22)	OC Code: 266L
Match: **	Charge ID: 000000000000000000 Reidsville , NC	Charge ID: 1819678852001 Order Number: 8196788520	Comments Dispute Charge Unlink?: <input type="checkbox"/>

UnMatched Transactions from Statement

	Bank Statement	IntraMall Transaction	
	Vendor Name: Vendor 3		FY: 8
	Charge Date: DD-MMM-YY		CAN:
	Total: 31.55		OC Code:
Match: Manual Match	Charge ID: 103-6859066-49290 Amzn.Com/Bill , WA		Log Non-Mall Order Comments Dispute Charge

b. Match Report Option



Match Summary Report

Statement: MMM/06/YYYY– MMM/05/YYYY

THIS IS NOT A RECONCILIATION REPORT.

Card Number: 9999

Vendor	Credit Card Statement				IntraMall						
	Charge Date	D	Total	CAN	OC Code	Requester	Total	Item Total	S&H	Order Number	Order Date
Vendor 1	DD-MMM-YY		280.85								
	DD-MMM-YY		895.00								
Vendor 3	DD-MMM-YY		795.00								
Vendor 4	DD-MMM-YY		195.00								
Vendor 5	DD-MMM-YY		471.57	8371104	2651	John Smith	471.57	.00	.00	7275613374	02-OCT-07
Vendor 6	DD-MMM-YY		1,481.72	8368214	266L	John Doe	1,481.72	.00	.00	7302620040	29-OCT-07

Matched Charges

Unmatched Charges

c. Find a Transaction Option

This will show all the transactions that have been placed against an IntraMall order and the bank charges/credits, if any, that those transactions are matched to.

Find Transactions Search Results

[Return to Smart Match Main Page](#)

If a Transaction is linked to a Charge you can click on the Transaction Number to be taken to that Statement.

Order...						
PO Number	Company		Order Date			
8190786837	Vendor 1		DD-MMM-YY			
...has a Transaction that has been matched to Credit Card Charge...						
Transaction Number	Date	Amount	Merchant Name	Purchase Date	Charge Amount	Statement Date
4198425	DD-MMM-YY	8.42	Vendor 1	DD-MMM-YY	8.42	MM/YYYY

d. Search for a Charge/Credit Option

You can search for bank charges or credits by typing in the vendor’s name. You can further limit your search by typing in an approximate amount and/or an approximate date.

Find Charges Search Result

[Return to Smart Match Main Page](#)

Credit Card Charge		Matched to IntraMall Order/Transaction	
MERCHANT NAME:	Vendor 1	COMPANY NAME:	Vendor 1
MERCHANT CITY, STATE:	770-4495050 , GA	P.O. NUMBER:	8036702946
PURCHASE DATE:	DD-MMM-YY	TRANSACTION DATE:	DD-MMM-YY
AMOUNT:	75.64	AMOUNT:	75.64
STATEMENT PERIOD:	MM/YYYY	SHIPPED TO:	Pete Dog
FIND ON LIST OF CHARGES:	click here	DISPLAY THIS ORDER:	click here



To look for another charge, change Search Criteria below...

Vendor Name:	<input type="text" value="Vendor 1"/>	Find
Approximate Amount:	<input type="text" value="75"/>	
Approximate Date:	<input type="text" value="DD-MMM-YY"/>	

LOG OFF

Using the Navigation Bar from any page, make sure you end your session by Clicking on the “Log Off” link. For security reasons, never leave your computer logged onto the IntraMall when you are away from it. Always log off the IntraMall. If your IntraMall session is idle for more than 90 minutes you will automatically be logged out.

FAQ's (FREQUENTLY ASKED QUESTIONS)

Note: You can find more detailed descriptions by going to the Table of Contents and clicking on the desired topic. That will take you directly to the page where the topic is discussed.

Gaining Access to the IntraMall

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

The IntraMall is available 24hours/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. Eastern Time.

2. I am a purchase cardholder. How do I get an IntraMall account?

Click on the “Request a User Account” button in the login box located at <https://intramalls.com/login.html> and fill out the form and submit. The IntraMall team will notify you with your access information. You may also contact our help desk at info@intramalls.com or call 888-644-6255.

3. I don't have a purchase card. How can the IntraMall help me?

You can have a “Shopper” account in which you can shop for and add products to a shopping cart that you can then send instantly through the IntraMall to your buyer. You are notified by email when your buyer picks up and purchases your cart and when the vendor picks up and fills the order. You also have a permanent record of all of your orders. Human error is reduced because the buyer does not have to re-enter what you have already put into the shopping cart – prices are accurate and shipping address is correct. Ask your buyer to set you up as a shopper. If your buyer needs assistance doing this, have him/her contact IntraMalls at 888-644-6255 for a quick “walk-through”.

4. My password doesn't work, how can I get into the IntraMall?

Make sure your Caps Lock is turned off on your keyboard and try retyping your member name and password. 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. Contact the IntraMall help desk at 888-644-6255 if you need help.

5. How can I create shopper accounts for the people I buy for?

Click on the “Manage My Shoppers” link under the “Advanced Options” section on the menu. Simply fill out appropriate information in each section and submit. Please follow the IntraMall standard by using all lower case when assigning the userid and password. The userid should be the first initial of the first name followed by the last name with no spaces or periods. If you need assistance, call the IntraMall help desk. Important! Contact the IntraMall if the shopper is to participate in our Rollup of Oligo Charges Program.

Managing Your Credit Card and IntraMall User Profiles

1. How do I change my credit card profile in the IntraMall?

Log into the IntraMall and click on the “Mange My Profile” link found in the main menu. Scroll down to the “Credit Card Information” section. Here you can add a new credit card, delete a previous credit

card, or edit your current credit card. You can also change/edit your credit card information as you check out your shopping cart.

2. How do I change my password?

After logging into the IntraMall, click on the “Change Password” link under the “Advanced Options” section.

3. How do I change my contact information?

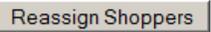
Click on the “Manage My Profile” link and scroll down to the appropriate sections to edit your profile.

4. How can I add a CAN to my profile?

Click on the “Manage My Profile” link in the menu, scroll down to the Edit CAN Number button and click on it. Move the CAN from the right-hand table available CANs to the left hand current CANs table using the “Add button”. Click to update and then save.

Managing Your Shoppers’ Profiles

1. I’m going on vacation. How can I send my shoppers’ carts to another buyer?

Click on the “Manage my Shoppers’ link on the main menu and then on the  button. Select the cardholder from the drop down “Assign to” list. Select the shoppers you wish to reassign and click the  button.

Vendor Matters

1. What vendors are in the IntraMall?

You can either click on the “List of Mall Vendors” button in the Login box or log into the IntraMall and click on either the “Vendor Catalog” link or “Vendor Alphabetically” link. The “Vendor Catalog” link lists the vendor by the types of products they sell.

2. Can I invite my favorite vendors to join the IntraMall?

Send a list of such vendors to info@intramalls.com. It is most helpful if you can provide us contact information for the sales rep you normally deal with. We will then contact them to see if they are interested in joining with us. Always ask their sales reps whom to contact about joining the IntraMall.

3. How can I find out the contact information for a vendor?

Log into the IntraMall and click on the “Vendor Alphabetically” link in the menu. Then click on the company’s name. A “store front” page appears with this information. Typically there is a “Vendor Information” link to more detailed information dealing with vendor shipping policies, return policies, etc.

4. Are the prices for products ordered through the IntraMall guaranteed by IntraMall Vendors?

Yes – except for Contingent Items (see Rapid Order Entry). The IntraMall permits vendors to charge up to 10% more than the price the buyer typed in for contingent items.

Using Rapid Order Entry to Quickly Add Items to My Shopping Cart

1. I already know the vendor and catalog number of the products I want to purchase. What is the fastest way to add such an item to my shopping cart?

Click on “Rapid Order Entry” in the menu. Then select the desired vendor and type in the catalog numbers and quantities for the items you want to purchase. Modify the information at the bottom of the

page, if necessary, and click “Last Item”...”Yes”. The items will be added to your shopping cart.

2. What is a “Contingent” item?

A Contingent item is one that is not listed in the IntraMall for the selected vendor but that you can still add to your shopping cart via Rapid Order Entry. After clicking “Last Item”...“Yes” in Rapid Order Entry, you will be required to type in the product name, price, and OC Code. Such items do not have guaranteed prices and the vendor may choose to cancel the item from the order.

Searching for Products in the IntraMall

1. How can I find a product’s information if I know the manufacturer’s number or a catalog number?

Type the catalog number or manufacturer number into the “Search” field located below the navigation bar at the top of each page. And click “Search”. A list of products with those numbers appears. Click on the desired catalog number to open the product detail page where you can click to add the item to your shopping cart.

2. How can I search for a product by categories?

To search *across all vendors*, click on the “Category” link under the Search section in the menu. Click on the appropriate category. A category 2 list will appear. Click on the desired sub-category. A category 3 list appears. Clicking on one of those sub-categories will raise a search result list of all products in that category. Click on the desired catalog number to open the order and subsequently add the item to your shopping cart.

To search a *specific vendor’s* catalog by categories, click on the “Vendor Alphabetically” link under the Search section. Follow the same procedures as in the Category search above.

3. How can I narrow my search for a product?

Click on the “Advanced Search” link in the menu. From this search you will be able to set a variety of filters and sorts to shorten and clarify your search.

4. How can I sort the Search Results List that is returned at the end of a search?

Clicking on any of the column names will sort the entire page by that variable. It will be in ascending order. Click the column heading a second time and it will sort in descending order.

Shopping Cart Questions

1. Can I put my own reference number on the order?

Yes. Just type the number into the “User Reference” field located in the “Recap by Vendor” section of the shopping cart.

2. Can I add more than one vendor’s products to my shopping cart at the same time?

Yes. When you click the “Check Out” button to submit the orders a confirmation page appears that gives a separate order number for each vendor as well as the order total.

3. Can I create orders in my shopping cart for more than one shipping address at the same time?

No.

4. I’ve added an item from my shopping cart that I don’t want to order. How do I remove it?

In the shopping cart change the quantity to 0 for the item you wish to remove and then click the “Save Changes” button. The page will refresh and the item will be gone from the cart.

5. I’ve added some things to my shopping cart and need to continue tomorrow. Can I log out of the IntraMall without losing what I’ve put into the cart?

Yes – but first be sure to click the “Save Changes” button in the shopping cart.

6. A vendor’s sales rep gave me a special quote number to use for an additional discount. Where do I enter that number on an IntraMall order?

If you are using Rapid Order Entry, simply enter it into the “Special Quote Number field”. If you add the product to the shopping cart from the Product Description page, add it to the “Vendor Quote nbr” field under the product name in the shopping cart. Use this field only for quote numbers.

7. Can I send a comment to the vendor with my order?

Yes, there is a “Note to Vendor” field located in the Vendor Recap section in your shopping cart. (Note that the Vendor Recap section also contains a separate “User Reference” field to put your own reference number on the order. You should not use a comment for that purpose) Also, after the order is created, you can open the order, scroll down to the communication section and send additional comments at any time.

8. How do I know when my shopper has sent me a shopping cart to purchase?

If you have your email address and notification settings correct in your “Manage My Profile” section you will receive automatic email notifications whenever a shopper sends you a cart to purchase. You can also log into the IntraMall and look under the “Shopping Carts” section to see if there are any carts awaiting your purchase.

9. I’m a shopper and the IntraMall will not let me add products to my shopping cart. What must I do?

This occurs between the time when you have sent your cart to your buyer and it is purchased. If you want to add more things to the cart, click on the “Shopping Cart” link in the menu and then on the “Retrieve Cart from Buyer” button. You can then add more items to the cart and then click on the “Submit Cart to Buyer” button to return the cart back to the buyer for purchase. Once the buyer purchases your cart it is returned empty to you, ready for the next order.

10. What is the card security code found on the Credit Card Review page when checking out?

This is the 3-digit cvv (card verification value) code on the back of your credit card. Many vendors require it. In keeping with the rules of the PCI Security Standards Council, the IntraMall does not keep this code in your profile and will only keep it temporarily on your order until the vendor fills the order. This requires that you type in the code as part of the shopping cart checkout procedure each time you create an order.

Queries About Orders

1. How do I find out the status of my order?

Click on the “Order Log” link under the “Order Processing” section in the menu.

If you know the order number or User Reference Number, just type it and click to display. The order detail page opens.

If you do not know the order number, select the order status and date range from the drop-down lists and click to display. The Order Log appears listing all the orders in the search results. Clicking on the catalog number will open the order detail page so you can see the status of each line item.

2. How do I know when a vendor has filled my order?

If you have your email address and notification settings correct in your “Manage My Profile” section you will receive automatic email notifications of any change in the status of your order. You can also log into the IntraMall and click on the “Order Log” link to check on any order or price quote.

3. I frequently order the same items from the same vendor. Is there a shortcut to reordering these items?

Yes. Open the previous order you wish to reorder and click on the “Reorder Items” button. The items will then be added to your shopping cart where you can modify, delete, or add items prior to submitting the order.

4. Can I print an invoice from the IntraMall?

Yes. Just open the order, scroll down to the Transaction History section and click on the “Display Invoice” button. This will raise a printer friendly page that has the vendor name and logo at the top of the page.

5. How can I find the buyer and requester contact information for an IntraMall order that was delivered to me by mistake?

Just click on the “Order Log” link on the main menu and type in either the IntraMall’s order number, the Vendor’s reference number, or the user’s reference number. T click the Display button.

Using Price Quotes

1. Can I use the IntraMall to request price quotes from vendors?

Yes. Click on the “Request a Quote” link in the menu. Fill out the form and submit. On the page that appears click the “Redisplay Items to be Quoted” button to send the same quote to another vendor. Repeat for as many quotes as you like.

2. Can I turn a completed price quote into an order without having to retype it?

Yes. Click on the “Order Log” link in the menu and open the completed quote. Just click the desired items and then the “Order Selected Items” button. The items will be added to your shopping cart.

IntraMall **EXPRESS**

1. What is the IntraMall EXPRESS?

EXPRESS items are laboratory-critical products from participating IntraMall vendors that are kept in stock at specific temperatures in the IntraMall’s Gaithersburg warehouse. *EXPRESS* items are delivered the same day if ordered before noon.

2. 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.

3. When does EXPRESS operate?

Same day delivery is available Mondays through Fridays except on Federal holidays. The order must be placed prior to noon to ensure that it will be received by 5 p.m. that day. If ordered after noon but before 7 p.m., delivery will be by 10 a.m. the next morning.

4. Can I know if EXPRESS Items are in stock?

Yes. There are two ways of knowing real-time inventory. One is to click on the **--Express Inventory** link found on the main IntraMall menu. The other is to open the Product Description page by clicking on the catalog number in the shopping cart. As soon as the item is placed into your shopping cart the quantity is set aside for you. If, however, you order more than what is in stock, the order will ship by the vendor's normal shipping methods. Always click on the catalog number in the shopping cart to check inventory.

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

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

6. Do I have the option NOT to use EXPRESS?

Yes, **except** for items that are labeled as **EXPRESS only**. Only those items that are on hand can be shipped same day. If you do not want an EXPRESS item delivered same day you have the option to do so at the line item in your shopping cart. It will then be delivered by the vendor's normal delivery method and at the vendor's normal shipping cost – just like other non-Express IntraMall items. You may find that the \$20 shipping for same day delivery is actually cheaper than the vendor's normal shipping cost for non-EXPRESS delivery.

7. What kinds of products are stored 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.

8. How do I go about using IntraMall EXPRESS?

There are several ways to add an EXPRESS item to your shopping cart.

- a. Simply type the catalog number into the **EXPRESS** search at the top of the page.
- b. Click on the **--Express Inventory** link on the main menu, select the vendor and then click the **ADD TO CART** button next to the desired item.
- c. Open a previous EXPRESS order and click the **Reorder Items** button.
- d. Any of the normal ways that you add any IntraMall item to the cart. This includes Rapid Order Entry, the quick Search in the Navigation Bar, Advanced Searches, and Vendor Catalog Searches. If the item is an EXPRESS item it will be labeled as such in Product Description page as well as in the shopping cart.

9. What happens if I have other non-Express items from the SAME vendor in my shopping cart along with the EXPRESS items?

The IntraMall parses them into two different shipments – one will deliver the same day and the other will deliver at that vendor's normal delivery time. For your convenience, two separate IntraMall numbers will be assigned when you click to Check out.

Smart Match Tool for Matching Bank Charges to Orders

1. If the IntraMall matches orders to a bank charge/credit, do I still need to log the order into the NBS and match it there?

Yes. The IntraMall is not integrated into the NBS.

2. Why use the Smart Match Tools in the IntraMall if I must still log and match the orders in the NBS?

There are several reasons you may find the Smart Match to be convenient:

- It provides a quick printout of all of your matches that you can then use to help you log and match entries in the NBS.
- There are a variety of ways to easily filter and sort your charges
- You can view up to 200 charges/credits and their matches on a single page before you need to click to change pages to see the next 200 charges/credits – simply scroll down.
- Its “Find Charge” tool can be used to quickly look up the order that is matched to a charge.
- Its “Find Transaction” tool can be used to quickly look up the charge that is matched to an order.

3. Does the IntraMall match all my bank charges/credits to orders?

No. Only orders created in the IntraMall are matched. It is possible for the IntraMall to match all bank charges/credits to orders but that would require logging Non-Mall orders in the IntraMall – most people would find this to be unnecessary, since they still need to log and match these orders in the NBS.

4. How can I quickly get a match report for a specific statement month?

Click on the “Smart Match” link under the “Tools” section in the Main Menu. Then select the desired statement month under “Match Report” and click to display. There will be a “Print” button near the top of the page.

5. Can I sort the List of Charges?

Yes. Click the List of Charges link then select “Sorted by...Order Number”. This will display all of your matched charges/credits for that month first followed by your unmatched charges. Clicking the “Summary” button will enable you to get a printout based on the filters and sorting method you selected to view the statement.

6. How can I quickly find the bank charge/credit to which an IntraMall order is matched?

Type the IntraMall order number in the “Find a Transaction” field and click the “Find” button.

7. How can I quickly find a bank charge/credit and its match?

Type one or more of the following under the “Find a Bank Charge/Credit”:

Vendor Name, Approximate Amount, Approximate Date. Note that supplying more information will narrow your results.

Punchout

1. What is punchout?

Punchout is a feature that enables one to click on a vendor name listed under the Punchout section of the main menu to be taken to the special punchout section of that vendor’s website. Once there, the user can configure custom oligos and then click a button to return those items to the IntraMall shopping cart where they can be purchased. Enrollees in the “Custom Oligos Rollup of Charges Program” will have their punchout orders collectively charged by CAN once/month instead of per order. See that section directly below or go to the Table of Contents and click on the topic: “Participation in Monthly Rollup of Charges Program for Custom Oligos” for complete details.

2. Can I use punchout without being enrolled in the Oligo Rollup Program?

Yes. You would then be charged normally per order.

Custom Oligos Rollup of Charges Program

1. How does this program work?

The user punches out to a participating vendor’s website, configures the oligo and clicks a button to bring it back into the IntraMall shopping cart where it is purchased. The IntraMall does not transmit your credit card number to the vendor with the order, so they can’t charge the order. At the end of the month the IntraMall takes all of the transactions on a user’s rollup orders for each vendor and rolls them up into a single total by CAN. The vendor is then sent a Rollup Invoice Summary that now contains the cardholder’s credit card information. The vendor then charges the credit card for the rollup amount.

2. How do I sign up for this program?

Have your administrator contact the IntraMall help desk, since they may want all of their cardholders to participate.

3. I am a cardholder in the rollup program. Do my shoppers also need to be enrolled in the program?

Yes – if they will be punching out to configure oligos and sending you the shopping cart. This will be seamless to them. Just email info@intramalls.com the list of your shoppers and we will enable them.

4. How do I know if an oligo will be rolled up?

When the oligo is brought back to your IntraMall shopping cart it will be labeled “rollup”. When the order is created it will say “Rollup Component”.

5. How do I check the status of the current month’s rollup orders?

In the Tools section of the main menu, click on the link: “Oligo Order Log”.

6. How do I check the credit card charges for previous month’s rollup orders?

In the Tools section of the main menu, click on the link: “Oligo CAN Statements”.

7. Is the IntraMall’s Smart Match any different for Rollup Charges?

Yes. The Rollup credit card charge from the vendor is matched to the monthly Rollup Charge containing a Billing Number that is assigned to the Rollup Invoice Summary. If you wish, you can click on this Billing Number to see the individual Rollup Component Orders.

8. If I don’t want to participate in this program, can I still use the IntraMall to punchout and configure custom oligos from these vendors?

Yes. If, however, you are enrolled in the program and no longer wish to participate, you must let the IntraMall help desk know to remove you from the program before you punchout.

MOST COMMONLY USED OBJECT CLASS CODES

2241	Freight of Express
252H	Guest Lecturer
252U	Temp. Services
252V	Advertising / Publication of Notices
252W	Tuition
256Q	Lab Services
257N	Maintenance to Scientific Equipment
257R	IT Repair
2576	Repair to Scientific Equipment
259K	Radiation Safety Services
2611	Drugs, Medicines, Vaccines, Pharmaceutical Bottles
2613	Biological Materials

2614	Tissue Materials
2616	Media
2618	Blood and Blood Products
263A	Medical & Surgical
263N	Medical & Laboratory Clothing, Hospital Linens
2651	Laboratory Supplies
2652	Chemicals
2654	Glassware
266A	ADP (Computer) Supplies
266W	Educational/Training Supplies
266L	Office Supplies
266M	Subscriptions
268G	Supplies for Building & Grounds Maintenance
268J	Housekeeping & Janitorial Supplies
268Z	All Other (under 268...)
2681	Printing Supplies
2682	Photographic Supplies
2688	Reprints
319A	Office Equipment
319C	ADP Software
319F	ADP (Computer) Equipment/Hardware
319H	Laboratory Equipment
319Y	Books