

# Automated Supply Center: Frequently Asked Questions



Bulletin 7029

Maximize Your Time For Science.

## Registration

#	Question	Answer
1	How do I register for the automated Bio-Rad Supply Center?	You can register at the kiosk by clicking <b>Register</b> on the touch screen or by visiting us <a href="#">online</a> .
2	What if my PI does not appear in the dropdown menu?	Select your institution and if your PI does not appear in the dropdown menu, select <b>Create a New PI</b> and complete the required information. Once complete, select <b>Submit</b> .
3	How long do I have to wait after I register to gain access to the automated Bio-Rad Supply Center?	Within 24 hours after registering you will receive an e-mail with instructions on how to create a password.
4	How do I change my registration information?	Please log in and select <b>My Supply Center</b> followed by the <b>Profile</b> tab. Update your personal information and select <b>Save Updates</b> .
5	How do I change my login email?	Please register using a new email. Select <b>Register</b> . Select an appropriate PI and complete the required fields. You will receive an email notification with instructions on how to create your password within 24 hours.

## Password

#	Question	Answer
6	What if I forget my password?	Select <b>Forgot Password</b> . Enter your login name and select <b>Reset Password</b> . A notification will be sent to your e-mail with instructions to reset your password. If you experience any issues with resetting your login and password, simply e-mail us at <a href="mailto:supplycenter@bio-rad.com">supplycenter@bio-rad.com</a> or call 1-800-246-1669 to request a reset. You will need to provide your first and last name and the name of your PI.
7	How do I login without my password?	Select <b>Security Login</b> . Enter your login name and select your question from the dropdown menu. Enter your answer and select <b>Security Login</b> . You will be allowed access to your iSupply account.

## Credit Card Payment

#	Question	Answer
8	How do I pay with a credit card?	If you would like to pay for products purchased via the Supply Center with a credit card, you may register your credit card with Bio-Rad by calling 1-800-246-1669.
9	Does Bio-Rad store my credit card information on the kiosk?	No. Bio-Rad does not store your credit card information on the kiosk. When you log in, if you would like to use the credit card you have on file, choose your credit card identifier from the dropdown menu.



PO Payment		
#	Question	Answer
10	What if I don't have a PO?	You must have a PO (or credit card) to purchase product from the Bio-Rad Supply Center. You can either register with a blanket PO at the time of your registration or enter a newly generated PO at the time of purchase.
11	How do I change the PO that I entered?	If you entered the incorrect PO or would like to change your PO, call 1-800-246-1669 immediately. Be prepared to provide your order confirmation number, correct PO number, your PI's name, and your name.
Scanning		
#	Question	Answer
12	What if I scan and purchase the wrong item? How do I exchange the product?	If you accidentally purchase the wrong product, you have 1 hour to return it. Call 1-800-246-1669 immediately and be prepared to give your confirmation number. Be sure to indicate that you are returning product and immediately return the product to the kiosk. You will need to provide your order confirmation number, your PI's name, and your name.
13	What if my product does not scan?	If you choose a product that does not scan, you can manually enter it on the kiosk. On the payment method screen, click on <b>Manual Entry</b> at the top right and enter the product numbers.
Product		
#	Question	Answer
14	What if the product I need is out of stock?	If your product is not stocked in the kiosk, simply order through the kiosk for 24–48 hour delivery. Additionally, Bio-Rad replenishes Supply Center stock once per week. If you would like to know when the next replenishment will arrive, please e-mail us at <a href="mailto:supplycenter@bio-rad.com">supplycenter@bio-rad.com</a> or call 1-800-246-1669.
15	How do I order the correct product after removing the wrong product?	If you need to order the correct product after accidentally removing the wrong product, simply create a new order. Call 1-800-246-1669 immediately to cancel the incorrect order and billing.
General		
#	Question	Answer
16	What if I have a question that is not addressed in the FAQ?	Please e-mail us at <a href="mailto:supplycenter@bio-rad.com">supplycenter@bio-rad.com</a> .



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