

EMAILING ORDERS

FOR BEST RESULTS with our forms, please save all PDF fillable forms to your machine's hard drive and only open them in Adobe Acrobat Reader or Acrobat Pro – and especially NOT the default Mac PDF viewer or within a browser window.

We accept completed, unsigned* Science Stores requisition forms (found [here](#)) **if they are attached** to an email from someone with signing authority stating in the body of the email something to the effect of:

“I approve the attached order”

* Please don't electronically sign the PDF. Please submit it with [blue](#), fillable fields so we can add more information.

If someone in the lab/group who is preparing the requisition doesn't have signing authority themselves, **please don't CC Stores** when sending the requisition to the account holder/PI or delegate. We only want the requisitions to hit our inbox once. Only the account holder/PI or delegate should **forward** the email to sciencestores@uvic.ca with “I approve” in the body of the email with the requisition attached.

Order Queue

- Orders are generally placed on a first come, first serve basis.
- We strive to place orders as soon as possible, but may need 3-5 business days before your order is completely placed.

Mandatory Fields*

- On our form there are eight mandatory fields marked with a **red** asterisk: *Contact, email, lab phone, Stores account code (if it exists), FAST code, company name, quantity, cat#, description.*
- If you don't know the FAST code that corresponds to the Stores code (aka “short code”) please ask the account holder or Stores staff.

Unit Cost Column

- If you leave the unit cost field blank then we will assume you want that item(s) regardless of the cost.
- If you include a unit cost we will only order it if the true unit cost (before shipping and taxes, etc.) is roughly equal to or less than the price you state. If the true unit cost is significantly higher than expected we will contact the account holder and ask for another approval.

Quotes

- Please contact the company representative directly when you require a quote.
- Please attach quote PDFs to the email and put the quote numbers on the requisition in the description section.

Rush Orders

- We can't always rush placing the order but we can sometimes choose rush shipping where vendors provide that option.
- In fairness to our other clients, only in dire emergencies will we allow queue jumping. Please plan accordingly.
- On the Stores requisition, check the Rush shipping box as necessary, but be aware that if this option is available you will incur greater costs.

COMPLETED ORDER FORMS

Once orders have been completed, the account holder, end user contact and lab manager will be emailed a pdf of the completed order form* from the ordering Storekeeper, which generally contains Stores and vendor reference numbers, true pricing, shipping costs and sometimes information on when the item(s) are expected to arrive or whether the item(s) are back ordered.

*Exception: Completed Biobar orders are sent to the account holder, via a scan from our MPC307 printer.

ETA REQUESTS

Before sending inquiries about your order, please refer to that completed order form for information about your order.

Queries regarding the status of special orders should be submitted to sciencestores@uvic.ca

Please provide full details or a copy of your order to help us track it. At a minimum, we will need: 1) when the order was submitted, 2) the vendor name, and 3) the PI's name. OR you can provide the order's AGR, SS or WR number.

SUBMITTING VIA WEB REQUISITIONS

Science Stores is set-up as a department to which you can send Webreqs. Our department code is 'SCIST'.

See the Purchasing Services website for general instructions on Webreqs.

The following things need to be done for us to place a webreq order for you:

1. You need to have signing authority. If you don't, just send your Webreq to someone in your lab who does and they can submit to 'SCIST'.
2. In the Comments section you must put whose lab you are in, i.e. Loock Lab.
3. If you want Rush delivery then state this clearly in the comments section.
4. In the commodity line you must enter the product catalogue # and a brief description.
5. Please list the quantity.
6. You must list a price. If you put down \$1 then we will interpret that as approval for whatever the cost for the item is.
7. You must list an accounting line for each commodity line item. Make sure you have signing authority for any account used. If you do not then you can send the Webreq to someone who does who can in turn submit to SCIST.