

CUSTOMER ONLINE ORDERING INSTRUCTIONS

Monobind offers customers several ways to order 24/7 from www.monobind.com. This guide seeks to overview ordering options, explains the approval and fulfillment process, including system emails, as well as detail typical supply timelines and best practices.

IMPORTANT: To view account prices, please login once you arrive to our site. If you are an existing customer and do not have your login information, DO NOT register as a New Customer as this will result in account duplicates in our system. Contact customerservice@monobind.com for login details.

You may order product by:



1. Product Browsing

View items individually with account pricing, add them to a cart and checkout. Items placed in the cart from previous visits are stored until checkout.

2. Quick Order

Available on each page (orange icon) for express order entry based on item number.

3. My Account

Login and Reorder Items from last Orders, also view order history and estimates, as well as invoices and make payments. Start using it today to capture its great advantages!

Order Confirmation/ Review

After placing order online you will receive an auto generated email confirmation (detailed on page 6). All new orders are set to 'pending approval' status. Orders are reviewed and approved by Monobind customer support and accounting on a routine basis to ensure payments are received and accounts are in good standing. Once this confirmed, the order will set to 'pending shipment' status. The logistics department only considers this queue for preparing shipments.

FYI: Monobind accepts payment by TT wire transfer, credit card, Paypal or check. Please refer to our [Payment Instructions](#) and if you pay by wire notify us for faster accounting at <https://www.monobind.com/Support-Areas/Payment-Options->

Paypal is accepted on website in shopping cart checkout only (method 1 above). It is not accepted in the other scenarios. To pay for existing orders or invoices by Paypal, please contact customerservice@monobind.com to initiate a payment request via the standard Paypal app.

FYI: Credit cards are authorized upon online entry however they are not actually charged until time of shipping. Authorization will affect credit limits and for any cancelled orders you must request Monobind to release authorization. Payments and management of credit cards on file with Monobind can be done by you through our customer center. Contact customerservice@monobind.com for any assistance with login.

Shipping Charges

Transit fees will be added to orders shipping on Monobind accounts or by prepaid forwarder. Monobind will estimate and add such charges to each order as soon as possible, or you may elect to use your carrier and provide the account details.

Order Changes/ Cancellations

Changes are requested within two days of entry to customerservice@monobind.com otherwise additional items will be placed on a new order, or in some cases result in order cancellation.

Should you desire multiple orders be packed and shipped together, you may make this request and we will do our best to satisfy it.

Order Status

Visit **My Account** to monitor your order status. Orders are shown as pending approval, pending fulfillment, or shipped. You may download proforma invoices (sales orders) and sales invoices and identify included LOTS (on invoice).

After **order is approved**, you will receive an email from the system, additionally our team will set an **estimated ship date** approximately this time and the system will email this information as well as any changes made to the estimated ship date. To obtain further details, please contact Ryan Scubla at ryanscubla@monobind.com and include the SO or PO number.



Order Lead-time

In-stock items may ship the same day however depending the queue, quantity of items and number of different items ordered, fulfillment time is extended. For most customers, Monobind recommends a two-week window between placing and dispatching an order, however for very large users this can extend more than a month.

TIP: Maintaining safety stock is the best way to avoid any lead-time issues. Monobind guarantees a minimum of 12-month stability for this purpose.

Best Practices for Large Volume Customers

Customers with extended product needs and critical distribution deadlines are encouraged to create 1) standing orders or 2) place orders 60-days in advance of requested shipment date and make only additions to orders with new purchase orders.

Log in

Find the link on our website header (far right), remember to use the Welcome Back! If you do not have this information, please contact customerservice@monobind.com

Log In | Register

Welcome Back!

Login below to checkout with an existing account.

Please do not register as a New Customer as it creates duplicate accounts, instead select forgot password link below or [Contact Us](#) for assistance.

Email Address *

Password *

[Forgot password?](#)

New Customer

If this your first order, create an account with us for quicker checkout.

Please note all new accounts and purchases are subject to Monobind approval.

First Name *

Last Name *

Company (optional)

Email Address *

We need your email address to contact you about your order.

Password *

After Login

All the prices on the website will be updated to your price level and you will be directed to My Account with Recent Orders Open. Other **Order** options to view: Order history, Reorder items,

Estimates.

[Home](#) > [My Account](#)

My Account

OVERVIEW

ORDERS ^

- Order History
- Reorder Items
- Estimates

BILLING v

SETTINGS v

CASES v

Recent Orders [View Order History](#)

Sales Order No.	PO No.	Date	Amount	Status	Track Items
66360		12/19/2019	\$1.25	Cancelled	N/A
66359		12/19/2019	\$1.25	Cancelled	N/A
66358		12/19/2019	\$1.25	Cancelled	N/A

My Settings


Profile

Alicia Mango TEST
mango_ivy@pacbell.net
949-951-2665

Shipping

Alicia Volkov
100 N. Pointe Dr.
Lake Forest California 92630
United States
415-420-1767

Payment

 - Ending in 1002
alicia volkov
Expires 03/2024

Billing Options (Payments can be made from invoices), Settings on Account and Support Cases

BILLING ^

- Account Balance
- Invoices
- Transaction History
- Print a Statement

SETTINGS ^

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password


CASES ^

- All Support Cases
- Get Account Support
- Get Assay Support
- Get Instrument Support

Online Order Option 1: Add to Cart

Found directly on each product page, prices will update after login (if applicable)

ELISA
CLIA



AccuBind® ELISA IgE AccuBind ELISA Kits (↑)

> Item #: 2525-300

> Info: [IgE AccuBind ELISA Rev 3](#)
[IgE Safety Data Sheet - SDS](#)


Available Materials

Item	Description	Price	Qty	Order
2525-300A	IgE AccuBind ELISA Kit - 96 wells	\$184.00	1	Add To Cart
2525-300B	IgE AccuBind ELISA Kit - 192 wells	\$225.00	1	Add To Cart

Online Order Option 2: Quick Order

Present on every web page on the far right in orange box

HELPFUL LINKS ▾
KEY FEATURES ▾
DILUENTS
QUALITY CONTROLS
SHORT EXP SALE
TEST MENU



Ferritin

Ferritin is a protein inside of cells that stores iron for later use by your body. The small amount of ferritin that is released into blood reflects the total amount of storage iron. Iron is also stored as hemosiderin, a complex

🛒 QUICK ORDER

WELCOME TO MONOBIND QUICK ORDER FORM!

Please, follow these basic instructions to place your order:
 Add only the numerical characters of the Item Number. You will be presented with a list of items after entering 3 digits, select one of them.
 You may delete a line by clicking on the cross on the far right.
 Suggestions are welcomed, please, contact us!

SUB TOTAL: \$0

ENTER ITEM NUMBER	DESCRIPTION	RATE	QTY	PRICE
1	<input style="width: 100%;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/> ✕
2	<input style="width: 100%;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/> ✕
3	<input style="width: 100%;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/> ✕
4	<input style="width: 100%;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/> ✕
5	<input style="width: 100%;" type="text"/>		<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/> ✕

ADD MORE ROWS
ADD TO CART
CANCEL

SUB TOTAL: \$0

Order Email Notifications:

- Our ordering system has a series of auto-emails to the main contact listed on the account *unless otherwise requested by customer*
- All online orders will be confirmed via automated email directly following entry. (For any orders submitted to Monobind by email, you should you receive email confirmation from Monobind customer support staff within 2 business days, otherwise contact customerservice@monobind.com as we may have not received the order)
- After order review and acceptance by Monobind, the system will send a notice of 'approved order' status
 - FYI: upon receipt of payment by wire, accounting emails a 'payment receipt'
- After an **estimated ship date** is set by Monobind, the system will send a notice, or anytime this date is updated
- At shipment, an auto generated email will include the order summary with lot numbers, certificate of analysis (as attached PDFs) and tracking numbers if shipped via FedEx or UPS
 - If the product is shipped via a forwarder, the AWB is coordinated by your forwarder or by Monobind if you have used our forwarder. FYI: the AWB is often not available until a day or two after pick-up at which time Monobind will email you.
- At shipment, the invoice is created and any net-days payable are established from the ship date
- Finally, for any accounts requiring a pre-shipment authorization before dispatch to ensure any import permits etc., **please inform Monobind so we can mark your account accordingly and hold shipment until your confirmation.**

We do our best to satisfy our customers. Should online ordering not be convenient for you, we accept orders via orders@monobind.com, please see [Customer Order Instructions PDF](#).

And always feel free to contact us by:

New Orders: orders@monobind.com
Existing Orders: customersupport@monobind.com
Shipping/ Logistics: shipping@monobind.com

Accounting: accounting@monobind.com
Incoming Wires: [Payment Notifications](#)

Sales: sales@monobind.com

Technical Support: techsupport@monobind.com
Online Cases: [Assay Support](#)
[Instrument Support](#)

Also accessible from the customer center

Standard Modes: **Fax:** +1-949-951-3539
Phone: +1-949-951-2665

Thank you,
Monobind team