

CUSTOMER ORDERING INSTRUCTIONS

To ensure compliance with our ISO standards, **orders must include** the following information in a unique document or submitted online:

- Purchase Order # (if applicable)
- Name of Company
- Purchasing Contact Name/Phone/Email
- Accounts Payable Contact Name/Phone/Email (initial orders only)
- Bill To Address
- Ship To Address
- Product/Item Number
- Product Description (especially if ELISA or CLIA)
- Product Quantity
- Product Price
- Request Date
- Preferred Ship Method (Add, Collect Forwarder or Customer Account)
 - Please Provide FedEx, UPS account # if applicable
- If Sales Tax exempt, please provide resale or exempt certificate with initial order.
- If Excise Tax exempt (US shipping address only), please provide exempt excise tax number.

Note we cannot accept orders embedded in an email message.

Please contact Monobind for a PO template which can be attached to an email.

Orders can be submitted by:

Online: The preferred method is www.monobind.com via the customer center or the shopping cart function. It is the fastest, most direct entry (24 x7) and enables collection of all required information. Please contact us for instructions if needed, or [download them](#)

Email: orders@monobind.com **Fax:** +1-949-951-3539 **Phone:** +1-949-951-2665

Process:

- Our ordering system has a series of **auto-emails** to main account contact (unless otherwise requested)
- **Order confirmed** via email upon entry by 1. System automatically if entered online or by 2. Customer Service if entered by Monobind. Should you NOT receive an Order Confirmation in 2 business days, please contact Monobind immediately as we may have NOT received the order
- Any changes to orders must be made within 1-2 business days
- After entry, all orders are in a '**pending approval**' stage
 - Any credit card (CC) orders will be authorized at this point (CC is not actually charged until shipment)
 - Any additional charges for shipping may be assessed by customer service, added to the pro-forma and an additional authorization made
- Upon review and acceptance by our customer service or accounting staff, the system will send a notice of '**approved order**' status
 - Note, upon receipt of payment, our accounting staff emails a '**payment receipt**'
- For approved orders, our fulfillment team will set an '**estimated ship date**' after which time with system will email you. If there are any changes made in the system another email will follow.
- Upon shipment, the system emails an **order summary** with the **lot numbers, certificate of analysis** (as attached PDFs) and **tracking numbers** if shipped via FedEx or UPS
- If the product is shipped by a forwarder, the AWB is coordinated by your forwarder or by Monobind if you have used our forwarder. Please note the AWB is often not available until a day or two after pick-up at which time Monobind will email you.
- Upon shipment, the credit authorization is converted into a charge on your account
 - Only the last authorization is actually charged
- Upon shipment, the invoice is created and any net days payable are 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. Please contact us at customerservice@monobind.com with any questions or requirements.