

Step-by-Step Guide

How To Create Account And Shop On ShopShimadzu



Index

A.	Log In To Your ShopShimadzu Account	P 3
B.	Creating Your ShopShimadzu Account	P 4
C.	Finding The Products You Need	P 5-6
D.	Add To Cart	P 6
E.	Checkout Methods	P 6-7
F.	How To View My Orders	P 7
G.	Where To Find Your Vouchers/Promo Code	P 8
H.	Helpdesk	P 8
I.	Technical Support	P 9
J.	Email Us Or Chat With Us LIVE	P 9

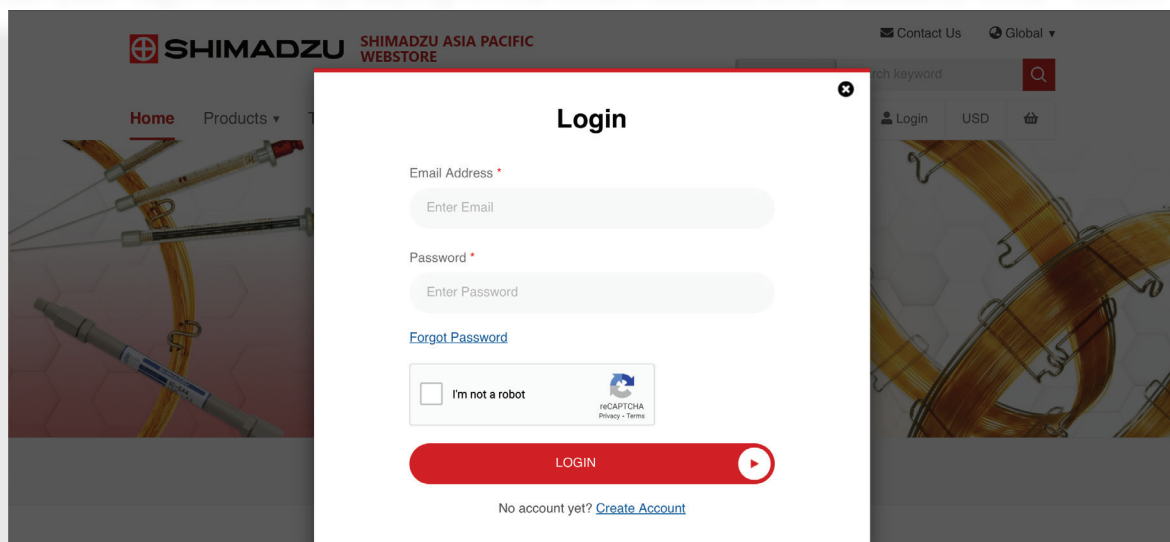
A. Log In To Your ShopShimadzu Account

If you have yet to create an account with us, please go to [Page 4](#) to first create your ShopShimadzu account.

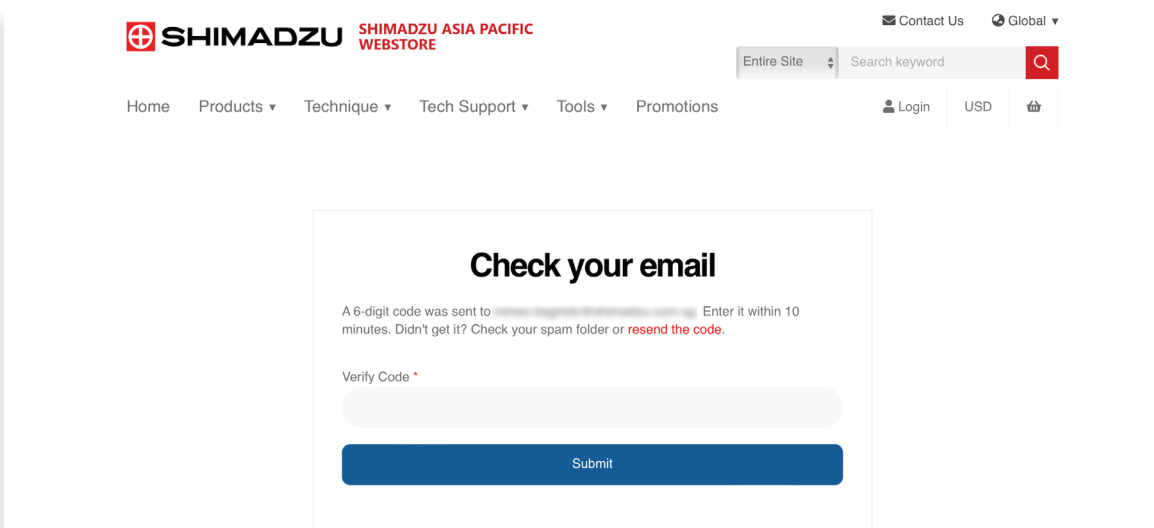
1. Find the login button found at the top right of your screen. You should see the word "Login" as indicated in the screenshot. Click on it and a login window should appear.



2. Enter your login details by keying in the Email Address and Password. Click "LOGIN".



3. You will be brought to the One-Time Password (OTP) page for verification. Your OTP will be sent to your email. Please check your junk or spam folder if you cannot find it in your inbox. Enter your OTP and click "Submit". You can now start shopping. Please go to [Page 5](#) to continue the guide.

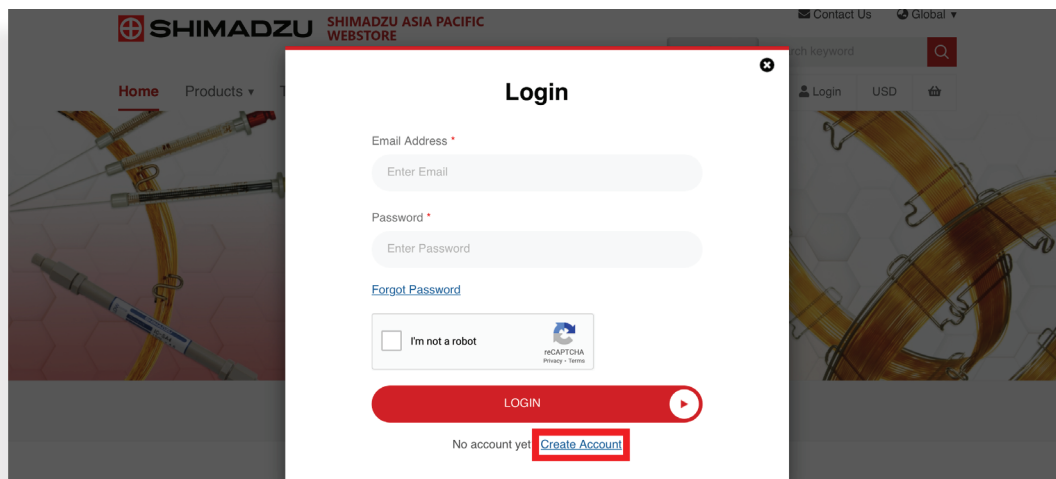


B. Creating Your ShopShimadzu Account

1. Find the login button found at the top right of your screen. You should see the word "login" as indicated in the screenshot. Click on it and a window should appear.



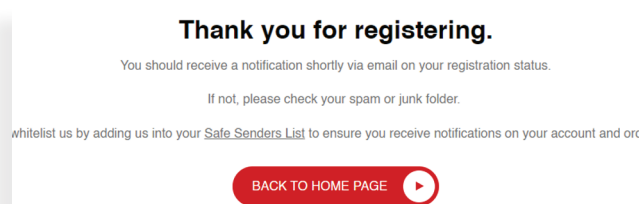
2. Click "Create Account" at the bottom as shown in the screenshot.



3. Fill in all required information and click "REGISTER".

The screenshot displays the 'Registration Form' with two columns of input fields. The left column includes 'First Name', 'Last Name', 'Email', and 'Country'. The right column includes 'Application segment', 'Purpose Of Use', two checkboxes for terms and conditions, a CAPTCHA, and a blue 'Register' button highlighted with a red rectangle.

4. After a successful registration, you will be led to a confirmation page.



5. A confirmation email will be sent to you within 1-2 working days. Please check your spam or junk folder if you have not received it. To ensure that you receive notification on your account and orders in a timely manner, please whitelist and add "noreply@shopshimadzu.com.sg" to your list of safe senders.

C. Finding The Products You Need

Here are 5 ways you can shop for our products.

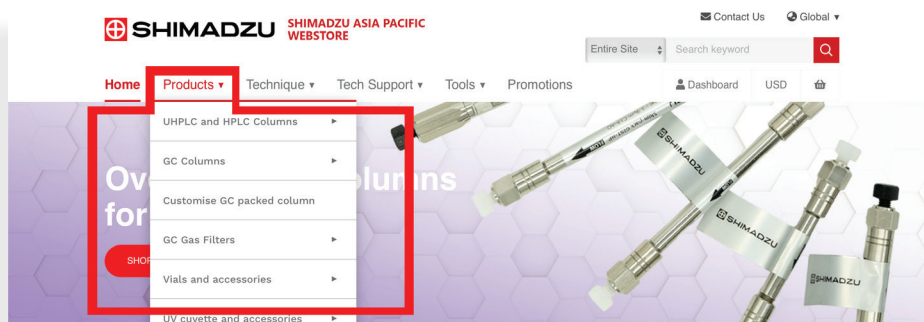
1. Search Bar Function

Found at the top right of your screen, you can do a quick search on the entire site, or based on product, part number, technique or application notes.



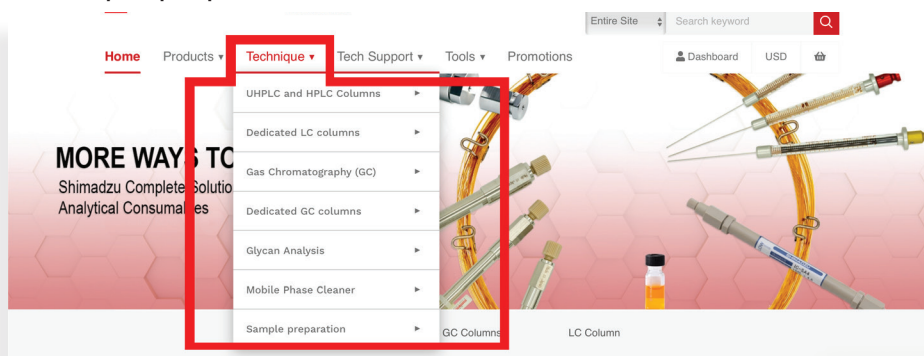
2. Products Tab

You can also choose to shop for products via the "Products" tab, from dedicated LC or GC columns to sample preparation.



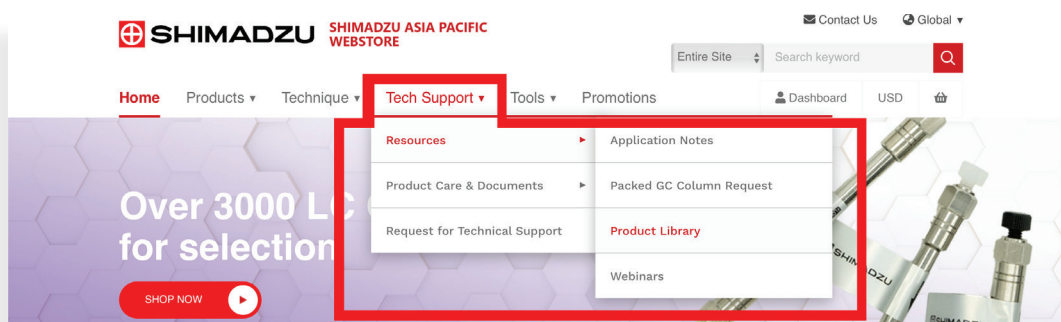
3. Technique Tab

You can also choose to shop for products via the "Technique" tab, from dedicated LC or GC columns to sample preparation.



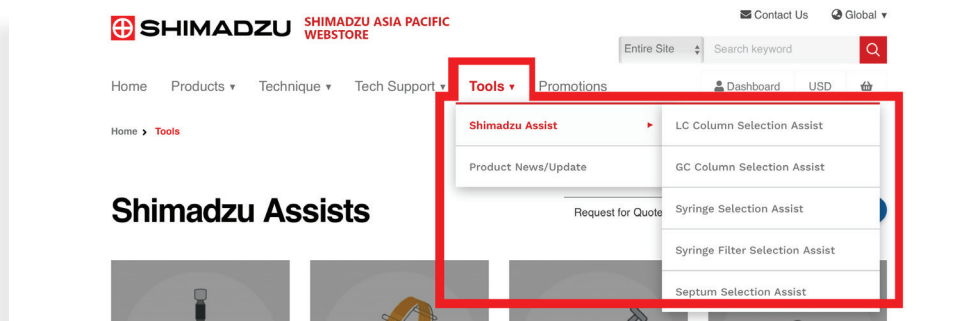
4. Tech Support Tab

Dive into our "Product Library" under "Tech Support" tab for brochures and catalogues.



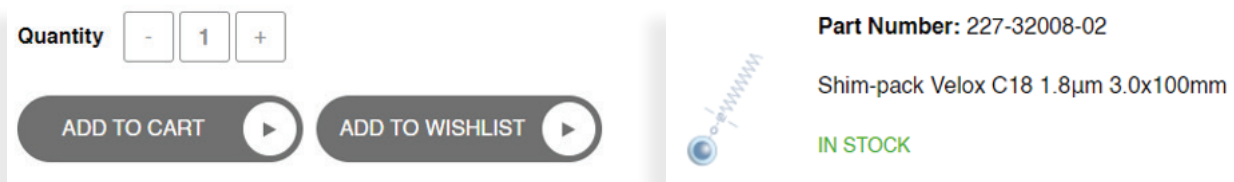
5. ShimadzuAssist

Our ShimadzuAssist under the "Tools" tab can guide you on your product selection.



D. Add To Cart

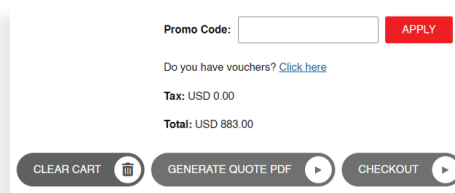
Once you have searched for the desired product, click "ADD TO CART". Items out of stock can be added to cart but you will be required to wait according to the lead time indicated.



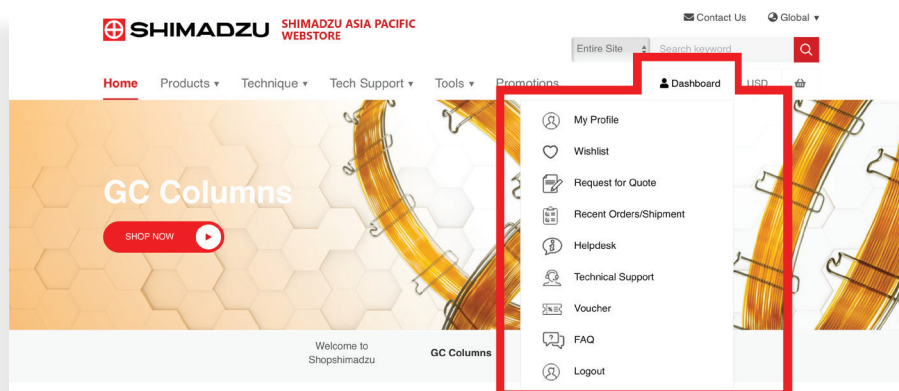
E. Checkout Methods

Method 1: Quotation Checkout

1. For Quotation checkout method: Apply promo code or voucher if any. Click "GENERATE QUOTE PDF" to generate quotation.

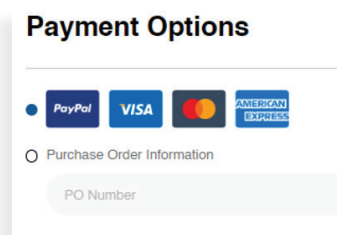


2. Quotation generated can be found in your personal Dashboard by clicking on "Request for Quote".



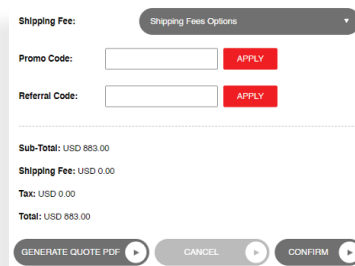
Method 2: Credit Card & PO Checkout

1. Select Credit Card or input Purchase Order number, click "CHECKOUT" to proceed.



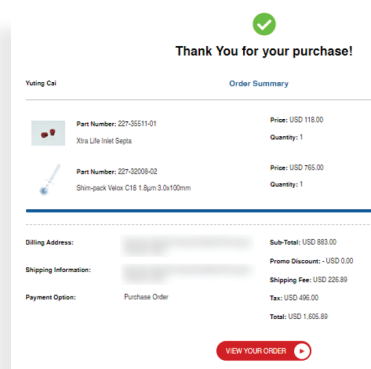
The 'Payment Options' form features a header with the title. Below it, there are four payment method icons: PayPal, VISA, MasterCard, and AMERICAN EXPRESS. A radio button is selected for 'Purchase Order Information'. Below this, there is a text input field labeled 'PO Number'.

2. Select the desired courier service and input your promo code, voucher, or referral code. Review the order and click "CONFIRM" to place your order.



This form section includes a 'Shipping Fee' dropdown menu set to 'Shipping Fees Options'. Below are input fields for 'Promo Code' and 'Referral Code', each with an 'APPLY' button. A summary section shows: Sub-Total: USD 883.00, Shipping Fee: USD 0.00, Tax: USD 0.00, and Total: USD 883.00. At the bottom are three buttons: 'GENERATE QUOTE PDF', 'CANCEL', and 'CONFIRM'.

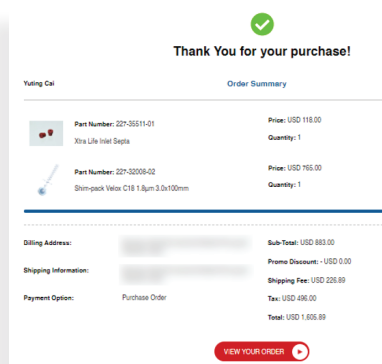
3. An order confirmation email will be sent to the email address in your account.



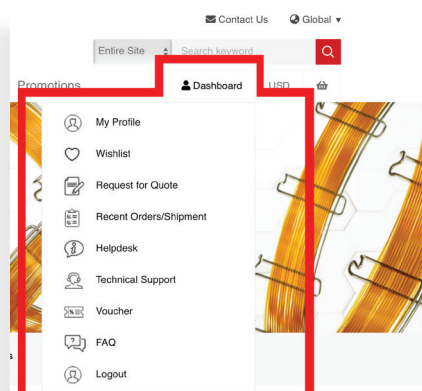
The confirmation page features a green checkmark icon and the text 'Thank You for your purchase!'. It includes an 'Order Summary' table with two items: 'Xtra Life Inlet Septa' (Part Number: 227-35511-01, Price: USD 118.00, Quantity: 1) and 'Shim-pack Velox C18 1.8µm 3.0x100mm' (Part Number: 227-32008-02, Price: USD 765.00, Quantity: 1). Below the table, it shows 'Billing Address', 'Shipping Information', and 'Payment Option' (Purchase Order). A summary on the right shows: Sub-Total: USD 883.00, Promo Discount: -USD 0.00, Shipping Fee: USD 226.89, Tax: USD 496.00, and Total: USD 1,605.89. A 'VIEW YOUR ORDER' button is at the bottom.

F. How To View My Orders

Click "VIEW YOUR ORDER" to check your order status and tracking number. Your recent or past orders can also be found in your Dashboard under "Recent Orders/Shipment".



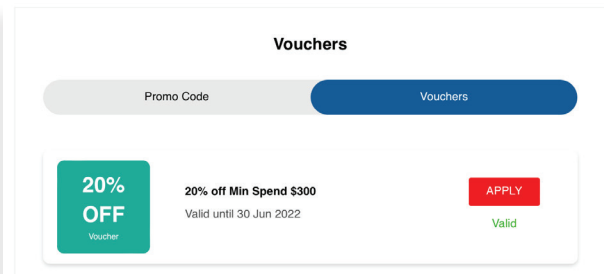
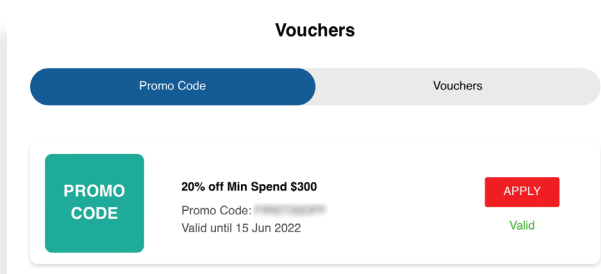
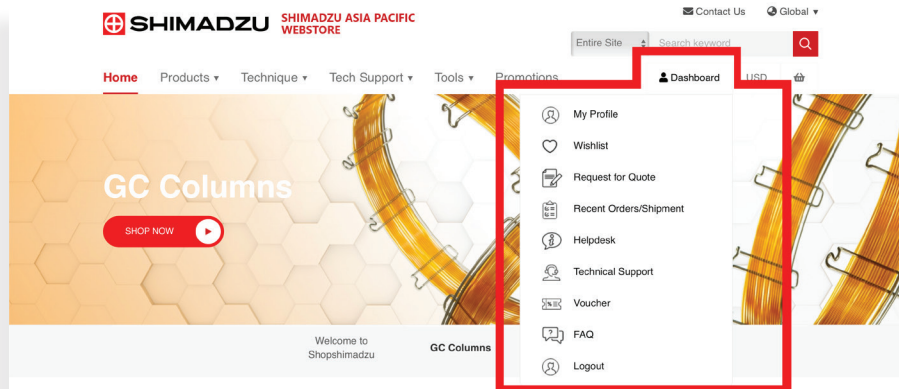
This is a duplicate of the 'Thank You for your purchase!' order summary page, showing the same item details and totals as the previous screenshot.



The dashboard menu is shown with a red box highlighting the 'Recent Orders/Shipment' option. The menu includes: My Profile, Wishlist, Request for Quote, Recent Orders/Shipment, Helpdesk, Technical Support, Voucher, FAQ, and Logout. The top navigation bar includes 'Entire Site', 'Search keyword', 'Contact Us', and 'Global'.

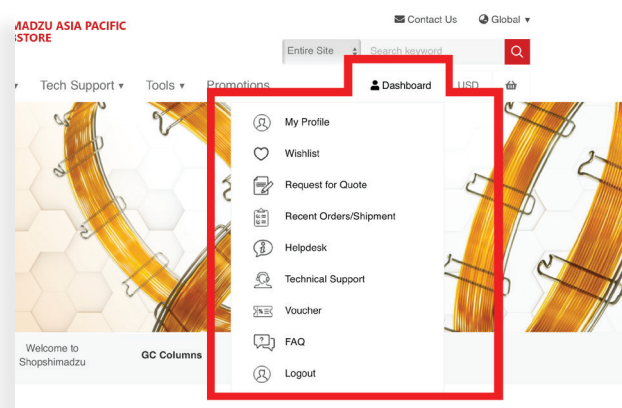
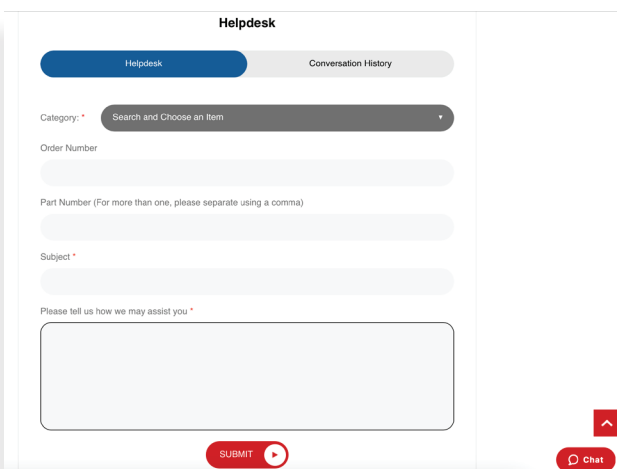
G. Where To Find Your Vouchers/Promo Code

Check for available vouchers/promo code in your Dashboard under "Voucher".



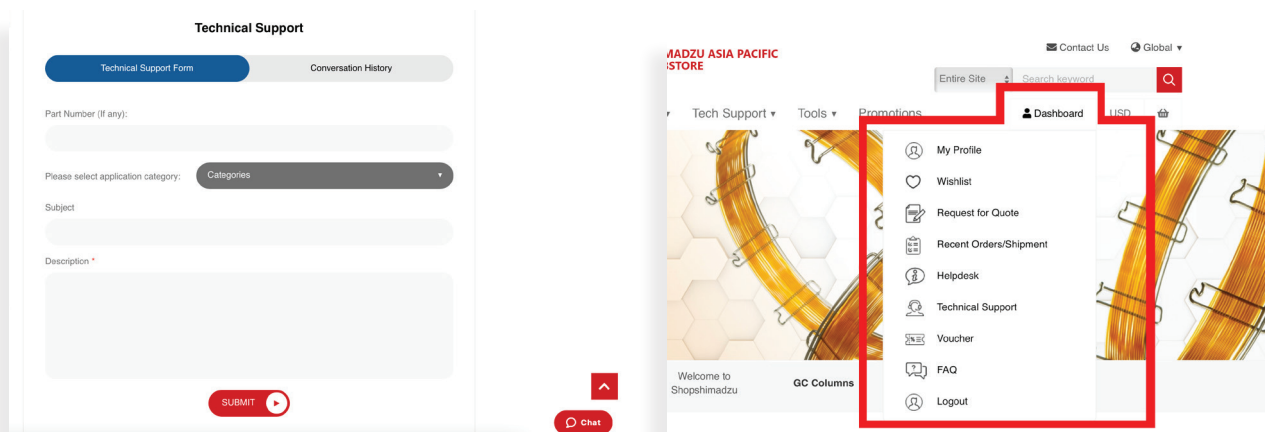
H. Helpdesk

Need help on your order? Click "Helpdesk" under your Dashboard. Fill in the information e.g., Order Number and your inquiry accordingly. Our coordinator will get back to you within 1 working day.



I. Technical Support

Need technical support from our chemists? Similarly, click on “Technical Support” under the account dashboard. Fill in the information e.g., Order Number and your inquiry accordingly. Our chemists will get back to you within 1 working day.



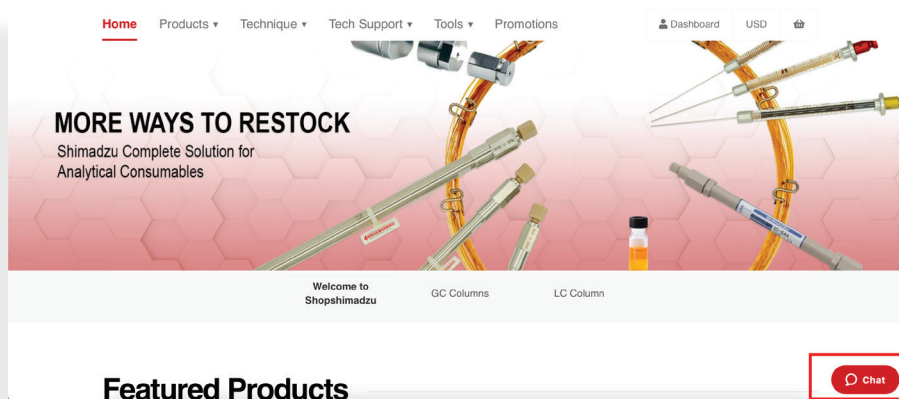
The image shows two screenshots from the Shimadzu website. The left screenshot is the 'Technical Support' form, which includes a 'Part Number (if any):' field, a 'Please select application category:' dropdown menu, a 'Subject' field, and a 'Description' text area. A red 'SUBMIT' button is at the bottom. The right screenshot shows the user dashboard with a red box highlighting the 'Technical Support' option in the sidebar menu. Other options in the menu include 'My Profile', 'Wishlist', 'Request for Quote', 'Recent Orders/Shipment', 'Helpdesk', 'Voucher', 'FAQ', and 'Logout'. The top navigation bar includes 'Tech Support', 'Tools', 'Promotions', 'Dashboard', and 'USD'.

J. Email Us Or Chat With Us LIVE!

Unable to find a product on ShopShimadzu? Email us at "consumablesap@shimadzu.com.sg" or use the Live Chat function to connect with us. The Live Chat function can be found by clicking the “Chat” button located at the bottom right of the screen. LIVE chat is only available during office hours.

Office Hours:

8:30 AM to 5 PM SINGAPORE TIME, MONDAY - FRIDAY





Shimadzu (Asia Pacific) Pte Ltd.
www.shimadzu.com.sg/an/

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