MyIllumina: Unified Online Business

Order Management

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MyIllumina Customer Ordering

Welcome

We've made improvements to MyIllumina! Within your experience, we have now included Order Management, eCommerce, and Dashboard.

With our recent release of MyIllumina, we are now able to bring you continued improvements to your online experience. Please be on the lookout for notifications and communications about new enhancements.

Thank you for being a valued customer!

What Should I Know Before I Start?

To access MyIllumina, you will need a MyIllumina account.

> Sign In

> Create an Account

Table of Contents

Process Overview

The improved MyIllumina includes Order Management, eCommerce, and MyIllumina Dashboard.

Checkout

(?) What Should I Know Before I Start?

- Customers can directly add products to cart without navigating away from the cart page through the Add Products widget.

- Customers can add a new shipping address or edit an existing shipping address from the cart page.
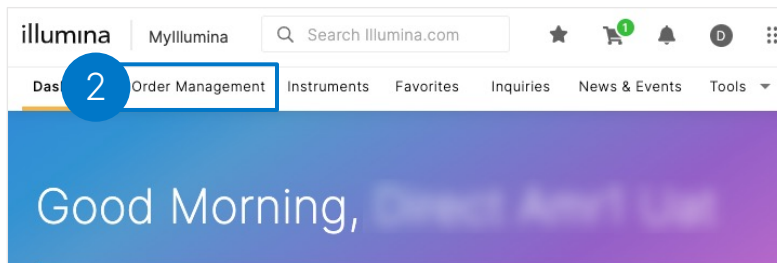
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Order Management

Execute the following steps to view orders
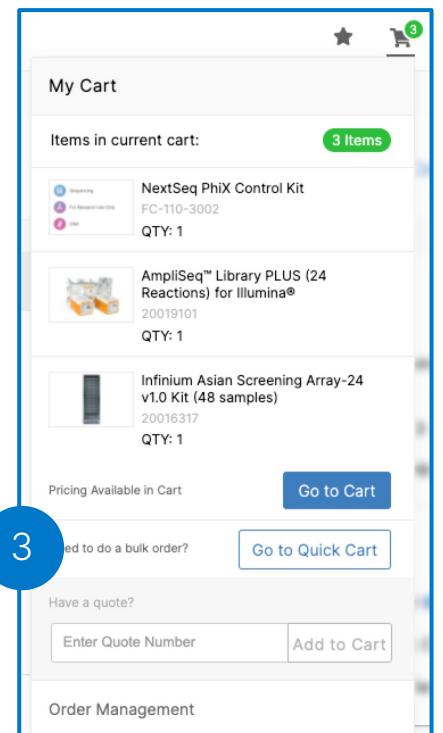and quotes on the Order Management page:

1 Log into **MyIllumina**.

2 Once in MyIllumina simply select the
Order Management tab.

3 Or navigate to the **My Cart** widget and
select the **Order Management** button
to view the order management page.

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Order Management

Execute the following steps to view orders
and quotes on the Order Management page:

4   Select the **View All Orders** button next to the **Recent Orders** and **View all Quotes** next to the **Recent Quotes** section to view all the recent orders and quotes, respectively.

Order Management

Overview	Orders	Quotes	Saved Carts	Address Book

Recent Orders

4A View All Orders

ORDER	STATUS	QUOTE	PO/REFERENCE	ORDER DATE	QUANTITY	TOTAL
Pending	Open	-	3456789	Mar 9, 2021	1	441.73 EUR
1984502	Open	-	1234	Mar 5, 2021	1	5,852.50 EUR

Recent Quotes ⓘ

Quote Number   Add to   **4B** View All Quotes

No quotes are currently available.

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Searching for Orders

Execute the following steps to search for an order on the Order Management page:

1 Navigate to the Order Management page and select the Order tab.

2 Select the any one of the following options from **Search by** dropdown menu. You can search by Order Number for any online or offline order placed from within your organization.

- **Order Number**
- **Purchase Order Number**
- **Quote Number**

3 Enter the number in the search bar.

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Searching for Orders

Continue the following steps to view the desired order on the order tab:

5 Alternatively, select the filter icon to apply the following filters to search for the desired product:

- **Order Date**
- **Status**

The customer can also search for the order by applying any of the following filters in the **Status section**: **Pending**, **Opened**, **Closed**, and **Cancelled** or by selecting **Online** or **Offline** options in the Show section of the filter.

Downloading Order History
(1 of 2)

Continue the following steps to download your order history:

1 To download a history of your orders, start by navigating to the Orders page.

2 To enable the download function, click on the "Search By" and select purchase order number, order number, or quote number in the dropdown menu.

3 Alternatively, you can filter by date range for up to one year by clicking the filter icon and setting your range.

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Downloading Order History

⌂
Home

Continue the following steps to download your order history:

4 After selecting your search criteria or filtering by date range, click on the Download icon to start the download process.

5 Once the CSV file generates, the Notifications bell within the navigation menu will display an alert, where you can download the file for up to 2 weeks.

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Searching for Invoices

Execute the following steps to search for Invoices on the Order Management page:

1 Navigate to the **Order Management** page.

2 Select the **Invoices** tab.

3 Select your preferred method; **Sales Order Number**, **Purchase Order Number**, or **Customer Invoice Number** in the Search By drop down menu.

4 Populate the search bar with the with the **Sales Order, Purchase Order**, or **Invoice Number** and select the **Enter** button on the keyboard.

5 Click on the invoice number in the Invoice History section.

Download and Print Pack Slips

Execute the following steps to download and print pack slips from the Order Details page:

1 Navigate to the **Order Management** page and click on your order.

2 From the Order Detail, scroll down to the Delivery Schedule.

3 For orders that have shipped, click on the Packing Slip Number to download a copy of the packing slip.

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Download a Shipment Summary

Execute the following steps to download and print a shipment summary from the Order Details page:

1 Navigate to the **Order Management** page and click on your order to see your order details.

1

Order Management

| Overview | Orders | Invoices | Quotes | Saved Carts | Address Book |

Back

2

Order Details

ORDER NUMBER	QUOTE NUMBER	ORDER DATE (PST)	ORDER STATUS	BILLING METHOD	PO/REFERENCE
	-	Oct 28, 2021	Open	Purchase Order	43147

Ship To

Bill To

2 From the Order Details page, scroll down to the Delivery Schedule. If the order has shipped, click on "Download" to download a shipment summary.

Delivery Schedule (Earliest Available)

| Delivery Date: **Nov 3, 2021** | | Packing Slip Number: **1001465961** | Certificate of Conformance | ⬇ Download | |

PRODUCT(S)	STATUS	QUANTITY	UOM	MY PRICE	TOTAL	BUY AGAIN
20020497 **AmpliSeq™ Hematology Research Panel for Illumina®** Custom Product Name: Hematology Research Panel Quote: 4426634	Invoiced	1	EA			

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Order Details

Ship Date:	Wednesday, November 3, 2021
Illumina Order Number:	
Purchase Order Number:	
Pack Slip Number:	
Carrier:	UPS Inc
Tracking ID:	1Z47XV850101950386
	1Z47XV850101947050

Bill To:
Wistar Institute
3601 Spruce St
Philadelphia, Pennsylvania 19104-4205
USA
Illumina Address ID: 4000009297

Ship To:
Wistar Institute
3601 Spruce St
Philadelphia, Pennsylvania 19104-4205
USA
Illumina Address ID: 6000019676

Delivery Contact:

| Product #: | MS-103-1003 | | |
| Product Description: | MiSeq Reagent Nano Kit v2 (500-cycles) | | Qty: 1 |

Track and Trace your shipments (URL enabled after 2 hours)

Order Questions?
Email: customercare@illumina.com
Phone: +1 800 809 4566

Useful Links
Order Now
Register for MyIllumina
Terms and Conditions
Ship Schedule Form/Ship Hold Policy

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View Upcoming Shipments
(1 of 2)

Execute the following steps to view upcoming shipments from the Order Management Overview tab and Shipments tab:

1 Navigate to the **Order Management** page and click on the Shipments tab.

2 All open shipments will be displayed with the status of open. Orders with the status of Shipped and Delivered will display for up to the past 7 days.

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View Upcoming Shipments

(2 of 2)

Execute the following steps to view upcoming shipments from the Order Management Overview tab and Upcoming Shipments tab:

3   Navigate to the Overview tab on the Order Management page. In the "Shipments" section, you will be able to view up to 3 of the most recent upcoming shipments (based on delivery date). You can also click "View All Shipments" to see all shipments.

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Dashboard   **Order Management**   Instruments   Favorites   Inquiries   News & Events   Tools ▾

Order Management

‹   Overview   Shipments   Orders   Invoices   Quotes   Saved Carts   ›

3A   **Shipments**   View All Shipments   **3B**

You don't have any shipments. ⓘ

Recent Order

View All Orders

ORDER	STATUS	QUOTE	PO/REFERENCE	ORDER DATE	QUANTITY	TOTAL
2222872	Open	4426634	612361	May 4, 2022	1	58,576.20 USD
Pending 💬	Open	4426619	597826	May 4, 2022	11	67,538.48 USD
Pending	Open	-	847409	May 4, 2022	3	19,003.20 USD

Feedback

Searching for Quotes

Execute the following steps to search for Quotes on the Order Management page:

1 Navigate to the **Order Management** page.

2 Select the **Quotes** tab.
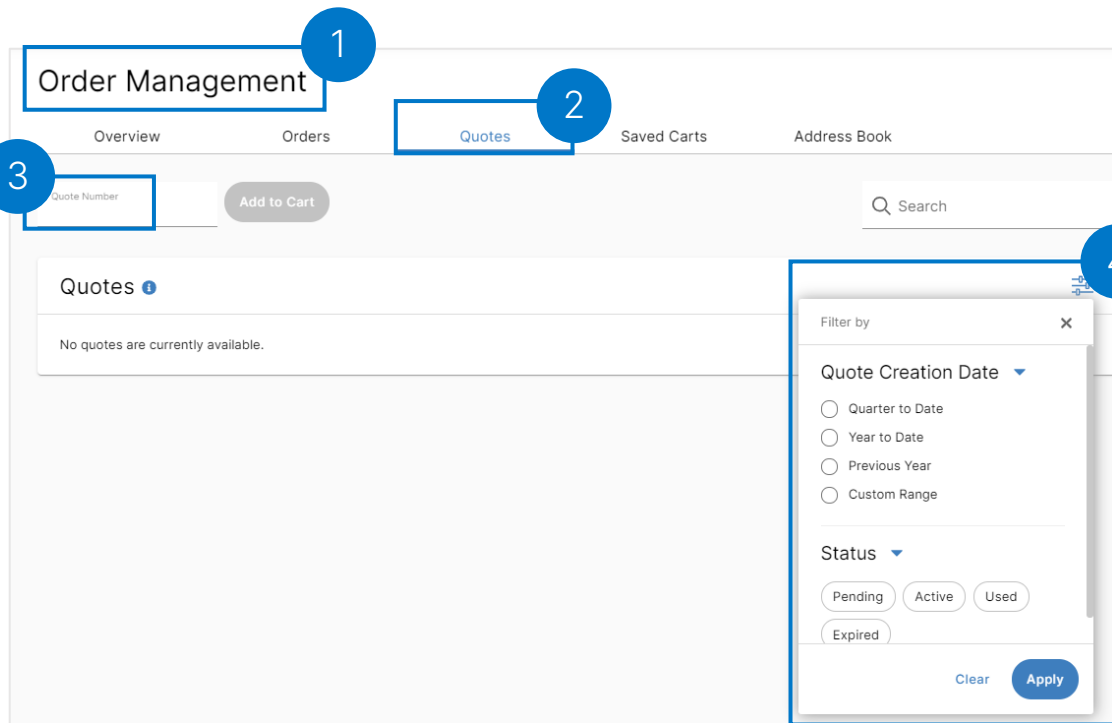
3 Populate the search bar with the with the **Quote Number** and select the **Enter** button on the keyboard.

4 Additionally, the customer can apply the filter to view the desired quote.

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Purchasing Quotes
(1 of 2)

Execute the following steps to purchase the quote using the quote number on the order management overview page:

1 Navigate to **Order Management** page.

2 Populate the quote number in the **Quote Number** field in the **Recent Quotes** section.

Purchasing Quotes

(2 of 2)

Execute the following steps to purchase the quote using the quote number on the order management overview page:

3 Select the **Add to Cart** button.

4 Alternatively, the customer can add a quote by populating the **Quote Number** field on the **Quotes** tab.

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Requesting a Quote Extension

Execute the following steps to request and extension on a quote with an active or expired status:

1 Navigate to the Order Management Page and click on the Quotes tab. Quotes listed are those with your email as recipient. Under Actions, click the ellipses next to the active or expired quote, and select Request Extension from the dropdown.*

*Note: only Active or Expired quotes will give the option to "Request Extension". Quotes with a "Used" status only have the option to download the quote PDF.

Requesting a Quote Extension
(2 of 2)

Execute the following steps to request and extension on a quote with an active or expired status:

2 After clicking Request Extension, a New Support Inquiry box will appear. Complete the request form and click Submit to send the request to Customer Care.
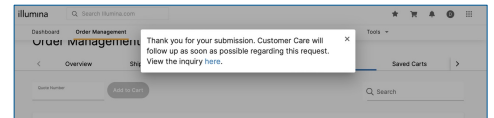
3 Once the form has been submitted, you can hover over the Request Extension option on the Quotes page to see verification the request has been submitted for the quote extension.

Download Invoice PDF and Certificate of Conformance

Execute the following steps to download the Invoice and Certificate of Conformance:

1 Navigate to the **Order Details** page.

2 Select the **Certificate of Conformance** link on the right corner of the **Delivery Date** section to download the certificate.

3 In the **Invoice Details** section select the Invoice number to download the invoice PDF.

View Certificate of Conformance Using the Lot Tracker Tool

⌂

Home

Execute the following steps to view the Certificate of Conformance using the Lot Tracker Tool:

1   Navigate to the **Order Management** page.

2   Select **Product Lot Tracker** list tracker from the **Tools** dropdown menu.

3   Select the **Certificate of Conformance** tab.

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View Certificate of Conformance Using the Lot Tracker Tool

⌂

Continue with the following steps to view the Certificate of Conformance using the Lot Tracker Tool:

4

Select any of the following desired options in the **Search By** dropdown menu:

- **Packing Slip**
- **Sales Order Number**
- **Ship Date**

Product Lot Tracker

| Certificate of Conformance | Lot Expiration | Serial Number |

4
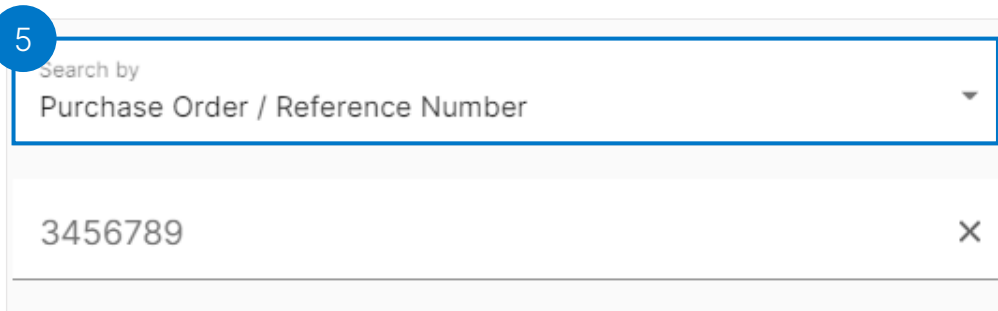
Search by

Packing Slip

Sales Order Number ✓

Purchase Order / Reference Number

To find a Certificate of Conformance, enter the associated packing slip number, sales order number or purchase order/reference number. We recommend using your packing slip number for the best results.

5

Populate the **Search** field in accordance with the option chosen before and select the **Enter** button.

5

Search by

Purchase Order / Reference Number ▾

3456789 ✕

View Certificate of Conformance Using the Lot Tracker Tool
(3 of 3)

Continue with the following steps to view the Certificate of Conformance using the Lot Tracker Tool:

6   Populate the **Search** field in accordance with the option chosen before.

7   Select the **download** icon under **Certificate of Conformance** search results section to download the certificate.

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Lot Management

(1 of 4)

Execute the following steps to search for Box Lot expiration using the Lot Tracker Tool:

1   Select the **Lot Expiration** tab.

2   Populate the search by field with the **Box Lot Number/ Component Lot Number/Packaging Slip Number/Sales Order Number** and select the Enter button on the keyboard.

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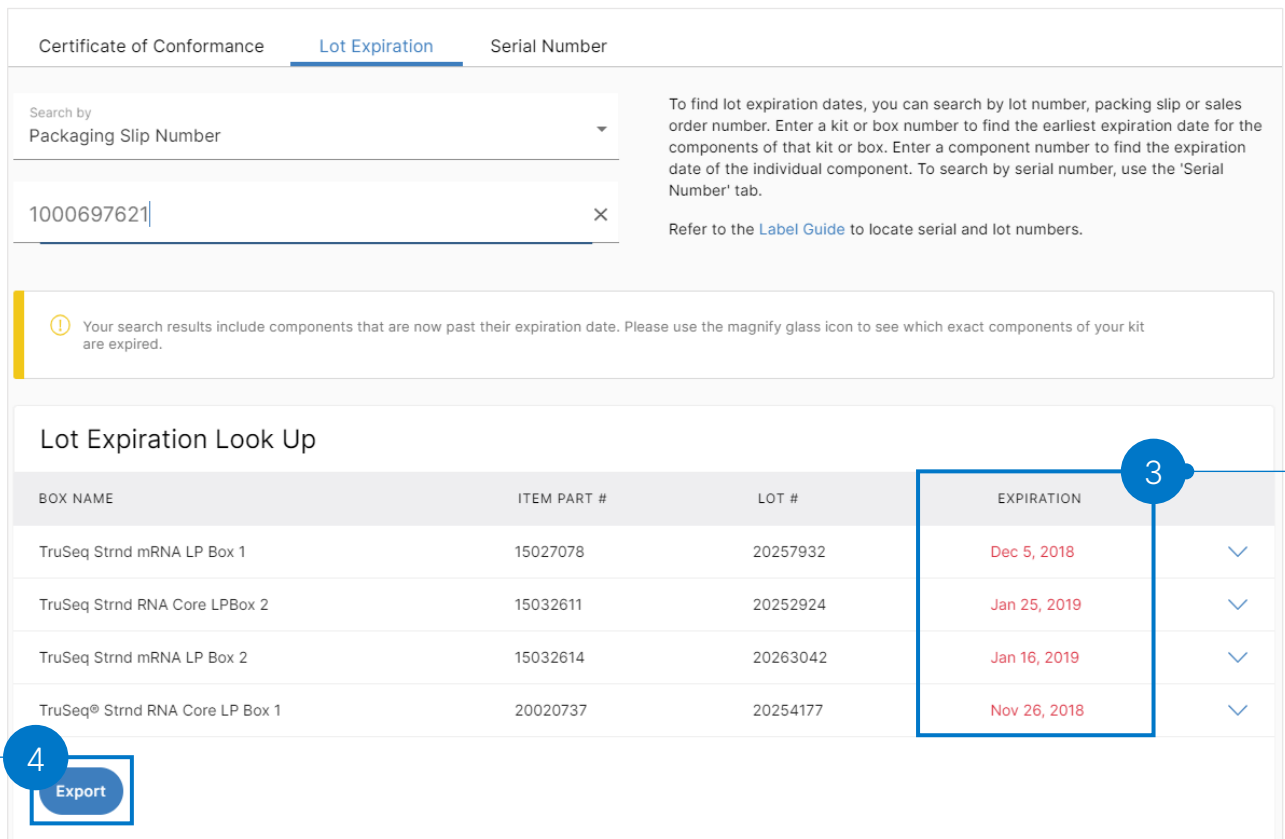
Lot Management
(2 of 4)

Execute the following steps to search for Box Lot expiration using the Lot Tracker Tool:

3 On the search results page view the lot **Expiration** dates.

4 Select the **Export** button to export the Lot Tracker Result CSV file.

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Lot Management
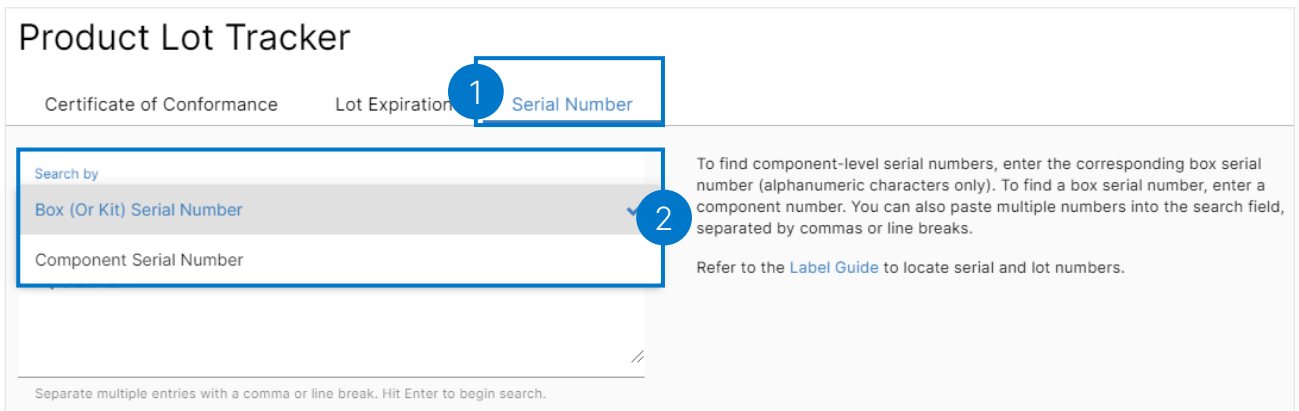
(3 of 4)

Execute the following steps to search for Box Lot using the Serial Number tab:

1   Navigate to the Product Lot Tracker Tool and select the **Serial Number** tab.

2   Select any one of the following option from the **Search By** dropdown menu:

- BOX (Or Kit) Serial Number
- Component Serial Number

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Lot Management
(4 of 4)

Execute the following steps to search for Box Lot using the Serial Number tab:

3 Populate the **Search box** with one or multiple serial numbers.

4 Select the **Export** button to export the CSV.
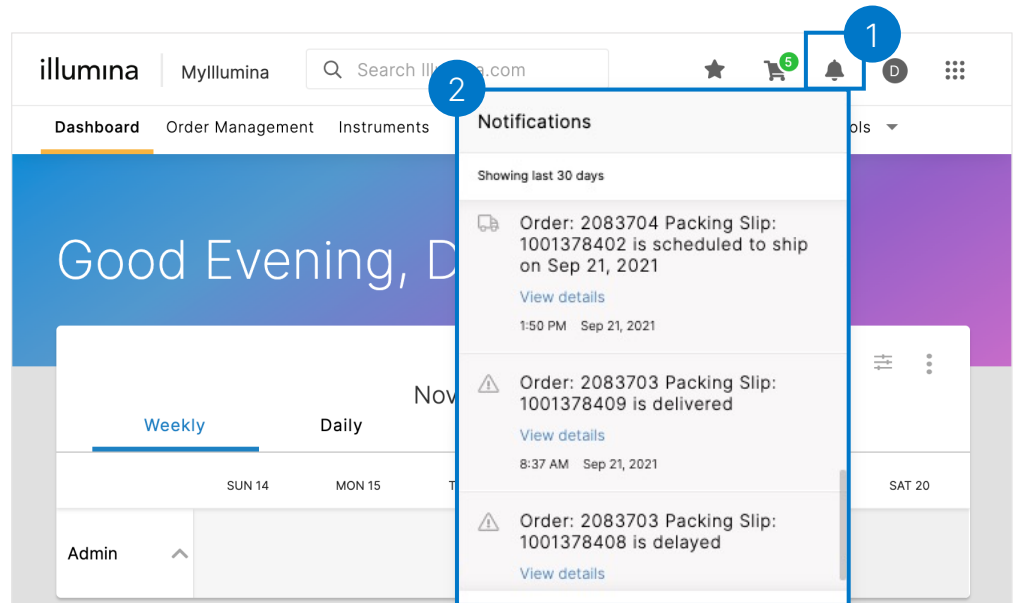

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Order Notifications

Order notifications for shipped, delivered, and delayed orders are now available in the notification bell in the main navigation.

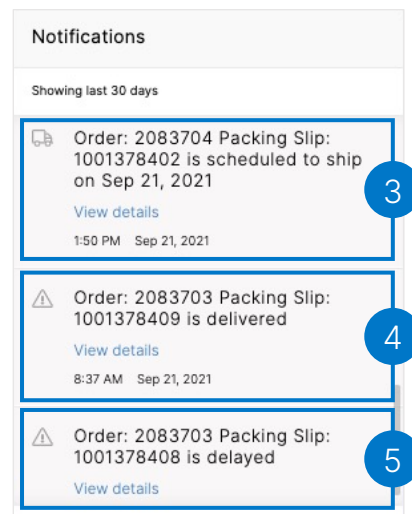1. Hover over the notification bell once you're signed into your account.

2. Shipment status will be displayed in the notifications drop down.

3. Example of an order scheduled to ship.

4. Example of an order which has been delivered.

5. Example of a delayed shipment notification.

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Thank you

For additional support, contact
customercare@illumina.com

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