

Website Wishlist

Backend

Magento

Workflow 1: Creating a New Customer

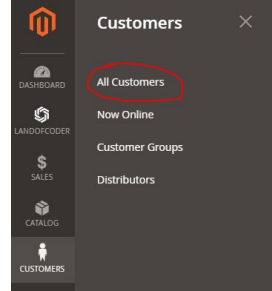
- Add a new Customer Profile. Each profile should contain entry fields for:
 - Customer Full Name
 - Position
 - Company/Institution
 - Shipping Address (Address, City, Province/State, Country, ZIP/Postal Code, Phone, Fax, Email)
 - Billing Address (Address, City, Province/State, Country, ZIP/Postal Code, Bill Phone, Bill Fax, Billing Email)
 - FedEx #
 - Tax/VAT#
 - Notes
 - Alert Notes
 - Acct Rep
 - Customer Group* (this distinguishes end user from distributors). This is important for applying discounts on quotes & orders etc.
- Once all information are entered, the customer is automatically assigned a customer ID and are in the customer database.

Workflow 1: Creating a New Customer - Sufficient

- Current Magento site works well for this workflow.
- Nothing on the wishlist for this workflow.

Workflow 2: Viewing Customer Profiles

- Search Customer Profile in the database using any of the following terms:
 - Customer Name
 - Company Name
 - Customer ID
 - Email
 - Phone #
- Click into the Customer to view Profile. Profile should contain the following information:
 - Account information (+ and ability to edit information)
 - Address information (ability to store multiple addresses)
 - Past Order History
 - Rewards Points History
 - Ability to create a new order from the Customer Profile
 - Ability to reorder from Order History
 - Ability to re-set customer password (system sends them an email)



Workflow 2: Viewing Customers - Improvements Req'd

- When searching customer profiles, the current **Top Filter/Keyword Search** does not filter well

i.e. Searching “Applied Biological Materials” provided multiple customer profiles that are irrelevant

Customers

Search: applied biological materials

Active filters: Keyword: applied biological materials

94 records found

	ID	Name	Email	Group	Phone	ZIP	Country	State/Province	Customer Since	Confirmed email	Account Created in	Date of Birth	Tax/VAT Number	Gender	Company
<input type="checkbox"/>	318	Afshin Varzavand	afshin-varzavand@uiowa.edu	General	9	52242	United States	Iowa	Feb 19, 2008 4:00:00 PM	Confirmed			42-6004813		
<input type="checkbox"/>	414	order order	edison.cao@abmgood.com	General	9	V6V 2J5	Canada	British Columbia	Feb 28, 2008 4:00:00 PM	Confirmed					Applied Biological Materials Inc.
<input type="checkbox"/>	440	Jocelyn Jocelyn	barefoot_on_the_beach@hotmail.com	General	604-827-5760	V6T 1Z3	Canada	British Columbia	Apr 6, 2008 5:00:00 PM	Confirmed					UBC Jocelyn
<input type="checkbox"/>	526	Sharon Sorell	c06275noemail@nogmail.com	General	9	12180	United States	New York	Sep 23, 2008 5:00:00 PM	Confirmed			14-1340095		
<input type="checkbox"/>	535	Catherine Propper	kimberly.everidge@nau.edu	General	1-928-523-2933	86011	United States	Arizona	Oct 5, 2008 5:00:00 PM	Confirmed					Northern Arizona University

Workflow 2: Viewing Customers - Wish List

- After clicking into the Profile:
 - have the ability to view **All Quotes** issued to this customer
 - have the ability to **Create Quotes** from this interface

Reiko Sase

🔍 🔔 👤 Heidi ▾

← Back

Delete
Customer

Reset

Create
Order


Reset
Password

Force
Sign-In

Save and
Continue Edit

Save
Customer

- Under current Order History, you view orders if you click into it. It would be more convenient if it you can open a new tab from here. This way you don't have to click into order 1, hit back, and go into order 2.

Order	Purchased ↑	Bill-to Name	Ship-to Name	Order Total	
<input type="text"/>	<div>From </div> <div>To </div>	<input type="text"/>	<input type="text"/>	<div>From <input type="text"/></div> <div>To <input type="text"/></div>	
000006293	Mar 5, 2021, 9:13:16 AM	Accounts Payable	Accounts Payable	\$0.00	Reorder
000006292	Mar 5, 2021, 9:11:37 AM	Accounts Payable	Accounts Payable	\$1,115.00	Reorder
000006291	Mar 5, 2021, 9:09:13 AM	Accounts Payable	Accounts Payable	\$1,015.00	Reorder

Workflow 2: Viewing Customers - Wish List

- Under current Order History, have the following columns:
 - Payment Status (show as **Paid** or **Pending**)
 - Ship Date (**actual date** or show the **Tracking number**)

Preferably color coded so we can easily identify which order has been (shipped + paid) vs (shipped + not paid), or (not shipped at all).

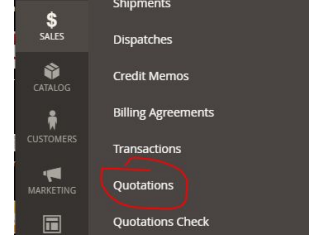
Workflow 3: Viewing Customer Groups

- Can add New Customer Group based on Tax Class (Retail customer/Tax Exempt BC)
- Can view a list of current Customer Groups
- Current Magento site works well for this workflow - Sufficient
- Wish List:
 - Ability to see a list of customers under each group (“view Group Members”)
 - Ability to Add Customer (by ID) and Delete existing Members under each Group

All Members for Distributor Group V1.1

Add New Member for Group V1.1		
<input type="text"/> <input type="button" value="Add"/>		
Account ID	Company	Delete
25563	ABM	X
C90020	Cosmo Bio Co Ltd	X
96142	Microtech S.r.l.	X
C04164	Interlab Co Ltd	X
C91331	BioCat GmbH	X

Workflow 4: Creating a New Quote



- Select “Add New Quote”
- Select a customer based on filter (Customer ID, Name, Email, Phone, ZIP, Country, Province)
- Select “Add Products” and filter by product ID, Product Name, SKU
- Checkmark the product to add, then enter Quantity required
- Select “Add to Quote”. If the customer is part of a special customer group, discounts will automatically apply. **[Customer Group Discounts is broken currently]**
- Adjust “Custom Price”, Discount, or Quantity as required
- Select “Submit Quote” -> the system gives you a Quote #
- Submitted quote can be further edited (Add item, Delete, or change price/quantity, add as “recommended” products, enter quote expiry date, edit “Aim”, “Deliverable”, “Lead time”, “Notes”, “Internal Notes”)
- Quote can then be printed into a PDF, or made into an order by “Create Order”

Workflow 4: Creating a New Quote - Improvements Req'd

- When selecting a customer,
 - have the ability to filter by **Company Name**

Please select a customer

Search [Reset Filter](#) 13854 records found

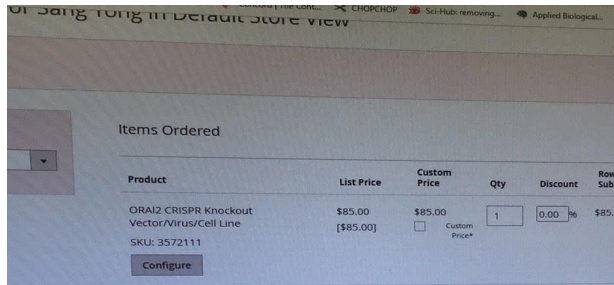
20 per page 1 of 693

ID	Name	Email	Phone	ZIP/Post Code	Country	State/Province	Signed-up Point
					All Countries		
13948	Bhavyata (Pandya) Shesh	bpandya@pennstatehealth.psu.edu					Default Store View
13947	Chelsea Sirovina	csirovina@mcw.edu					Default Store View

Workflow 4: Creating a New Quote - Improvements Req'd

- Must have **STABILITY** and **RELIABILITY**. Quote items, prices, once made, should not change on its own.

i.e. sometimes when adding configurable products, even after all the selection, it does not appear on quotes.



Product	List Price	Custom Price	Qty	Discount	Row Subt
Orai2 CRISPR Knockout Vector/Virus/Cell Line SKU: 3572111	\$85.00 [\$85.00]	\$85.00 <input type="checkbox"/> Custom Price*	1	0.00 %	\$85.00

i.e. quotes prices change (was discounted when made), but reverted to original, or geoprice (1.5x) when visited later. Search “Quotes system - Old quotes changed on its own?” as subject line in the IT@abmgood.com inbox for more details.

Workflow 4: Creating a New Quote - Improvements Req'd

- Automated Discount based on Customer Group - **NEEDS TO WORK RELIABLY.** Currently it does not work or only partially work (some SKU work, while other SKUs do not work).
- See “**Customer Group Discounts**” **Workflow 6** for more details.

Workflow 4: Creating a New Quote - Improvements Req'd

- Ability to modify the List Price instead of Custom Price, otherwise once a quote is made, the customer will see both List Price/Custom Prices on the PDF printout. It does not look professional when we quote higher than List Price.

Items Ordered

Add Products

Product	List Price	Custom Price	Qty	Discount	Row Subtotal	Action	Recommend
LentimiRa-GFP-hsa-miR-145-5p Virus SKU: mh15185	\$485.00 [\$485.00]	<input checked="" type="checkbox"/> Custom Price* <input type="text" value="900"/>	<input type="text" value="1"/>	<input type="text" value="0"/> %	\$485.00	Please select <input type="button" value="v"/>	<input type="checkbox"/>

Notes:

Workflow 4: Creating a New Quote - Improvements Req'd

- Ability to calculate price using any number (not just 2 decimal places).
i.e. when quoting C098 (Gene synthesis), it is priced at \$0.18/bp
If we provide a 10% discount, then each bp is \$0.162

For a 100 bp, price should be $\$0.162 \times 100 = \16.20

Gene Synthesis	USD\$0.18	USD\$0.16	USD\$0.16	100	10 %	\$16.00
SKU: C098						

Workflow 4: Creating a New Quote - Improvements Req'd

- Ability to use special characters. Currently Magento does not take “ (e.g. 5' UTR, 3' UTR, customer' s, etc). It turns into \ and adds multiple \\ everything a quote is updated

Product

Promoter Change Service

SKU: C126

Use pAAV-hROSA26-5' -UCOE-CAG-Tet3G-loxP-2A-eGFP-loxP-polyA-hROSA26-3' from C129

Service 1: Replace CAG promoter with UBC promoter from Order 50932. UBC promoter sequence below as a reference:

Workflow 4: Creating a New Quote - Wish List

- When adding products, streamline the process by allowing us to enter SKU directly into multiple blank fields. Currently we have to filter to find the SKU, click add, then find the next SKU, then add, etc. If we are quoting 20 different products, it takes up quite a bit of time.

Add Additional Items to Order	
Catalog Number	Quantity
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="text"/>	<input type="text" value="1"/>
<input type="button" value="Add to Order"/>	

Workflow 4: Creating a New Quote - Wish List

- When selecting bundled product, streamline the process by eliminating the extra 'pop up step' and have the ability to enter directly the quantity needed (last column). Currently you would check mark first then enter QTY in the next window.

ID	Product	SKU	Price	Select	Quantity
		G628.v2	From To	Any	
18124899	Configure GenomeCoV19 Detection Kit	Sample- G628.v2	\$0.00	<input type="checkbox"/>	
18124856	Configure GenomeCoV19 Detection Kit	G628.v2	\$0.00	<input checked="" type="checkbox"/>	2

Bundle Items

component0 * 1 x COVID-19 Primers/Probes + \$0.00

component1 * 1 x 2X RT-qPCR MasterMix + \$0.00

component2 * 1 x Positive Control Template + \$0.00

component3 * 1 x Negative Extraction Control + \$0.00

component4 * 1 x qRT-PCR Enzyme Mix + \$0.00

component5 * 1 x Nuclease-Free H2O + \$0.00

Quantity

Workflow 4: Creating a New Quote - Wish List

- Ability to enter entire SKU for configurable product directly when adding to quote instead of searching for the first 7 digits, then go through a series of selections. It will save time, as well as reduce processing error.

Search [Reset Filter](#) 0 records found

20 per page < 1 of 1 >

ID	Product	SKU	Price	Select	Quantity
		109171210295	From To	Any	
We couldn't find any records.					

Search [Reset Filter](#) 1 records found

20 per page < 1 of 1 >

ID	Product	SKU	Price	Select	Quantity
		1091712	From To	Any	
17585928	A1BG Activation CRISPR Vector/Virus	1091712	\$95.00	<input checked="" type="checkbox"/>	

Custom Options

Species * Human (NM_130786) (1)

Features * sgRNA for Activation (spCas9) (Set of 3 targets) (01) + \$150.00

Vector/Virus/Cell * Lentiviral Vector (95)

Quantity

1

Workflow 4: Creating a New Quote - Wish List

- Ability auto-populate CAD vs USD currency in quote based on the customer's address. Currently we manually multiply 1.15 to our USD list price for Canadian customers.
- Ability to display 'customer notes' on the same view. This will allow us to follow the notes if special discounts/arrangement was made with the customer. Currently we have to open multiple windows (customer tab + quotes tab).

Notes

[José] Distributor

Special Support in 2021: All inquiries from customers based in Spain should be sent to Eva Vasquez at eva.vazquez@condalab.com.

Example:

We have a distributor in Spain who would be able to provide you better pricing and support. Please find their contact information below:

Condalab
ATTN: Eva Vazquez
Calle Forja, 9, Torrejón de Ardoz
Madrid, 28850
Telephone: 34 91 761 02 00
E-Mail: eva.vazquez@condalab.com
Website: www.condalab.com

Workflow 4: Creating a New Quote - Wish List

- Ability to “clear all products” in the quote. Currently each item has to be deleted individually.
- Ability to edit customer information (auto-populate what is in the customer profile, but have the ability to change customer name/address if needed). This will help when we drop ship to our customer on behalf of the distributor.
- Ability to change currency after quote is made (i.e. from USD to CAD)
- Display shipping conditions on the quote/shopping cart by category
- Ability to show current inventory when quoting

Cat. No.	In Stock	On Hold	Product Name
G464 <small>her01</small>	95.6	2	2X PCR Bestaq™ MasterMix Edit/Add Product Notes

Workflow 4: Creating a New Quote - Wish List

- Ability to recognize lower vs upper case SKUs (the 'Add item' system can only add G041, not g041)

Choose product *

Input quantity *

Choose product *

Input quantity *

Workflow 4: Creating a New Quote - Wish List

- For the printout view (PDF):

Show List Price, Discount, Sale/Unit Price and Total Cost. If *no discount* is applied, do not show the discount or the sales price column.

Qty	Cat No	Unit	Description	List Price	Discount	Sale Price	Total Cost
Requested Item(s):							
1	mh10013	500 ng	LentimiRa-GFP-hsa-miR-101-3p Vector	\$215.00	30%	\$150.50	\$150.50

Qty	Cat No	Unit	Description	List Price	Total Cost
Requested Item(s):					
1	mh10013	500 ng	LentimiRa-GFP-hsa-miR-101-3p Vector	\$215.00	\$215.00

Workflow 4: Creating a New Quote - Wish List

- For the printout view (PDF): words are cut off making it difficult to read

Qty	SKU	Unit	Product Name	List Price	Discount	Unit Price	Total Cost
Requested Item(s):							
1	C087	Single Service	Ab Production w/o Protein Production Project Overview: <ul style="list-style-type: none"> Stage 1: Immunization of 5 mice per immunogen and testing anti-serum titres by ELISA Stage 2: Cell fusion to make hybridomas and colony screening Stage 3: Collect ELISA positive supernatant for CUSTOMER to screen. ELISA results against antigen will be provided to customer on individual clones. Stage 4: Subcloning, Colony Expansion and freezing down 2 clones. Antibody isotyping included. Stage 5: Ascites production and antibody purification. <p>Up to 3 mg of purified antibody will be provided as the final deliverable (up to 2 clones). Large scale production will be quoted separately. Additional clone can be added at the time of screening using SKU C081.</p>	\$9,000.00	-	\$9,000.00	\$9,000.00

Workflow 4: Creating a New Quote - Wish List

- For the printout view (PDF): If “**Customer Group Discounts**” is working, display List price, Discount %, Unit Price rather than the final unit price as List Price with no discount.

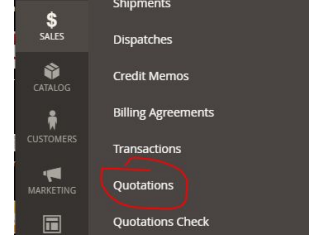
Currently it shows:

Qty	SKU	Unit	Product Name	List Price	Discount	Unit Price	Total Cost
<i>Requested Item(s):</i>							
1	G891	500 rxn (4 x 1.25 ml)	BlasTaq™ 2X qPCR MasterMix Alternative to "EvaGreen Express 2X qPCR MasterMix-ROX"	\$62.50	-	\$62.50	\$62.50

We want:

Qty	SKU	Unit	Product Name	List Price	Discount	Unit Price	Total Cost
<i>Requested Item(s):</i>							
1	G891	500 rxn (4 x 1.25 ml)	BlasTaq™ 2X qPCR MasterMix	\$125.00	50 %	\$62.50	\$62.50

Workflow 5: Viewing Existing Quote



- Search quotes in the database using any of the following terms:
 - Quote # ("ID") from ____ to ____
 - Created from ____ to ____
 - Customer Name
 - Customer ID
 - Email
- Click into quote to view, make edits, turn into order

Workflow 5: Viewing Existing Quote - Improvements Req'd

- When searching Quotes, the current **Top Filter/Keyword Search** does not filter well

i.e. Searching “ryan@abmgood.com” gave no results. Filter by email using “ryan@abmgood.com” gave 9 results.

Active filters: **Keyword: ryan@abmgood.com**

0 records found
200 per page
< 1 of 1 >

	ID ↑	First Name	Last Name	Email	Customer Group	Status	Created	Mage Quote Id	Customer Id	Grand Totals	Action
We couldn't find any records.											

Workflow 5: Viewing Existing Quote - Wish List

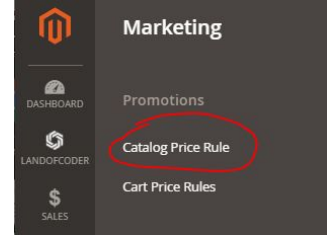
- Ability to search quotes by 'Company'
- If a quote was processed into an order, the ability to show the corresponding order# when looking up quote# (this allows us to know if the customer placed an order)

Search for Quote:

Quote No.

See order 60335

Workflow 6: Creating Customer Group Discounts



- *Discount rules* under *Marketing* -> “*Catalog Price Rule*” allows us to set discount level (in %) for product groups. This is used for distributors or OEM partners. When creating quote, or order for them, the discounts will automatically apply to the List Price without manual input.
- Add “New Rule”.
- Set rule name, select status (active/inactive), select Customer Group (defined in workflow 3), set date range, set priority
- Add conditions
 - Apply Discount based on “Attribute Set”, “SKU”, “Category”, “Supplier”
 - Can exclude certain conditions (i.e. if SKU is NOT XXX), or apply two conditions
- Add action
 - Apply discount as a percentage of original
 - Apply as a fixed amount

Workflow 6: Group Discounts - Improvements Req'd

- Currently the discounts rules do not apply immediately after it is made. It requires manual indexing by Tony, and the indexing takes several hours/can be interrupted/fail etc.
- The discount should show for customer front end as well - currently it does **not** (not reliable, sometimes it does, sometimes it doesn't). If it does, it is also incorrect. See next page for details.

Workflow 6: Group Discounts - Improvements Req'd

- If the discount is displayed for the customer on the front end, it applies the discount to GeoPrice (1.5x), not List Price.

i.e. they see this when the price should be [Regular: \$30, Special: \$19.50]

CAT.NO

G943

UNIT

250 µl, 25 mM each

PRICE

Special Price: \$29.25

Regular Price: ~~\$45.00~~

1

Add to Cart

Workflow 6: Group Discounts - Improvements Req'd

- **NOT RELIABLE.** It does not seem to be properly connected to Quotes system or Order system. Sometimes the discount will apply, sometimes not. Currently we use a rule helper to check the appropriate discount for the group, and enter discount % manually.

<https://www.abmgood.com/china/API/Helper/CheckRuleForProduct.php>

ABM MAGENTO WEBSITE HELPER

Check Is Saleable By Sku Check Rule For Products

Check Price Rule By Customer And Sku

Customer Email

Skus

Final Price After Discount

Product Id	Skus	Name	Type	Price	Final Price
18085082	LV900	qPCR Lentivirus Titration Kit	bundle	175.0000	97.5

Rule of backend setting

Rule Id	From	End	Product Id	Action Operator	Action Amount	Action Stop	Is Active
106	2020-11-09 16:00:00	2028-12-31 15:59:59	18085082	by_percent	50.0000	0	1

Product search page price

Customer Group	Price	Final Price	Min Price	Max Price
V1.1	175.0000	175.0000	175.0000	175.0000

Workflow 6: Group Discounts - Wish List

- [Refer to Old Website Logic]** Have different priorities of discounts, and that upper level setting (specific to the customer ID) will overwrite the level below (same across all group members).

i.e.

All Discounts for Distributor Account C30445

[Back to Custom](#)

Create

Check box to export stats to Excel: ☐

+

Add New Discount for Account C30445

Category Name		Sub-Category Name	Child Category Name	Cat. No.	Discount	Edit	Delete
PCR, RT-PCR & qPCR	qPCR	BrightGreen qPCR MasterMix	0	50%			
PCR, RT-PCR & qPCR	qPCR	BrightGreen Express qPCR MasterMix	0	50%			
PCR, RT-PCR & qPCR	qPCR	KiloGreen qPCR MasterMix	0	50%			
PCR, RT-PCR & qPCR	qPCR	TaqProbe qPCR MasterMix	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	First-Strand cDNA Synthesis Kit	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	EasyScript Plus™ cDNA Synthesis Kit	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	EasyScript Plus™ cDNA Synthesis SuperMix	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	EasyScript™ Reverse Transcriptase PCR	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	EasyScript Plus™ Reverse Transcriptase PCR	0	50%			
PCR, RT-PCR & qPCR	RT-PCR	EasyScript™ cDNA Synthesis SuperMix	0	50%			
miRNA/microRNA	miRNA-microRNA Detection	miRNA qPCR MasterMixes	0	55%			
Cloning & Next Generation Sequencing Enzymes	Cloning Kits	Cloning Kits	E087	50%			
Cloning & Next Generation Sequencing Enzymes	Cloning Kits	Cloning Kits	E088	50%			
Cloning & Next Generation Sequencing Enzymes	DNA Library Prep Kit	DNA Library Prep Kit	G947S	40%			
Cloning & Next Generation Sequencing Enzymes	DNA Library Prep Kit	DNA Library Prep Kit	G947L	40%			
Discounts for Group 'V1.OM':		Change Distributors Group Type					
All Products			0	10%	Go To Group		
PCR, RT-PCR & qPCR	K #2-2		G932	35%	Go To Group		
PCR, RT-PCR & qPCR	qPCR		0	50%	Go To Group		
PCR, RT-PCR & qPCR	qPCR	ExCellenCT One-Step TaqProbe qRT-PCR Kit	0	35%	Go To Group		
PCR, RT-PCR & qPCR	qPCR	One-Step BrightGreen qRT-PCR Kit	0	35%	Go To Group		

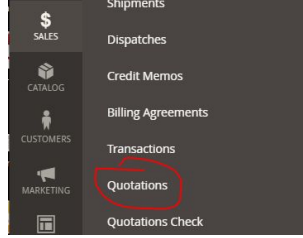
Workflow 6: Group Discounts - Wish List

- Ability to have discount automatically applied to ALL PRODUCTS. Currently we cannot apply discount for configurable products (library items).
- Ability to set numeric fixed price at upper level
- Ability to set Discounts by Product Category, Sub category (child group), or SKU
- Ability to set Discounts by Vendor (esp. for Antibody Group)

Workflow 6: Group Discounts - Wish List

- Ability to set time frame for which specific discount will expire on the upper level. i.e. allowing 60% discount instead of 50% for SKU XXX only until June 30, 2021. After June 30, 2021, the discount will revert back to 50% automatically.
- Ability to automatically give additional discount (or set discount) when X Qty is ordered. i.e. if the customer purchases 100 qty, discount automatically becomes 60% instead of 40%. OR discount automatically increase by 20% from the base discount level.

Workflow 7: Converting Quotes to Orders



- [Refer to order team's feedback on workflow as I don't process orders]

- **Improvement Req'd / Known problem:**

1. When adding quotes to a cart for order placement, they add on top of each other instead of clearing the cart and then adding the quote to a 'fresh cart'. The cart should 'empty' and then add items from the quote.
2. The coloration of items do not always reflect the correct inventory status.
When working properly,
 RED - out of stock
 Green - in stock


Workflow 8: Viewing Existing Orders

- Search orders in the database using any of the following terms:
 - Purchase Date from ____ to ____
 - Grand Total (base) /(Purchased) from ____ to ____
 - Customer Name
 - Customer ID
 - PO Number
 - Company
 - Email
 - Status
 - Products SKU
 - Shipping address
- Click into order to view, update ESD, change Order Group, edit Payment & Shipping method, cancel/hold/ship/reorder order, make invoices, make packing list, add tracking number, edit notes, view total unpaid \$, view total loyalty points.
- View Printout PDF of order confirmation, invoice, packing list

Workflow 8: Viewing Existing Orders -Improvements Req'd

- Printout PDF of order confirmation
 - Margin for 'Product Name' should be adjusted. See example to the right.*
 - Font size should be adjusted/consistent
 - Final Grand Total should be aligned right. It is currently floating

*This only happens when we are pasting in sequences. One way to get around this to have the ability to auto fit the sequence to the size of the page



Suite #1-3071 Viking Way
Richmond, BC, CANADA V6V 2Z6
Tel: 604-247-2416
Fax: 604-247-2414
Email: order@abmgood.com
Tax No. 80107 5174 RT0001

Order Confirmation
Date: 2021-03-06
Order No: 000005951
P.O. Number: ABM 2021-02-16
ESD-2021-03-12

Ship To
Liliana Ramirez
QuimioLab
Calle 77 No. 28 B 13
Bogota, 111211
Colombia
T: +571 81535322

Bill To
Liliana Ramirez
QuimioLab
Cra 88 No.55-40
Bogota, 111211
Colombia
T: +571 81535322

Product Name	SKU	List Price	Qty	Unit	Total
Primer Synthesis (25 nmol)	C132	\$0.31	733	1 Base	\$227.23
1. 113.13 F: AAGACCTCATTCAGACAGACAA 2. 113.133 F: TCTTACCTGAGAGAGATTTT 3. 113.133 F: TCTTACCTGAGAGAGATTTT 4. 113.133 F: TCTTACCTGAGAGAGATTTT 5. 113.133 F: TCTTACCTGAGAGAGATTTT 6. 113.133 F: TCTTACCTGAGAGAGATTTT 7. 113.133 F: TCTTACCTGAGAGAGATTTT 8. 113.133 F: TCTTACCTGAGAGAGATTTT 9. 113.133 F: TCTTACCTGAGAGAGATTTT 10. 113.133 F: TCTTACCTGAGAGAGATTTT 11. 113.133 F: TCTTACCTGAGAGAGATTTT 12. 113.133 F: TCTTACCTGAGAGAGATTTT 13. 113.133 F: TCTTACCTGAGAGAGATTTT 14. 113.133 F: TCTTACCTGAGAGAGATTTT 15. 113.133 F: TCTTACCTGAGAGAGATTTT 16. 113.133 F: TCTTACCTGAGAGAGATTTT 17. 113.133 F: TCTTACCTGAGAGAGATTTT 18. 113.133 F: TCTTACCTGAGAGAGATTTT 19. 113.133 F: TCTTACCTGAGAGAGATTTT 20. 113.133 F: TCTTACCTGAGAGAGATTTT 21. 113.133 F: TCTTACCTGAGAGAGATTTT 22. 113.133 F: TCTTACCTGAGAGAGATTTT 23. 113.133 F: TCTTACCTGAGAGAGATTTT 24. 113.133 F: TCTTACCTGAGAGAGATTTT 25. 113.133 F: TCTTACCTGAGAGAGATTTT 26. 113.133 F: TCTTACCTGAGAGAGATTTT 27. 113.133 F: TCTTACCTGAGAGAGATTTT 28. 113.133 F: TCTTACCTGAGAGAGATTTT 29. 113.133 F: TCTTACCTGAGAGAGATTTT 30. 113.133 F: TCTTACCTGAGAGAGATTTT 31. 113.133 F: TCTTACCTGAGAGAGATTTT 32. 113.133 F: TCTTACCTGAGAGAGATTTT 33. 113.133 F: TCTTACCTGAGAGAGATTTT 34. 113.133 F: TCTTACCTGAGAGAGATTTT 35. 113.133 F: TCTTACCTGAGAGAGATTTT 36. 113.133 F: TCTTACCTGAGAGAGATTTT 37. 113.133 F: TCTTACCTGAGAGAGATTTT 38. 113.133 F: TCTTACCTGAGAGAGATTTT 39. 113.133 F: TCTTACCTGAGAGAGATTTT 40. 113.133 F: TCTTACCTGAGAGAGATTTT 41. 113.133 F: TCTTACCTGAGAGAGATTTT 42. 113.133 F: TCTTACCTGAGAGAGATTTT 43. 113.133 F: TCTTACCTGAGAGAGATTTT 44. 113.133 F: TCTTACCTGAGAGAGATTTT 45. 113.133 F: TCTTACCTGAGAGAGATTTT 46. 113.133 F: TCTTACCTGAGAGAGATTTT 47. 113.133 F: TCTTACCTGAGAGAGATTTT 48. 113.133 F: TCTTACCTGAGAGAGATTTT 49. 113.133 F: TCTTACCTGAGAGAGATTTT 50. 113.133 F: TCTTACCTGAGAGAGATTTT 51. 113.133 F: TCTTACCTGAGAGAGATTTT 52. 113.133 F: TCTTACCTGAGAGAGATTTT 53. 113.133 F: TCTTACCTGAGAGAGATTTT 54. 113.133 F: TCTTACCTGAGAGAGATTTT 55. 113.133 F: TCTTACCTGAGAGAGATTTT 56. 113.133 F: TCTTACCTGAGAGAGATTTT 57. 113.133 F: TCTTACCTGAGAGAGATTTT 58. 113.133 F: TCTTACCTGAGAGAGATTTT 59. 113.133 F: TCTTACCTGAGAGAGATTTT 60. 113.133 F: TCTTACCTGAGAGAGATTTT 61. 113.133 F: TCTTACCTGAGAGAGATTTT 62. 113.133 F: TCTTACCTGAGAGAGATTTT 63. 113.133 F: TCTTACCTGAGAGAGATTTT 64. 113.133 F: TCTTACCTGAGAGAGATTTT 65. 113.133 F: TCTTACCTGAGAGAGATTTT 66. 113.133 F: TCTTACCTGAGAGAGATTTT 67. 113.133 F: TCTTACCTGAGAGAGATTTT 68. 113.133 F: TCTTACCTGAGAGAGATTTT 69. 113.133 F: TCTTACCTGAGAGAGATTTT 70. 113.133 F: TCTTACCTGAGAGAGATTTT 71. 113.133 F: TCTTACCTGAGAGAGATTTT 72. 113.133 F: TCTTACCTGAGAGAGATTTT 73. 113.133 F: TCTTACCTGAGAGAGATTTT 74. 113.133 F: TCTTACCTGAGAGAGATTTT 75. 113.133 F: TCTTACCTGAGAGAGATTTT 76. 113.133 F: TCTTACCTGAGAGAGATTTT 77. 113.133 F: TCTTACCTGAGAGAGATTTT 78. 113.133 F: TCTTACCTGAGAGAGATTTT 79. 113.133 F: TCTTACCTGAGAGAGATTTT 80. 113.133 F: TCTTACCTGAGAGAGATTTT 81. 113.133 F: TCTTACCTGAGAGAGATTTT 82. 113.133 F: TCTTACCTGAGAGAGATTTT 83. 113.133 F: TCTTACCTGAGAGAGATTTT 84. 113.133 F: TCTTACCTGAGAGAGATTTT 85. 113.133 F: TCTTACCTGAGAGAGATTTT 86. 113.133 F: TCTTACCTGAGAGAGATTTT 87. 113.133 F: TCTTACCTGAGAGAGATTTT 88. 113.133 F: TCTTACCTGAGAGAGATTTT 89. 113.133 F: TCTTACCTGAGAGAGATTTT 90. 113.133 F: TCTTACCTGAGAGAGATTTT 91. 113.133 F: TCTTACCTGAGAGAGATTTT 92. 113.133 F: TCTTACCTGAGAGAGATTTT 93. 113.133 F: TCTTACCTGAGAGAGATTTT 94. 113.133 F: TCTTACCTGAGAGAGATTTT 95. 113.133 F: TCTTACCTGAGAGAGATTTT 96. 113.133 F: TCTTACCTGAGAGAGATTTT 97. 113.133 F: TCTTACCTGAGAGAGATTTT 98. 113.133 F: TCTTACCTGAGAGAGATTTT 99. 113.133 F: TCTTACCTGAGAGAGATTTT 100. 113.133 F: TCTTACCTGAGAGAGATTTT					

DHL#: 954484597
Recipient Tax ID:

Subtotal: \$227.23
Shipping & Handling: \$0.00
Total Tax: \$0.00
Grand Total: \$227.23

Notes:
Deliverables: 7 primers synthesized at the 25 nmol production scale
*The maximum guaranteed yield per primer is 12 nmol
Lead Time: 2 weeks upon order placement
Quota: 1000 (202103)

abm is not in a position to guarantee any results of any downstream applications for sequences designed by customers.
If the customer chooses to cancel the order before completion, payments is required up to and including all the costs completed thus far.

Workflow 8: Viewing Existing Orders - Improvements Req'd

- Printout PDF of invoices
 - Should not have product name cut off (i.e. invoice #5678)

Product Name	SKU	List Price	Qty	Unit	Discount Amount	Total
PriCoat™ T25 Flasks	G299	\$40.00	2	10 Flasks	\$0.00	\$80.00
100bp Plus Opti-DNA Marker	G193	\$24.00	9	500 µl/100 loads	\$0.00	\$216.00
100bp Opti-DNA Marker	G016	\$24.00	18	500 µl/100 loads	\$0.00	\$432.00
Opti-Protein Express Marker	G494	\$27.00	2	500 µl/100 loads	\$0.00	\$54.00

- Should have a proper DUE DATE and TERMS (i.e. NET15, NET30..). Due date should be calculated using the Terms from the ship date.

P.O. Number	Ship Date	Due Date	Terms	Overdue Interest	Via
562	2021-03-04			18%	To Be Determined - Representative will adjust during order confirmation

Workflow 8: Viewing Existing Orders -Improvements Req'd

- Printout PDF of invoices
 - If payment term is PREPAYMENT, the Invoice should show “**PROFORMA INVOICE**” instead of “INVOICE”
 - If payment term is credit term (NET15/30/60), the invoice should show “INVOICE”
 - If this invoice has been PAID, then the printout should show “**RECEIPT**” instead of “INVOICE”
 - If the invoice is overdue (past due date), adjust to “**OVERDUE INVOICE**” instead of “INVOICE”. Overdue should be in red font.

INVOICE
Date:2021-03-05
Invoice No :000005686
Order No :000005124

Workflow 8: Viewing Existing Orders -Improvements Req'd

- Printout PDF of invoices
 - Math should be correct (i.e. invoice #5686). Why is “Total” showing \$0.00 when List Price is \$262.50 and Grand total at the bottom is \$262.50?

P.O. Number	Ship Date	Due Date	Terms	Overdue Interest	Via	
4100058974	2021-03-04			18%	To Be Determined - Representative will adjust during order confirmation	
Product Name	SKU	List Price	Qty	Unit	Discount Amount	Total
CRYAB Adenovirus	168740510100	\$262.50	1	1.0 ml	\$0.00	\$0.00

To Be Determined - Representative will adjust during order confirmation#:

Subtotal: \$262.50
Shipping & Handling: \$0.00
Total Tax: \$0.00
Grand Total: \$262.50
Total Paid: \$0.00

Workflow 8: Viewing Existing Orders - Improvements Req'd

- Printout PDF of packing list
 - Margin for 'Description' should be adjusted. See example to the right.
 - Alignment & presentation can be better



Suite #1-3671 Viking Way
Richmond, BC, CANADA V6V 2J5
Tel: 604-247-2416 | Fax: 604-247-2414
Email: order@abmgood.com
Tax No. 86107 5174 RT0001

Packing List
Date: 2021-03-06
Order No.: 000002119

Remit Payment To

Applied Biological Materials Inc.
Suite #1-3671 Viking Way
Richmond, BC, CANADA
V6V 2J5

Ship To

B.C. Lim
ITSBio Inc.
812, Hanwha Bizmetro A-dong, 551-17 YangcheonRo, (Gayang-Dong), Gangseo-Gu
Seoul, , 7532
South Korea
T: 82-2-3462-8658

Bill To

B.C. Lim
ITSBio Inc.
812, Hanwha Bizmetro A-dong, 551-17 YangcheonRo, (Gayang-Dong), Gangseo-Gu
Seoul, , 7532
South Korea
T: 82-2-3462-8658

P.O. Number		Via		
ABM-2020-027		FedEx		
Box	Qty	SKU	Unit	Description
☐	1	LV002-a	1.0ml	High-Titer Custom Recombinant Lentivirus (10 ⁶ 7IU/ml; 1ml) Package pLenti-CMV promoter-TREM2-2A-DAP12-PGK promoter-GFP-SV40 promoter-PuroR vector ready

Package Verified By:

Notes:

Deliverables: 1ml of Lenti-CMV promoter-TREM2-2A-DAP12-PGK promoter-GFP-SV40 promoter-PuroR Virus @ 210⁶7IU/ml

Lead Time: 13-16 weeks

Quotes Notes: J(C20042403)

Customer is to review the TREM2-2A-DAP12 sequence prior to order placement. ABM will guarantee that the sequence delivered is as specified on the order. However ABM is not in a position to guarantee any further downstream testing results for constructs designed by customers.

If customer chooses to cancel the order before completion, payment is required up to and including all the steps completed thus far.

Products are for research purposes only. Not for human or animal consumption.

Workflow 8: Viewing Existing Orders - Wish List

- Ideally on the order confirmation, instead of 'Shipping and Handling' fee, break it down into 'Bank Fee' and 'Shipping Fee'.
- Have easier to interpret terms for order status. Currently it has 'Processing', 'Pending' which are the same...
 - Use "HOLD", "PROCESSING", "COMPLETE", "PAID | COMPLETE". Currently the order is only marked as "COMPLETE" when it is paid. If the order has been shipped but NOT paid, it is still "Processing". It would be good to distinguish what has been shipped + paid vs just shipped + not paid.
- Link to Custom Service Log (CSL) from the order
- Ability to view orders by category group (i.e. show me a list of PCR orders, not 'completed')

Workflow 8: Viewing Existing Orders - Wish List

- Ability to show product Qty ordered. Can make the default as one. If multiple are ordered, can show the order qty in brackets:

<input type="checkbox"/>	ID	Purchase Date ↑	Grand Total (Base)	Grand Total (Purchased)	Status	Shipping Address	Customer Email	Customer Name	Action	PO Number	Products SKU
<input type="checkbox"/>	000006253	Mar 4, 2021 10:47:57 AM	\$284.76	CA\$327.47	Pending	4410 Paletta Court Burlington Ontario L7L 5R2	ryan.bratkovich@cedarlanelabs.com	Ryan Bratkovich	View	313695	TM003 (3)

Workflow 9: Using Custom Order Log

- Search log items in the database using any of the following terms:
 - Est Comp Date from ____ to ____
 - Ship Date from ____ to ____
 - CSL# (not necessary)
 - Order #
 - Cat. No.
 - Qty
 - Description
 - ProdGroup
 - Current Employee
 - Special Requests
 - Complete (Yes/No)
- Click into CSL to view status of current order

Workflow 9: Using Custom Order Log

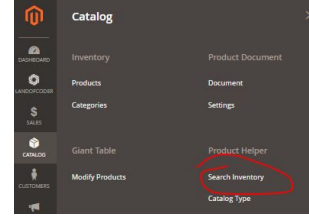
- Search log items in the database using any of the following terms:
 - Est Comp Date from ____ to ____
 - Ship Date from ____ to ____
 - CSL# (not necessary)
 - Order #
 - Cat. No.
 - Qty
 - Description
 - ProdGroup
 - Current Employee
 - Special Requests
 - Complete (Yes/No)
- Click into CSL to view status of current order

Workflow 9: Using Custom Order Log

- Current Magento site works well for this workflow - Sufficient
- Wish List:
 - Ability to search with PO#
 - Ability to have a pop up to view COMMENTS. Currently we have to click into 'View', load into another page before we can see all the comments.
 - Ability to link the **SHIP DATE** to order ship date. This way we can easily filter /see a list of orders that have been completed but not shipped yet
 - Link order to the CSL log directly from the order view.
 - Ability to tally up all pending orders for each ProdGroup so group leaders can better allocate human resources

siRNA/sgRNA/miRNA (0)	Lentivirus (130)	Cloning & DNA (58)	Adenovirus (58)	AAV (9)
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Workflow 10: Looking up inventory

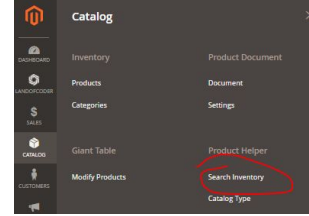


- Currently type in SKU EXACTLY the way it appears in the database to search for inventory information
- Inventory view pulls up the following information:
 - SKU
 - Product Type (Simple, Configurable, Bundle)
 - Stock
 - Name
 - Unit Size
 - Price
 - Supplier
 - Location
 - Source CatNo
 - Action (links to product page)

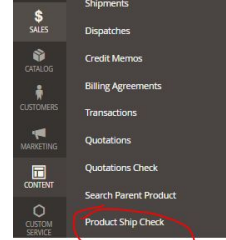
Current Magento site works well for this workflow - **Improvements Req'd**

- Ability to input both upper/lower cases for the SKU. Currently it will recognize G043, but not g043.

Workflow 10: Looking up inventory - Wish List



- Ability to see current on hold orders on the same view. Currently this is achieved by using the 'Product Ship Check' function separately.
- Ability to see a list of inventory items by Category. i.e. list out PCR products and its current inventory
- Ability to pull a list of products that have “Negative inventory number” (within a category)
- Ability to pull a list of products that have less than 100 inventory (or other threshold set by us) (within a category)
- **(Future)** Ability to store inventory by lot# i.e. if there are two lots of LV900, keep the inventory separate



Workflow 11: Looking up On Hold Products

- Search unshipped orders with specific products by searching for the SKU under “Product” Ship Check”
- A list of current orders will appear, along with the following information:
 - Order #
 - Status (Canceled, Processing, Pending)
 - ESD date
 - Action (click to view order details)

Current Magento site works well for this workflow - **Improvements Req'd**

- Ability to input both upper/lower cases for the SKU. Currently it will recognize G043, but not g043.

Wish List:

- Ability to display the number of QTY ordered in the order

Workflow 12: Adding/Viewing Product

New Product Addition:

- Choose Product Type (Simple, Configurable, Bundle)
- Choose attribute Set
- Enter the following product information:
 - Product Name
 - SKU
 - Price
 - Quantity
 - Stock Status
 - Category
 - Visibility
 - Datasheet information (Invisible search words, description, Images, SEO.... - fields specific to attribute set)
 - Source/Supplier
 - Source Cat. No

View or Editing Existing Product:

Search by SKU and click into product to make changes.

Workflow 12: Adding/Viewing Product-Improvements Req'd

- Each product takes awhile to add /edit due to slowness of backend (likely due to large amount of data). Adding 20 new PCR products manually took several hours.
- Ability to search by Category (i.e. PCR)
- Ability to link Product Doc, Reference, FAQ addition as the same workflow. Currently once you added the product, you have to go to 'add product doc', select by SKU, upload.. Then repeat for reference & FAQ. [See workflow 14, 15, 17]. The whole process has many unnecessary steps = adds up time

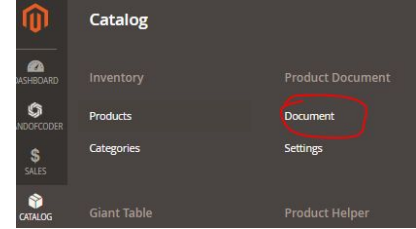
Workflow 12: Adding/Viewing Product - Wish List

- Ability to 'mass add' products using an excel file, including addition of product images, associated document and references. Currently it can only add simple excel sheets.
- **Ability to easily export product information. This is esp. important for our distributors/partners that need to use the information to add products to their own website. Best to integrate this with the distributor discount. i.e. system is able to provide excel sheet with headings SKU, Product Name, Quantity, List Price, Discount, [Attribute set headings])**

Workflow 13: Adding Product Document

New Document Addition:

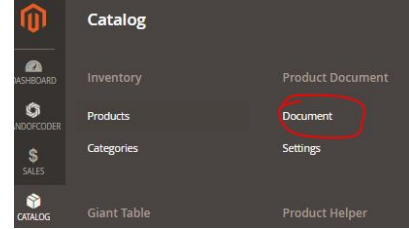
- Choose Add New Document
- Enter the following information:
 - Document Name
 - Choose File
 - Document Type (Protocol/Manual, MSDS, QC, Other)
 - File Type (PDF, Word Doc, Excel, Zip)
 - Internal (Yes/No)
 - Category Group
 - Exclude SKUs
 - Active (Yes/No)
- Select product that the document will apply to



Workflow 13: Adding Product Document - Sufficient

- Current Magento site works well for this workflow.
- Nothing on the wishlist for this workflow.

Workflow 14: Editing Product Document






- Filter document by
 - Name
 - File Name
 - Document type
 - File Type
 - Internal
 - Status

Improvements Req'd

- Almost impossible to search for old documents. The purpose of Internal (Yes/No) used to allow us to view past versions of the document. Or internal FAQ/Notes that's being shared between order team/tech team. To solve this problem, have the ability to search/filter document based on SKU. This way, we are able to pull up a list of documents that were uploaded under a specific SKU.

Workflow 14: Editing Product Document - Wish List

- Ability to view the internal documents once logged in on the front end of the website. This enables us to quickly know what documents are available without the need to look in the backend. (Plus currently it is difficult to search internal documents on the backend if you do know what the document is called)

- [Freezer Info and FAQ](#)  (Internal)
Notes: Updated 08.03.2018
[UPDATE](#)
- [Ultra Low Temperature Lab Freezer Flyer](#) 
[UPDATE](#)
- [Freezer Warranty from Supplier 3.4.2021](#)  (Internal)
[UPDATE](#)

- Ability to mass upload (i.e. MSDS)

Workflow 14: Editing Product Document - Wish List

- Ability to see a list of product documents that are applied at category level. Currently it is difficult to know unless you click through the front end, or scroll through the category selection field.
- Ability to edit the product document on the front end (i.e. change from external to internal). This will streamline the process. Currently we have to go to the product home page to see the documents listed, THEN go the back end and filter to find the correct document before we can make changes.

- [Ultra Low Temperature Lab Freezer Manual](#) 
Notes: Updated T&C 01.29.2019
UPDATE

ABM FAQ Editing Page

File Name to Display:

Document Category:

File Type (Note all ZIP files are automatically internal):

Internal (Note all ZIP files are automatically internal):

Updated T&C 01.29.2019

Document Notes:

Workflow 15: Adding FAQ

New FAQ Addition:

- Choose Add New FAQ
- Enter the following information:
 - Question
 - Answer
 - Category Group
 - Active (Yes/No)
- Select product that the document will apply to

Improvements Req'd / Wish List

- Ability to apply FAQ to entire Group and exclude specific SKUs. Currently you can only add FAQ to the entire group, or specific SKUs. If I need to add to a group of 20 but 1, the only way to do it right now is to manually select 19 SKUs.



Workflow 16: Editing Product FAQ

- Filter document by
 - Question
 - Status

Current Magento site works well for this workflow. Sufficient

- Wish List:

- Ability to search by SKU or product category
- Ability to edit FAQ on the front end (similar to the comment for document edits)

What is the storage capacity of the Freezer?

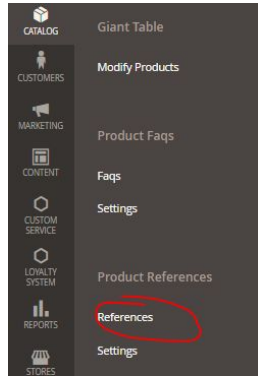
EDIT

The available storage space in the Freezer is 528 L, and it may hold up to approximately 40,000 vials of samples.

Workflow 17: Adding References

New References Addition:

- Choose Add New Document
- Enter the following information:
 - Article
 - Category Group
- Select product that the document will apply to
- Current Magento site works well for this workflow. Sufficient



Workflow 17: Adding References - Wish List

- Ability to automatically create links to PubMed, or specific styles. Currently we have to enter in html coding. Example below:
 - Linta, L *et al*. "Rat embryonic fibroblasts improve reprogramming of human keratinocytes into induced pluripotent stem cells" Stem Cells Dev 21(6):965-976 (2012). [>DOI: 10.1089/scd.2011.0026.](http://www.ncbi.nlm.nih.gov/pubmed/?term=10.1089/scd.2011.0026)
- Ability to mass upload references instead of entering one by one. We collect references at year end and it would be nice to upload with excel file (columns SKU, Reference). Each year volume is a couple hundreds of new references.

Workflow 18: Editing Reference

- Filter document by
 - Article
 - Status

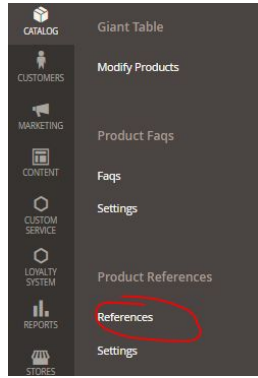
Current Magento site works well for this workflow. Sufficient

- Wish List:

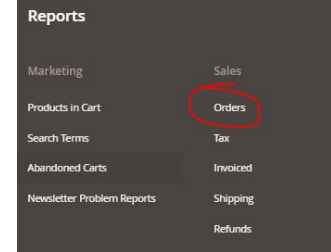
- Ability to search by SKU
- Ability to edit Reference on the front end (similar to the comment for document edits)

- Chiavari, M *et al.* "Pro-Inflammatory Activation of a New Immortalized Human Microglia Cell Line." Brain Sci 9(5):111 (2019). DOI: 10.3390/brainsci9050111. PubMed 31096716.

UPDATE DELETE



Workflow 19: Looking at Sales Numbers



- You can view various reports (i.e. sales - based on Orders, Tax, Invoiced, Shipping, Refunds, or customers - based on order total, order count etc, or products - views, bestsellers,...)
- Input parameters (varies by which type you choose):
 - Period desired (Day, Month, Year)
 - From _____ to _____
- Output generally shows a broad overview

Interval	Orders	Sales Items	Sales Total	Invoiced	Refunded	Sales Tax	Sales Shipping	Sales Discount	Canceled
Jan 1, 2021	1	1	\$173.25	\$173.25	\$0.00	\$8.25	\$0.00	\$0.00	\$0.00
Jan 4, 2021	10	24	\$8,610.44	\$8,165.44	\$0.00	\$92.94	\$280.00	\$0.00	\$0.00
Jan 5, 2021	12	42	\$5,967.83	\$5,529.75	\$0.00	\$97.18	\$425.65	\$0.00	\$0.00
Jan 6, 2021	9	25	\$3,279.82	\$3,519.82	\$0.00	\$14.82	\$80.00	\$0.00	\$0.00
Jan 7, 2021	16	30	\$11,555.74	\$11,310.24	\$0.00	\$27.74	\$40.00	\$0.00	\$0.00
Jan 8, 2021	6	123	\$6,091.80	\$10,100.35	\$0.00	\$0.00	\$65.00	\$0.00	\$0.00

- ALL REPORTS AS-IS ARE NOT USEFUL (see wishlist)

Workflow 19: Looking at Sales Numbers - Wish List

- Ability to breakdown sales numbers by:
 - Time frame (between dates YYYY-MM-DD & YYYY-MM-DD):

Coupled with one of/ or multiple input of:

- SKU (i.e. how many COVID19 kits have been sold from Jan 01 to date?)
 - Customer ID (i.e. how much has our Korean Distributor purchased from us this month?)
 - Product Category (i.e. are we selling more cell culture products or lentivirus products?)
 - Supplier (i.e. how much have we purchased from Abcam this year?)
 - Location (i.e. how are we selling in Denmark?)
 - Shipped orders (i.e. how many shipped orders/total value have we made to Korea?)
 - Sales Rep (i.e. how are Heidi's customer's doing?)
- Ability to compare sales for two time periods

Workflow 19: Looking at Sales Numbers - Wish List

- Ability to export report into csv. or excel
- Report should contain the following information:
 - Order No
 - Order Date
 - Customer (Ordered by)
 - Ship (Yes/No)
 - Category Group
 - Cat No.
 - Product Name
 - Quantity
 - Order Total

Order No.	Order Date	Ordered By	Ship	Group	Cat. No.	Product	Quant.	Total Sales
51551	2019-01-04	DIBBIOTEK (Texas, USA)	YES	WB Reagents	G445	ELISA ABTS Substrate for HRP	1	\$103.50
51607	2019-01-08	Quimiolab (, Colombia)	YES	NGS	E048	EcoRI	1	\$17.50
51607	2019-01-08	Quimiolab (, Colombia)	YES	Markers	G016	100bp Opti-DNA Marker	1	\$24.00
51607	2019-01-08	Quimiolab (, Colombia)	YES	PCR/qPCR	G013	2X PCR Taq MasterMlx	3	\$72.00

Workflow 19: Looking at Sales Numbers - Wish List

- If comparing time period, the output can be simpler

Sales for 2019-01-01 to 2019-12-31	TOTAL	----	23246	\$1,266,791.85
Sales for 2018-01-01 to 2018-12-31	TOTAL	----	43562	\$1,021,668.26

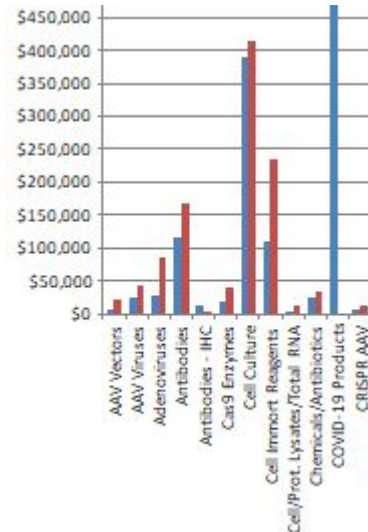
- Ability to do auto-reporting once a month (user set up to have the stats emailed out)

[Can this be done for Quotes made too? Provide a list of Quotes that weren't turned into orders every month, by category. This will help close the sales funnel.]

Workflow 19: Looking at Sales Numbers - *Future Wish List*

- In addition to specific inquiries, it should also be able to report...
 - all sales from YYYY-MM-DD to YYYY-MM-DD based on category group
 - Generate bar graphs
 - All sales from end users
 - All sales from OEM/Distributors
 - All sales from services

January-December	20	
Group	Items Sold	Value Sold
AAV Vectors	18	\$6,017.25
AAV Viruses	29	\$25,067.25
Adenoviruses	58	\$27,885.25
Antibodies	727	\$117,355.38
Antibodies - IHC	53	\$12,064.50
Cas9 Enzymes	276	\$19,317.28



Other Wish List: Out of stock emails

- Include direct link to the Actual Order on Magento backend
- Include any notes for the product requested (i.e. One-Lot only or special notes for custom service orders)
- Include direct link to the Product Page on the Front end
- Include a link to add this entry to the CSL

Ability for user to set threshold for specific SKU/product category for when “out of stock” email will trigger.

i.e. I want to get a notification when B560 is under 5



The following products having **quantity below 1**
Order is 000006361

Product Name	SKU	Quantity
Anti-ALDH1L2 Antibody	Y058744	-1
Anti-LRRC8A Antibody	Y158339	-1

All the best,
The **abm** Team

Applied Biological Materials Inc.

T: 604-247-2416 | F: 604-247-2414

#1-3671 Viking Way

Richmond, B.C.

V6V 2J5 Canada

Other Wish List: License Royalty Reports

- Presented to Vincent separately already
 - Ability to link sales for licensed products & generate royalty report based on user defined royalty %

Last words on the backend.

- Speed need improvement

I.e. every step takes 5 seconds to load

- Magento in general requires a lot of extra 'clicking' to get to the information we are looking for or to make a change/edit. If we can cut down on these unnecessary clicking/loading (+ 5 secs each time!), it will save us a lot of time. Currently it is a very poor use of human resources.
- A lot of the information are under separate tabs. If we can integrate multiple pieces of information in the same 'dashboard', it will save us the time to find all the information.

Most importantly.... #StabilityandReliability

Front end

Magento

Email Address

heidi@abmgood.com

Password

Log In☐ Remember me[Create an account](#) | [Forgot your password?](#)

Workflow 20: Customer account log in

- Customer account dashboard allows the customer to:
 - Change contact information and password
 - Change billing & shipping address
 - Review latest news from abm (“what’s new” section)
- Customer is able to view ...
 - Past orders (under “My Order”)
 - My quotes
 - My reward Points
- Customer is able to add any item to shopping cart on the front end once logged in and proceed to checkout

Workflow 20: Account log in - Improvements Req'd

- Under 'Order History': Better/ more professional formatting for self-printouts. Left below is self-print, right below is what we provide to customer on our end.

abm is a leading provider of COVID-19 diagnostics, including qPCR and IgG/IgM detection. [View products >](#)



Order # 000002956

Canceled

Order Date: August 18, 2020

Items Ordered

PRODUCT NAME	SKU	PRICE	QTY	SUBTOTAL
Lentofectin™ Transfection Reagent	G074	\$155.00	Ordered: 1 Canceled: 1	\$155.00
TRBV10-2 AAV Species Human(NG_001333) (1)	476101011011	\$1,195.00	Ordered: 1 Canceled: 1	\$1,195.00
Features hSyn [10]				
Vector/Virus/Cell AAV Virus - Serotype 1 (11)				
SUBTOTAL				\$1,350.00
SHIPPING & HANDLING				\$0.00
BC - GST (9%)				\$67.50
BC - PST (7%)				\$94.50
TAX				\$162.00
GRAND TOTAL				\$1,512.00



Suite #1-3671 Viking Way
Richmond, BC, CANADA V6V 2J5
Tel: 604-247-2416
Fax: 604-247-2414
Email: order@abmgood.com
Tax No. 86107 5174 RT0001

Order Confirmation

Date: 2021-03-09

Order No: 000005439

P.O. Number: J/PC21000237

ESD: 2021-01-22

Ship To

Clara Vila and Juan Gutiérrez
Laboratorios Conda S.A.
Calle Forja 9 - Torrejon de Ardoz Madrid
Madrid, Madrid, 28850
Spain
T: 34 91 761 200

Bill To

Clara Vila and Juan Gutiérrez
Laboratorios Conda S.A.
Calle Forja 9 - Torrejon de Ardoz Madrid
Madrid, Madrid, 28850
Spain
T: 34 91 761 200

Product Name	SKU	List Price	Qty	Unit	Total
GenomeCoV19 Detection Kit 1 x G628-1.v2 1 x G628-2 1 x G628-4 1 x RT-13 1 x RT-0 1 x G628-3.v2 Include data sheets in Spanish (not in English)	G628.v2	\$177.00	3	100 Rnxs	\$531.00
GenomeCoV19 Detection Kit 1 x G628-2 1 x G628-3 1 x G628-4 1 x RT-13 1 x RT-0 1 x G628-1 Include data sheets in Spanish (not in English)	G628	\$177.00	5	100 Rnxs	\$885.00

FedEx# 635258446
Recipient Tax ID:

Subtotal: \$1,416.00
Shipping & Handling: \$0.00
Total Tax: \$0.00
Grand Total: \$1,416.00

Notes:

Workflow 20: Account log in - Improvements Req'd

- Under Product Page View, customer groups that have discounts should see discounted price - **CURRENTLY DOES NOT WORK.** [Refer to Workflow 6]

CAT.NO	UNIT	AVAILABILITY	PRICE
G013-dye	5.0 ml (200 Rxns)	In Stock	<div><div>\$26.00</div><div>Regular Price:</div><div>\$40.00</div></div>

1

Add to Cart

Workflow 20: Account log in - Wish List


- Under Order History, add the following order details for customer to view:
 - Customer PO#
 - Current Est. Ship Date
 - Packing Date
 - Invoice Date
 - Shipment information (i..e DHL, Fedex, tracking #)
- Ability for customer to download 'Invoice' (links to our backend)
- Under 'My Quotes', ability to place order directly from an issued quote. You can only view or delete quote right now.
- For quote that are about to expire, auto-send email to the customer reminding them about their quote.

Workflow 20: Account log in - Wish List

- Under Shopping Cart View, add a column for SKU, Lead time and Shipping Condition (room temperature, ice packs, dry ice)

Shopping Carts

Cart Items



ITEM	PRICE	QUANTITY	SUBTOTAL
Anti-GAPDH Loading Control Monoclonal Antibody	\$950.00	<input type="text" value="1"/>	\$950.00
Remove item			
BiasTaq™ 2X qPCR MasterMix	\$125.00	<input type="text" value="1"/>	\$125.00
Remove item			
4 Pipette Bundle Pack	\$275.00	<input type="text" value="2"/>	\$550.00
Remove item			

Clear Shopping Cart

Update Shopping Cart


Summary

SUBTOTAL \$1,625.00

SHIPPING \$0.00

(TO BE DETERMINED -
REPRESENTATIVE WILL
ADJUST DURING ORDER
CONFIRMATION)

ORDER TOTAL **\$1,625.00**

Apply Promo Code 

Proceed to Checkout

Other Improvement Req'd: Better Search Results

- Customers have a hard time finding products because of the search results
- Suggest to make it 'fuzzier' so it can pick up strings of words/part of product name or improve the display priority
 - When searching for "Transfection", the top search is not "Transection Reagents" even though the search Term matches an entire word
 - Priority - match SKU, then match product name, then content
 - Treat "-" as no space or as a space in searches like IL-2
 - IL-2 gives **NO** result because our product name go by IL2
 - Treat singular/plural the same. "Melanocyte" does not pull up our cell line because the product name is "Melanocytes"

Showing 1-10 of 34632

Sort By Relevance 

Lenti-III-CFP-C Kit Complete Kit

[Expression Systems and Packaging Kits](#)

Out of stock

Sku: LV671

Price: \$975.00

The Lenti-III-CFP Fusion tag vector is a modified version of Lenti-III-HA vector, with choices of both N- and C-terminal CFP fusion tags, and Puromycin selection marker.

Calciumfectin™ Mammalian Transfection Reagent Kit

[Add to cart](#)

Sku: G099

Price: \$125.00

Unit: Kit (100 transfections)

The Calciumfectin

Lenti-III-HA Kit Complete Kit

[Expression Systems and Packaging Kits](#)

[Add to cart](#)

Sku: G327

Price: \$975.00

Unit: 1 Kit

The Lenti-III-HA expression vector is an improved version of our original Lenti-Easy HA vector, with a greater selection of subcloning sites and a different stable selection marker, Puromycin.

Other Improvement Req'd: Better Search Results

- Search each word separately and not treating as a phrase.
 - “Human A2LD1 recombinant Protein” gave **NO** result as our product is named “A2LD1 Recombinant Protein (Human)” i.e. different combination of the same word
 - “a1bg recombinant lentivirus” gave **NO** result as our product name is named “a1bg lentivirus”
- Ability to allow user to define similar terms and apply to the entire website. Currently we use “invisible key word” under Product Addition to add search terms that will pull up the specific product. This is time consuming if we have to manually input for multiple SKUs (i.e for G2500, G073. G2100, G099. G074 to be pulled up under keyword ‘transfection’, you need to enter it 5 times under 5 different SKUs)
- Suggest to make universal rules like...
 - cell, cell line, cells, line
 - lentivirus, lentiviral vector, recombinant virus, recombinant lentivirus

The old website has a pretty good search result that has been refined over the years - model that as a start.

Other Improvement Req'd: Better Datasheet Printout

- Be more consistent with text style
 - Why is *Description* and *Propagation* section bolded while other are are not?
 - Can have better spacing throughout the document to make it easier to read



Applied Biological Materials Inc.
Telephone: 1-866-737-2414
Email: info@abmgood.com
Website: www.abmGood.com

Immortalized Human Microglia - SV40

Cat. No.	Quantity
T0251	1x10 ⁶ cells / 1.0 ml
Description	Microglia cells are resident macrophages of the brain and spinal cord and they act as the first and the main form of active immune defense in the nervous system. The immortalized Human Microglia - SV40 cell line is derived from Primary Human Microglia Cells (>99% purity) and have maintained microglial marker CD68 and NGF. These cells are suitable for studies of human microglia in health and disease.
SKU	T0251
Species	Human (H. sapiens)
Tissue/Organ/Organ System	Brain
Donor Gender	Female
Growth Properties	Adherent
Cell Morphology	Polygonal
Seeding Density	35,000 – 40,000 cells/cm ² . Recommended split ratio is 1:2 to 1:3
Population Doubling Time	50-60 hours
Immortalization Method	Serial passaging and transduction with recombinant lentiviruses carrying SV40 Large T antigen
Applications	For Research Use Only
Unit quantity	1x10 ⁶ cells / 1.0 ml
Cell Type	Immortalized Cells
Expression Profile	NGF, Iba1, TREM2, CD11b, CD68
Propagation Requirements	<p>Use of PreCoat™ T25 Flasks (G299) or Applied Cell Extracellular Matrix (G422) is required for cell adhesion to the culture vessels. Grow cells in ECM-coated culture vessels unless otherwise specified in the Propagation Requirements below.</p> <p>The base medium for this cell line is Prigrow II medium available at abm, Cat. No. TM003. To make the complete growth medium, add the following components to the base medium: fetal bovine serum (FBS) to a final concentration of 10% and Pen/Strep Solution (G235) to a final concentration of 1%. Change media every 2-3 days.</p> <p>Carbon dioxide (CO₂): 5%, Temperature: 37.0°C.</p> <p>* Do not use heat-inactivated FBS for cell culture unless specified otherwise.</p>
QC	Real Time PCR was used to quantify SV40 gene expression in immortalized cell line.
Disclaimer	<p>1. For for-profit organizations and corporations, please contact quotes@abmgood.com for pricing of this item.</p> <p>2. Sale of this item is subjected to the completion of a Material Transfer Agreement (MTA) by the purchasing individual/institution for each order. If you have any questions regarding this, please contact us at technical@abmgood.com.</p> <p>3. All test parameters provided in the CoA are conducted using abm's standardized culture system and procedures. The stated values may vary under the end-user's culture conditions. Please verify that the product is suitable for your studies by referencing published papers or ordering RNA (0.5 µg, Cat.# C207, \$450.00) or cell lysate (100 µg, Cat.# C206, \$600.00) to perform preliminary experiments, or alternatively use our Gene Expression Assay Service (Cat# C138). All sales are final.</p> <p>4. We recommend live cell shipments for ease of cell transfer and this option can be requested at the time of ordering. Please note that the end-user will need to evaluate the feasibility of live cell shipment by taking into account the final destination's temperature variation and its geographical location. In addition, we thoroughly test our cell lines for freeze-thaw recovery. If frozen cells were received and not recovered in your lab under the exact, specified conditions (using recommended culture vessel, media, additional supplements, and atmospheric conditions), a live cell replacement is possible at a cost (plus shipping).</p> <p>5. All of abm's cell biology products are for research use ONLY and NOT for therapeutic/diagnostic applications. abm is not liable for any repercussions arising from the use of its cell biology</p>

Other Wish List: Searchable CoA/MSDS Database

- Ability to allow customer to search for CoA by entering SKU & Lot #
- Ability to allow customer to search for MSDS by entering SKU

Certificates of Analysis (COA)

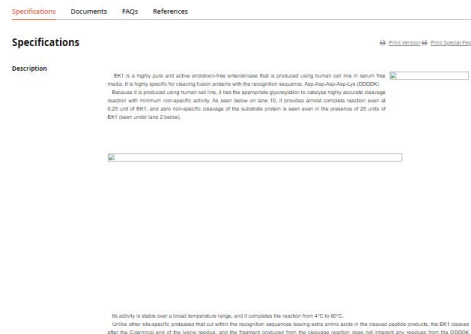
PRODUCT NUMBER

LOT NUMBER

Other Wish List: Website Maintenance

- Ability to notify IT for broken links, or images. Currently we do not know until customer tells us/when we come across it.

i.e. G699 has broken images



i.e. searching “COV00508” gives you a wrong product link:
“<https://www.abmgood.com/sars-cov-2-nucleocapsid-protein-n-protein-protein-vector.html#COV00508>” - becomes a endless loop

Last words on the Front End.

- Speed need improvement. Similar to backend, it takes quite some time to load.
- **Search function optimization is THE MOST IMPORTANT.**
 - Most people rely on search. If they are not able to find the product they want on their first or second try, they will assume we do not offer it. We lose customers this way.
- Multiple customers have reported multiple occasions where they are not able to access the website (service interruption due to backup?)

#StabilityandReliability

