

Each punch-out catalog in UShop offers features unique to that supplier's catalog.

This guide describes features specific to the Santa Cruz Biotechnology (SCBT) punch-out catalog.

1. Contact information

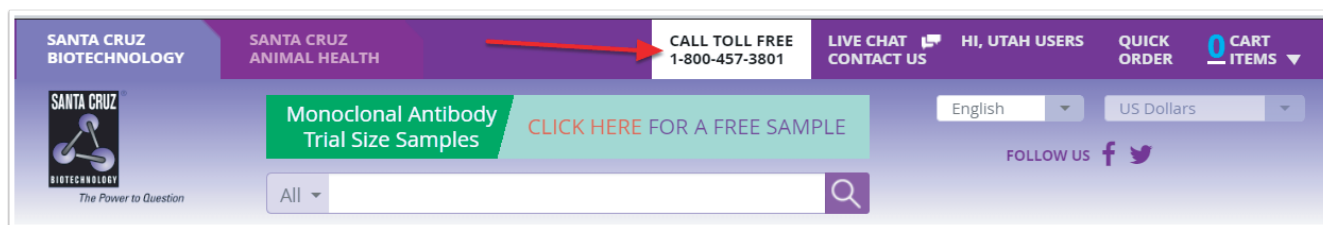
Contracts: Catherine Chappell-Ybarra, 800-457-3801 ext 140 / cathy@scbt.com

Price files: Matt Smitha, 800-457-3801 ext 142 / smitham@sct.com

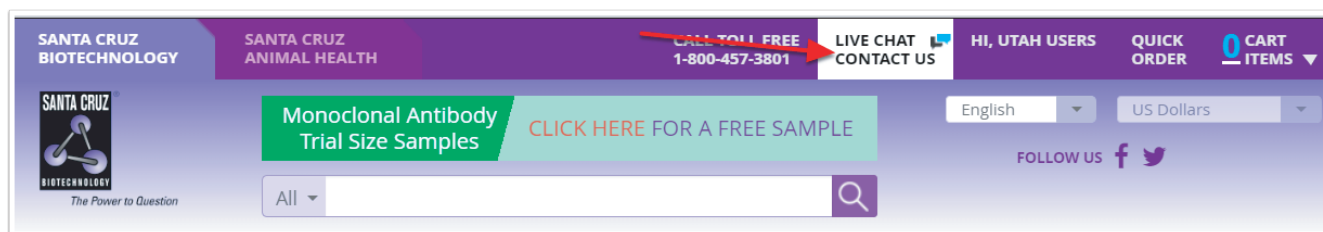
Customer Service: 800-457-3801 option 1 / cc@scbt.com

Product Information and Technical Support: Alex Nelson, 800-457-3801 ext 615 / nelsona@scbt.com

- In addition, the top banner on the landing page displays a Toll Free number:



- A Live Chat box is also available:



2. Quotes

1. Contact Customer Service department at cc@scbt.com to obtain a quote.
2. Add the needed items to your punch-out cart.
3. Write the Quote number as an External Note on your order in UShop.

For example:

"Quote# 123456 - include sample products"

The comment should be no more than 70 characters.

4. The SCBT Customer Service team will adjust pricing and add any applicable samples to the order.

3. Order Status/Tracking

- After an order is imported into the SCBT system and confirmed, the order confirmation PDF will be emailed to the Shopper.
- After the order is shipped, the FedEx tracking link will be emailed to the Shopper.

4. Shipping

The following information is provided on the Utah Landing Page:

- No returns will be processed. A refund may be possible, contact our Customer Service department at cc@scbt.com to discuss any refunds.
- Orders must be placed by 3:30pm MST for overnight next-day shipping.
- For pricing/contract questions, please contact Cathy Chappell-Ybarra at cathy@scbt.com.
- For ordering/website issues, please contact our eProcurement team at eprocurement@scbt.com.
- See the below table for estimated shipping costs, the type of shipping will be displayed on each product on the checkout page. The final shipping cost will be on the emailed order confirmation.

Shipping Type	Price (USD)
Express Ambient	\$35.50
Express Ambient Vial	\$35.50
Express Blue Ice	\$37.50
Express Dry Ice	\$47.50
Chemical Ground	\$40.00
Labware Ground	Free within the contiguous U.S.
Animal Health Ground	\$7.95 (free with over \$75 of qualifying items)
Express Ambient for Prescription Items	\$13.50 (free with over \$245 of qualifying items)

5. Account

UShop is considered as one account. No individual account numbers per user.

6. Save Favorites

- Since there are no individual accounts in the punch-out, there is not a link to view a list of favorites.
- To see if a product is a favorite of other shoppers, look at the product page.