

PunchOut Trouble Shooting Guide

Bio-Rad Laboratories Punchout Landing Page:

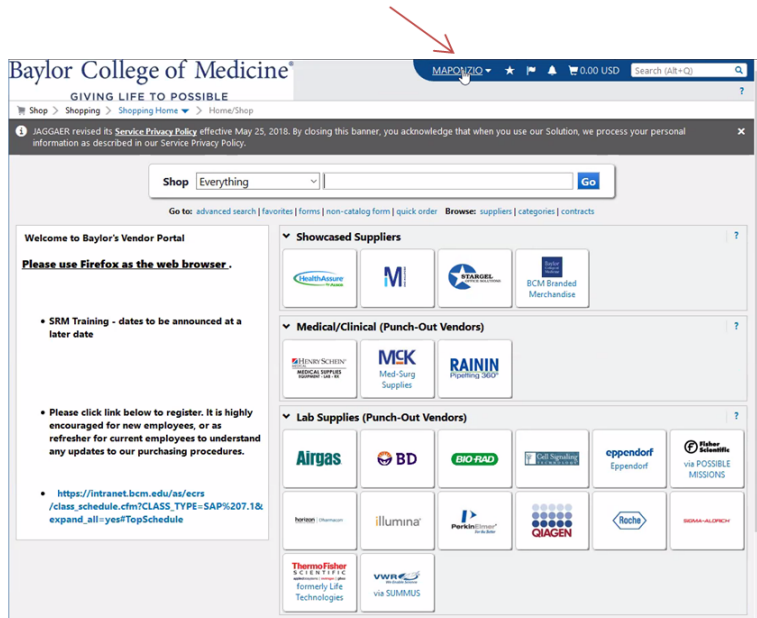
The screenshot shows the Bio-Rad Laboratories PunchOut Shopping Cart page. At the top, there is a navigation bar with the Bio-Rad logo, "USA English", and a search bar. Below the navigation bar, there are several category tabs: Life Science Research, Clinical Diagnostics, Spectroscopy, Process Separations, Food Science, Life Science Education, and Corporate. The main content area is titled "Shopping Cart" and shows an "Empty cart" message. It includes links for "Log in to see account specific pricing" and "Register to set up an account". There are also options to "Add quote to cart" (with a text input for "Enter quote ID" and an "Add to Cart" button) and "Upload items to cart" (with a text input, a "Browse" button, and an "Upload to cart" button). A "Quick Add" section is visible with a text input for "Enter Catalog #", a "Quantity" dropdown set to "1", and a "+" button. At the bottom of the main content area, there is a "Browse the catalog" link and a "Quick Add" feature. The footer contains a "Get Help" section with contact information and a navigation menu with links for "Support", "Documents", "Ordering", "Our Products", and "Company".

Error:

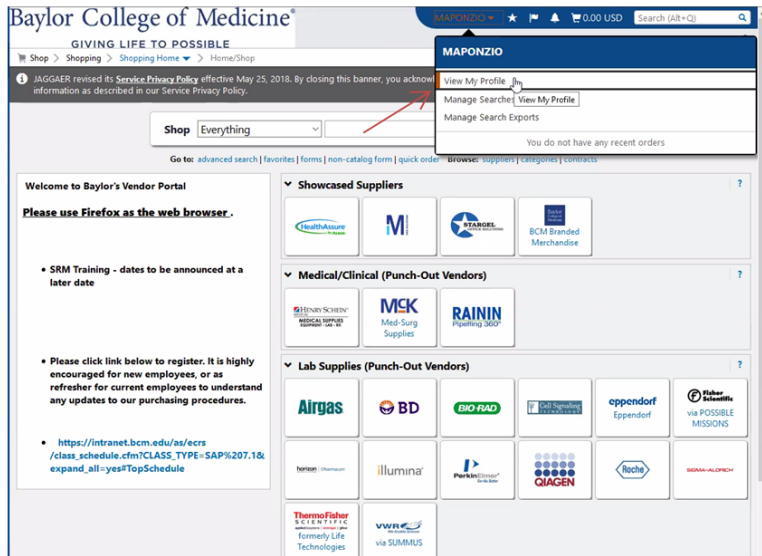
The screenshot shows a 404 Not Found error page. At the top, there is a navigation bar with "SelectSite PunchOut" and a "Cancel PunchOut" button. The main content area is titled "Not Found" and contains the following text: "The requested URL /prd/en/US/adirect/biorad was not found on this server. Additionally, a 500 Internal Server Error error was encountered while trying to use an ErrorDocument to handle the request."

To Fix:

Go to your Vendor Portal. Select “Your Name” at the top of the page.



A drop down menu will appear. Select “View My Profile”.



Update user's information and click "Save Changes".

The screenshot shows the MAPONZIO user profile page. The header includes the Baylor College of Medicine logo and the slogan "GIVING LIFE TO POSSIBLE". The user is identified as MAPONZIO. The left sidebar contains a navigation menu with options like "User Profile and Preferences", "User's Name, Phone Number, Email, etc.", "Language, Time Zone and Display Settings", "Early Access Participation", "Default User Settings", "User Roles and Access", "Ordering and Approval Settings", "Permission Settings", "Notification Preferences", and "User History". The main content area is titled "User's Name, Phone Number, Email, etc." and contains a form with the following fields: First Name, Last Name, Phone Number (with an "ext." field), Mobile Phone Number, E-mail Address (with a dropdown menu), Department (with a dropdown menu), Position (with a dropdown menu), Authentication Method (set to HTMLParam), and User Name (set to MAPONZIO). A "Save Changes" button is located at the bottom right of the form. A banner at the top indicates that JACOBER revised its Service Privacy Policy effective May 25, 2018.

Bio-Rad PunchOut Landing Page will load correctly.

The screenshot shows the Bio-Rad PunchOut landing page. The header includes the Bio-Rad logo, the text "USA", and a search bar. The navigation menu includes "Life Science Research", "Process Separations", "Food Science", "Life Science Education", and "Corporate". A message states: "To place an order, please transfer your cart to your procurement system." Below this, there are sections for "My Account", "Recent online orders", and "Recent online quote requests". The "Ordering" section includes a table for adding items to the cart and an "Add quote to cart" section. The table has columns for "Catalog Number" and "Quantity". The "Add quote to cart" section includes a text input field for "Enter quote ID" and an "Add to Cart" button. The "Upload items to cart" section includes a "Download the Quick Order Template (.csv)" link and a "Browse" button.

Please contact your local account manager or Bio-Rad's eBusiness team if you are still experiencing difficulties.

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