


Ordering Supplies

The *Supplies* feature allows you to electronically order a wide variety of supplies to be used exclusively for tests performed by Quest Diagnostics or with Quest Diagnostics equipment. You can select from predefined lists of items (by category), or from a list of favorite items based on previous orders. While placing an order, you can also create a recurring order based on the content of your current order.

You can also view your order history (including order details and shipment tracking information), and you can quickly reorder the same supplies contained in a previous order.

From the *Supplies* page, you can directly access the Quest Diagnostics Test Directory website by clicking  in the top right of the page, and then clicking *Access the Quest Diagnostics Test Directory*.

Notes:

- If a product has become obsolete, you will be notified to replace it with an alternative product when ordering.
- For more information, refer to the online help.

Order Supplies






- 1 Navigate to the page for ordering client supplies.

Note: You can only order supplies if your current lab supports this feature.

- 2 To find the item(s) that you want to order, do one or more of the following:
 - **Select a category.** In the *Filter By* list, click the category of supplies that you want to order. You can also click *All* to view all supplies, or click *Frequently Ordered* to view up to 50 of the most frequently ordered items for the selected client.
 - **Select a client.** To change the client for which the supplies are being ordered, click the appropriate one in the *Client* list.
 - **Search for a supply.** To narrow the list of supplies that appears, in the *Search* field, type a few characters of the name or the ID number of the supply that you want to order.



- 3 Browse the list of supplies.

Tip: To change the number of supplies displayed, click the down arrow (▼) and click the desired number (10, 20, 50, or 100).





- 4 To order a supply, type the desired quantity (up to four digits) in the corresponding *Qty* box, and click *Add To Cart*.
When ordering, be sure to note the *Units* shown for each item.
- 5 Repeat steps 3–4, as needed, to order additional supplies.
- 6 Click *Order Cart*.
- 7 To update the quantity of any of the supplies being ordered, type the new quantity in the corresponding *Qty* box. To remove an item from the cart, click  next to that item.
- 8 Select the desired shipping address.
If the desired address is not correct or does not appear, edit an existing address by clicking , or add a new address by clicking *New Address* and then clicking . (A P.O. Box is not a valid shipping address.)
- 9 To create a recurring order based on the supplies currently in the cart, in the *Recurring Order* section, click  and do the following:
 - a Specify a date range by clicking  and selecting the *Start Date* and *End Date* (up to six months in advance).
 - b Click either *Weekly* or *Monthly* to specify the order frequency.
 - c Specify the remaining frequency options.

- d Click *Save Changes*.





The recurring order is added to the *Recurring Orders* page. (For more information about managing recurring orders, see “[Manage Recurring Supply Orders](#).”)

- 10 To specify a new email recipient for shipping status updates, click , type the email address, and then click *Save Changes*. Repeat this step to add multiple recipients. (To delete an existing recipient, click  next to the desired email address.)
- 11 To include any comments with your order (for example, to call attention to items that you need immediately), type your comments in the *Comments* field.
- 12 To submit the order, click *Place Order*.

View, Print, or Reorder a Previously Placed Supply Order

- 1 Navigate to the page for ordering client supplies.
- 2 Click *Order History*.
- 3 To modify the list, do one or more of the following:
 - **Select a different time period.** In the *Orders placed in* list, click the desired time period.
 - **Select a different client.** In the *Client* list, click the client whose order history you want to view.
 - **Specify the person who ordered the supplies.** In the *Ordered By* field, type a few characters of the name or user name of the person who placed the order. The list displays only those items (for the selected time period and client) that contain the specified text.
- 4 Do any of the following as needed:
 - To view the details of an order, click *Show Details*. To close the details at any time, click *Hide Details*.
 - To view tracking information for an order that has shipped, click  and then click *Tracking Details*. When you're finished viewing the tracking details, click .
 - To reorder the same supplies contained in a previous order, click  and then click *Reorder*.
 - To print the order, click , click *Print*, make appropriate changes on the *Print* dialog box, and then click *Print*.
- 5 To view and submit a reorder, click *Order Cart* and complete the ordering process. For details, see “[Order Supplies](#).”

Manage Recurring Supply Orders

- 1 Navigate to the page for ordering client supplies.
- 2 Click *Recurring Orders*.
- 3 Do any of the following as needed:
 - To view the details of a recurring order, click *Show Details*. To close the details at any time, click *Hide Details*.
 - To delete a recurring order, click  and then click *Delete*. When prompted, click *OK* to confirm the deletion.
 - To modify a recurring order, click  and then click *Edit*. The order opens on the *Supplies* page, where you can complete any needed modifications. For more information on modifying the order, see “[Order Supplies](#).”
 - To renew an expired recurring order, do the following:
 - a Click  and then click *Renew*.
 - b Specify a date range by clicking  and selecting the *Start Date* and *End Date* (up to six months in advance).
 - c Click *Save Renewal*.

For help, contact the Help Desk at 1.800.697.9302

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