



# Webshop Manual

This document will show you how to create your own account and how to place an order

Last update 22/03/2011

Version 1.0

When you search for products in the BIOKÉ webshop, you will notice that no prices are shown. This has to do with the fact that you can only see product prices when you are logged in with your BIOKÉ.com webshop account. This document will walk you through the process of creating an account for our webshop and placing an order using your created webshop account.


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## Registering a webshop account

You will notice that no prices are shown when you search for products in our webshop. If you would like to see product prices – or you would like to order – the first step is to create a webshop account. To do this, please use the following instructions.


The screenshot shows the BIOKÉ webshop homepage. At the top left is the BIOKÉ logo. To its right is the tagline "We accelerate your progress in R&D and Diagnostics" above a photo of scientists in a lab. A navigation bar contains links for home, products, applications, product support, company, and contact, along with a search bar. The main content area features a "News" section with two articles: "Roche and Fluidigm Co-Promotion Agreement" and "Arktik Thermal Cycler Package Deal". To the right of the news is a "Webshop login" section with fields for Username (e-mail address) and Password (masked with asterisks), and a "Create New Account" button highlighted with a red square. Below the login section is a "Suppliers" list including Cell Signaling Technology, Macherey-Nagel, Finnzymes, Fluidigm, Idaho Technology, SoftGenetics, and 4Tititude. At the bottom, there are three columns: "Manuals & Downloads", "New Products", and "Special Offers", each with a "MORE" link. The footer contains contact information for Plesmanlaan 1d | 2333 BZ Leiden | The Netherlands.

The first step is to go to <http://www.bioke.com>. If the address is typed in correctly, the page – as shown above – will be visible. When this page has loaded, please click the “Create New Account” option in the top right corner of the website (marked with the red square). If done correctly, the following page will be shown.



We accelerate  
your progress  
in R&D and  
Diagnostics

New supplier as of 1/4/2011



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product support
company
contact
search

Home

### Customer registration

Please fill in this information to register. Entries marked with "\*" are mandatory.

**Personal details**

First name: *	<input type="text"/>
Middle name:	<input type="text"/>
Last name: *	<input type="text"/>
Initials:	<input type="text"/>
Title:	<input type="text"/> <input type="radio"/> Mr * <input type="radio"/> Ms *
Job function:	<input type="text"/>
Language: *	<input type="text"/>
Telephone: *	<input type="text"/>
Tel. Extra:	<input type="text"/>
Fax:	<input type="text"/>
Mobile:	<input type="text"/>
Options:	<input checked="" type="radio"/> I want to login to see prices. <input type="radio"/> I want to order.

**Postal address**

Organization: *	<input type="text"/>
Address Line 1: *	<input type="text"/>
Address Line 2: <small>e.g. Department / building</small>	<input type="text"/>
Address Line 3: <small>e.g. F.a.o. / Roomnumber (local)</small>	<input type="text"/>
Postal code: *	<input type="text"/>
City: *	<input type="text"/>
State/Province:	<input type="text"/>
Country: *	<input type="text" value="Netherlands"/>
Telephone:	<input type="text"/>
Fax:	<input type="text"/>

**Supplier Interest**

<input type="checkbox"/> Cell Signaling Technology	<input type="checkbox"/> MACHEREY-NAGEL	<input type="checkbox"/> Finnzymes
<input type="checkbox"/> Fluidigm	<input type="checkbox"/> Idaho Technology	<input type="checkbox"/> SoftGenetics
<input type="checkbox"/> 4Titude		

**Areas of Interests**

<input type="checkbox"/> Antibodies	<input type="checkbox"/> DNA Isolation	<input type="checkbox"/> DNA Sequencing
<input type="checkbox"/> Gene Expression	<input type="checkbox"/> Generic Analysis	<input type="checkbox"/> HT Screening
<input type="checkbox"/> Micro-array Technology	<input type="checkbox"/> Molecular Diagnostics	<input type="checkbox"/> Other
<input type="checkbox"/> PCR	<input type="checkbox"/> Peptide Array	<input type="checkbox"/> Protein Analysis
<input type="checkbox"/> Protein Expression	<input type="checkbox"/> Protein Purification	<input type="checkbox"/> Quantitative PCR
<input type="checkbox"/> RNA Isolation	<input type="checkbox"/> RT-PCR	<input type="checkbox"/> si RNA
<input type="checkbox"/> Signal Transduction	<input type="checkbox"/> SNP	<input type="checkbox"/> Transfection

**Mailing list**

Put me on your mailing list to announce new products and special offers.

**Login details**

Business E-Mail: *	<input type="text"/>
Password: *	<input type="text"/>
Confirm Password: *	<input type="text"/>

**register**

**Webshop Login**

Username:


Password:

Create New Account

Password forgotten?

**Suppliers**

- [Cell Signaling Technology](#)
- [MACHEREY-NAGEL](#)
- [Finnzymes](#)
- [Fluidigm](#)
- [Idaho Technology](#)
- [SoftGenetics](#)
- [4Titude](#)



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Plesmanlaan 1d | 2333 BZ Leiden | The Netherlands | T. +31 (0)71 568 1000 | T. 0800-71640 (BE) | F. +31 (0)71 568 1010 | info@bioke.com | [Contact](#) | [Sitemap](#)

To continue registering your account, please fill in the form as shown on the previous page. While filling out the form, please keep in mind the following:



If you think you might want to order in the – near – future, please select the “I want to order” option. If the “I want to login to see prices” option is selected, you will not directly be able to place an order.

If you're account is set to see prices only, please contact [registration@bioke.com](mailto:registration@bioke.com) to convert your account into an order account. Please note that in most cases additional information will be needed. You will be contacted about this by our administration.



To make sure your account gets activated as soon as possible, please use a business email to create a webshop account. Please note that non-business emails (like @gmail.com, @hotmail.com and others) are not allowed. Therefore access to the webshop will not be given, if a non-business email is supplied.

When you've filled in the form completely, please click on the “register” button (marked with the red square) in the bottom left corner of the page. Once you have clicked this option, your registration will be processed. Next, you will receive a reply from our administration within one working day. If there are any problems with registering your account, you will be contacted by our administration as soon as possible.

Once your registration is submitted, please keep in mind the following:



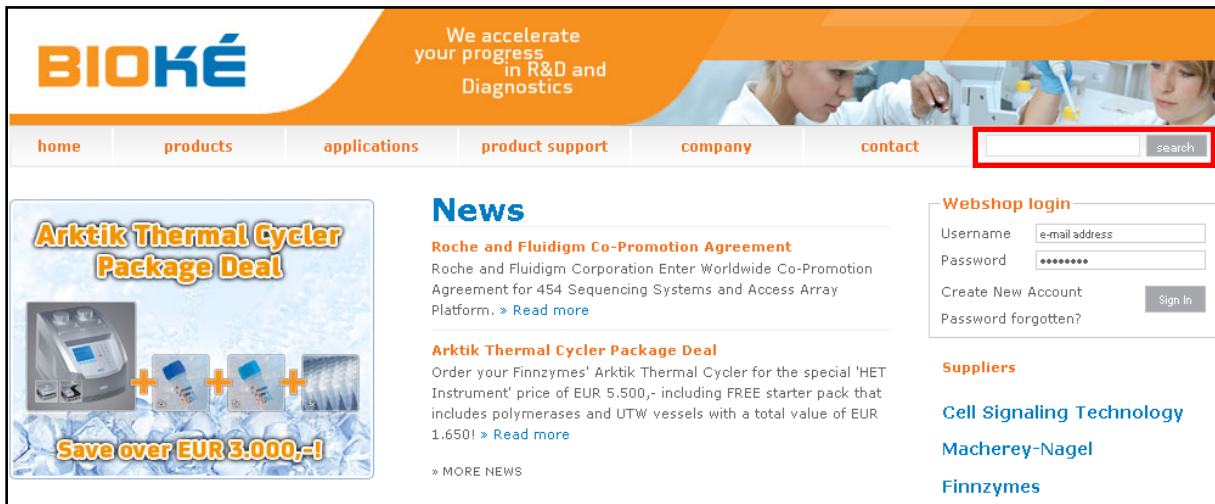
Your account will not be instantly activated. Activation of your account will occur when the information supplied by you, is validated and you are linked to an account number. This means, when you have selected the “I want to order” option – and you are a new customer to BIOKÉ – your account also has to be validated by our administration department. Please note this process can take longer, but will usually be taken care of within one or at most two working days.

Once you have received a confirmation email from [registration@bioke.com](mailto:registration@bioke.com), your account is activated. From this moment on your account is fully usable.

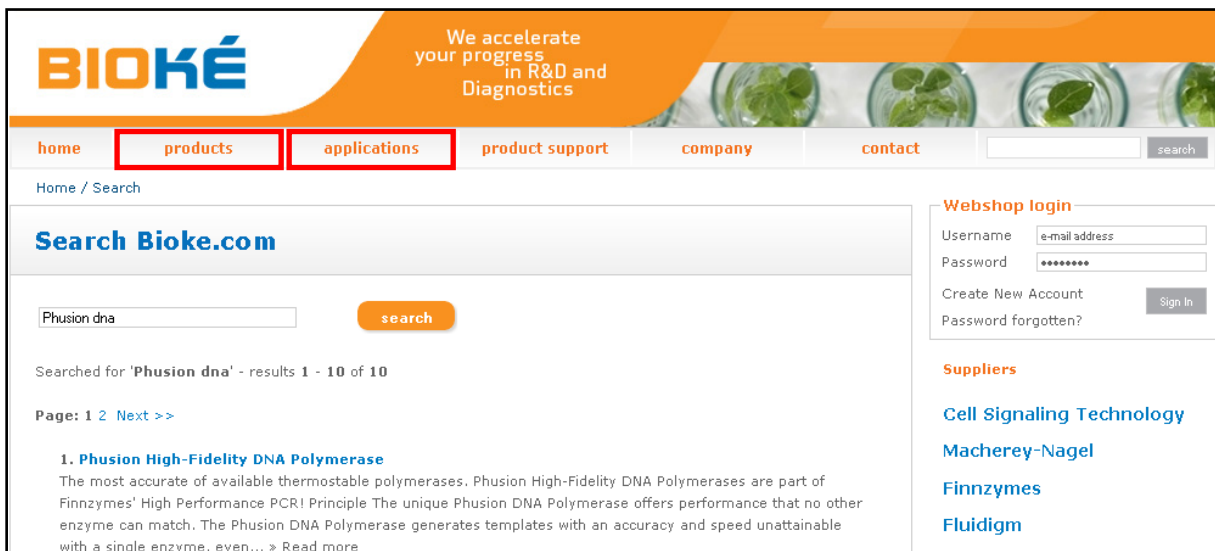
## Tips for using our webshop

Though our webshop system differs from almost all others, our webshop has been especially designed for our customers in the life science industry. In our webshop, there are several ways to navigate through our products.

If you are familiar with the product name – or even the product number – the best option is to use our search bar. If you are searching a specific product, just fill in the search field (marked with the red square) and press “search”.



Depending on your search query you will see the following (similar) page with search results.

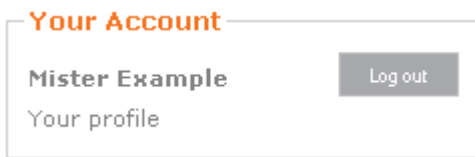


Click any one of the search results to continue to the corresponding page, which in most cases is the product page of your search.

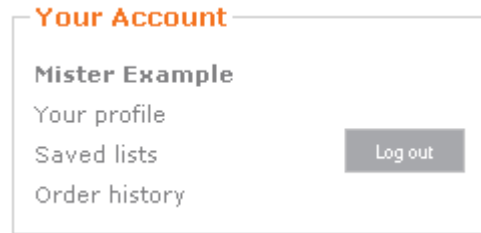
Another way to navigate through our webshop, is to use the website navigation. From the website navigation you can either sort by supplier or by application. To sort by supplier go to “products > by supplier” (marked with a red square) and to sort by application you can go to “applications” (marked with a red square).

## Placing an order


First off, to be able to place an order you must have an ordering-account. To see if you have an ordering-account please look at the right side of the website. There you will see a box titled “Your Account”. If this box looks like the right of the two images below, you have an order account and are able to place orders. If the box looks like the left of the two images below, you can only see prices. In this case contact [registration@bioke.com](mailto:registration@bioke.com) and supply your email address, name and company name.



See-prices-only account



Ordering account



You can only place orders with your current account if you have created an ordering account in the past. If instead you have created a see-prices-only account, you will not be able to place an order right away. In this case contact [registration@bioke.com](mailto:registration@bioke.com) and supply us with your email address, name and company name.

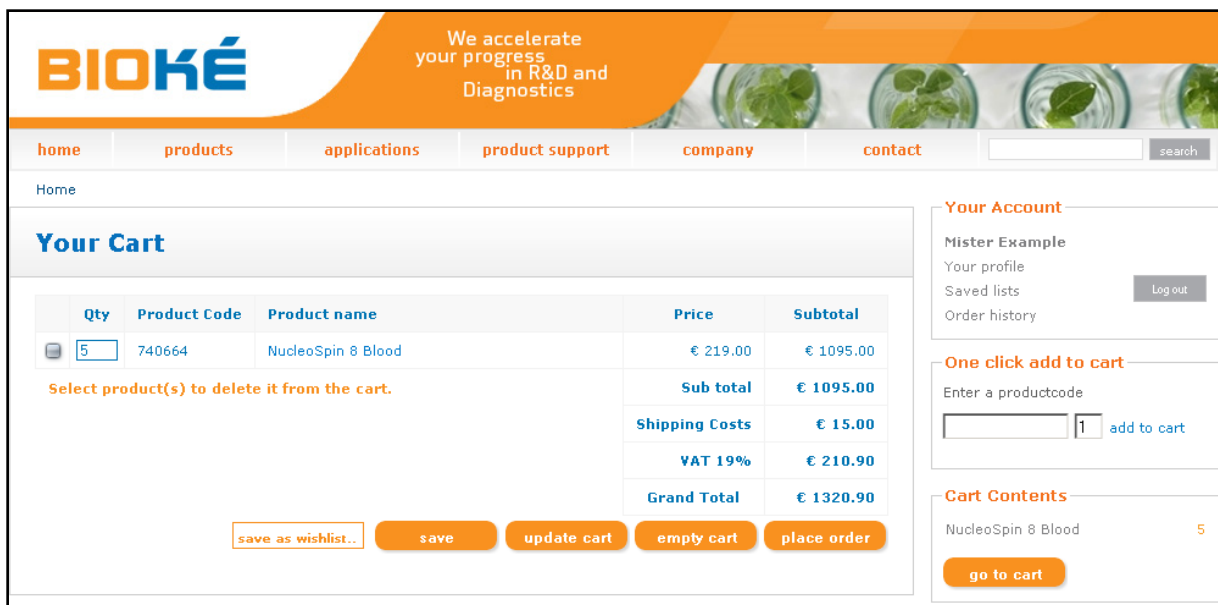
If you have an ordering account, you can simply add products to your cart. To do so, please find the product first. If you have, you will get a similar page like the following.

Product Code	Product Name	Size	Price	Qty
740664	NucleoSpin 8 Blood	12 x 8 preps	€ 219.00	<input type="text" value="0"/>
740665.1	NucleoSpin 96 Blood	1 x 96 preps	€ 292.00	<input type="text" value="0"/>
740455.4	NucleoSpin 8 Blood Core Kit	48 x 8 preps	€ 544.00	<input type="text" value="0"/>
740456.4	NucleoSpin 96 Blood Core Kit	4 x 96 preps	€ 546.00	<input type="text" value="0"/>
740665.4	NucleoSpin 96 Blood	4 x 96 preps	€ 767.00	<input type="text" value="0"/>
740664.5	NucleoSpin 8 Blood	60 x 8 preps	€ 959.00	<input type="text" value="0"/>
740665.24	NucleoSpin 96 Blood	24 x 96 preps	€ 4133.00	<input type="text" value="0"/>

If you are familiar with the product codes BIOKÉ is using, you can also use the option “One click add to cart”. This is a time-saving method when it comes to shopping. To add a product to your card, just fill in the product code and define the quantity you would like. Next hit “add to cart” and you are done.

Under “Qty” you can specify the quantity of the product you want to order. After that you can click the “add to cart” button, to add the specified amount of products to your cart. Afterwards the selected products will be listed in the box titled “Cart Contents”. Repeat this process until all your products have been added to the cart.

If you want to edit or delete products, simply click the “go to cart” button. You will then see the following page where you are able to edit your cart contents.



**BIOKÉ** We accelerate your progress in R&D and Diagnostics

home products applications product support company contact search

Home

### Your Cart

Qty	Product Code	Product name	Price	Subtotal
<input type="text" value="5"/>	740664	NucleoSpin 8 Blood	€ 219.00	€ 1095.00
Select product(s) to delete it from the cart.			<b>Sub total</b>	<b>€ 1095.00</b>
			<b>Shipping Costs</b>	<b>€ 15.00</b>
			<b>VAT 19%</b>	<b>€ 210.90</b>
			<b>Grand Total</b>	<b>€ 1320.90</b>

#### Your Account

Mister Example  
Your profile   
Saved lists  
Order history

#### One click add to cart


Enter a productcode

#### Cart Contents


NucleoSpin 8 Blood 5

If you are satisfied with the contents of your shopping cart, you can proceed by placing an order by clicking the “place order” button. After that you will see the following page where you can edit your shipping info if you want to. When you are completely satisfied click the “place order” button again and the order will be placed.

If you have any questions or suggestions, please contact us at [registration@bioke.com](mailto:registration@bioke.com).



We accelerate  
your progress  
in R&D and  
Diagnostics



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products
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product support
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search

Home

## Place order

**Your order number: \***

**Remarks:**

If any of the shipping information is wrong please contact BIOKÉ at [order@bioke.com](mailto:order@bioke.com)

Shipping Address:		Billing Address:	
Organization:	Nederland	Organization:	Nederland
Address Line 1:		Customer code:	100001
Address Line 2:	<input style="width: 80%; height: 15px;" type="text"/>	Address Line 1:	
Address Line 3:	<input style="width: 80%; height: 15px;" type="text"/>	Address Line 2:	
Postal code:		Address Line 3:	
City:		Postal code:	
State/Province:		City:	
Country:		State/Province:	
		Country:	Netherlands

I accept the General Terms & Conditions of Delivery.

edit order
place order

**Your Account**

Mister Example

Your profile Log out

Saved lists

Order history

**One click add to cart**


Enter a productcode

add to cart

**Cart Contents**

NucleoSpin 8 Blood 5

go to cart



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## Frequently Asked Questions

### **I registered for the bioke.com webshop, but I can't access it. What's gone wrong?**

If you've recently registered your account, it could mean that your account is not yet activated. Please note that activation may take up to two working days, before your account gets activated. If you have not registered recently, please contact us at [registration@bioke.com](mailto:registration@bioke.com), so we can help you get things working.

### **I forgot my password, what should I do now?**

When you don't remember your password, you can always retrieve it through our website. Click the "password forgotten" link on the right. Fill out the form and the password will be sent to you by email.

### **I forgot my username, what should I do now?**

Note that your username is always the email address you registered with. If you are having problems accessing your account, please contact us at [registration@bioke.com](mailto:registration@bioke.com).

### **I can't see any prices**

You will only be able to see BIOKÉ prices, when you have registered an account that is already activated. Please note that you can only see prices for products we distribute in your country!