MyIllumina: Unified Online Business

Checkout
Welcome

We’ve made improvements to MyIllumina! Within your experience, we have now included Order Management, eCommerce, and Dashboard.

With our recent release of MyIllumina, we are now able to bring you continued improvements to your online experience. Please be on the lookout for notifications and communications about new enhancements.

Thank you for being a valued customer!

What Should I Know Before I Start?

To access MyIllumina, you will need a MyIllumina account.

- Sign In
- Create an Account
Process Overview
The improved MyIllumina includes Order Management, eCommerce, and MyIllumina Dashboard.

Checkout
Purchasing Quotes from a different Dept/Lab
Purchasing Quotes from the Cart Page and Quick Cart
Purchasing Quote from the Order Management Page
Create a New Shipping Address / Billing Address
Selecting the Shipping Address
Selecting Default Shipping / Billing Address as Validated Customer
Selecting Delivery Dates
Adding Additional Order Instructions
Applying Promo Code
Review Order Page
Sharing Order Details
Tax Exemptions
VAT Exemptions
Payment Options
Selecting Blanket Purchase Orders

What Should I Know Before I Start?

• Customers can directly add products to cart without navigating away from the cart page through the Add Products widget.
• Customers can add a new shipping address or edit an existing shipping address from the cart page.
Purchasing Quotes from a Different Department or Lab Within your Organization

1. Navigate to the Cart page.

2. Select Purchase Quote widget.

3. Populate the quote number in the Quote Number field.

4. Select the Add to Cart button.
Purchasing Quotes from the Cart Page and Quick Cart

1. Navigate to the cart page and select the My Cart icon.

2. Input your quote number in the Enter Quote Number field and select the Add to Cart button.

3. Alternatively, you can purchase a quote from the Quick Cart functionality by populating the Have a Quote? section with the quote number and select the Add to Cart button.

By electing to purchase a quote, products from the quote will be displayed in the cart. To purchase additional products, simply add products to the cart and the quote and additional products will be displayed in separate sections.

Note: Please contact Customer Care if your quote is not displaying.
**Purchasing Quote from the Order Management Page**

1. Navigate to Order Management page.

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**Order Management**

<table>
<thead>
<tr>
<th>Overview</th>
<th>Orders</th>
<th>Quotes</th>
<th>Saved Carts</th>
<th>Address Book</th>
</tr>
</thead>
</table>

**Recent Orders**

<table>
<thead>
<tr>
<th>ORDER</th>
<th>STATUS</th>
<th>QUOTE</th>
<th>PO/REFERENCE</th>
<th>ORDER DATE</th>
<th>QUANTITY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>Open</td>
<td>-</td>
<td>3456789</td>
<td>Mar 9, 2021</td>
<td>1</td>
<td>441.75 EUR</td>
</tr>
<tr>
<td>1984502</td>
<td>Open</td>
<td>-</td>
<td>1234</td>
<td>Mar 5, 2021</td>
<td>1</td>
<td>235.50 EUR</td>
</tr>
</tbody>
</table>

**Recent Quotes**

No quotes are currently available.

2. Populate the quote number in the **Quote Number** field in the Recent Quotes section.

3. Select the **Add to Cart** button.

4. Alternatively, the customer can add a quote by populating the **Quote Number** field on the **Quotes tab**.
Creating a New Shipping Address/Billing Address
(1 of 4)

1. Log into MyIllumina.

2. Navigate to the cart.

3. In the Shipping section, select the Edit/Change button.

4. Select the Add New Address button.
Creating a New Shipping Address/Billing Address
(2 of 4)

5 Populate the following fields:
   - Company / Institution
   - Department / Care Of (Optional)
   - Address Line 1
   - Address Line 2
   - City
   - Country

6 Select the Create and Use This Address button.

7 Select the Checkout button.
Select **Edit/Change** button on the top right-corner of the Bill To section.

Select the **Add New Address** button.
Creating a New Shipping Address/Billing Address
(4 of 4)

Populate the following fields:

- Company/Institution
- Department/Care Of (Optional)
- Address Line 1
- Address Line 2
- City
- Country
- State/Province
- ZIP/Postal Code

Select the Create and Use this Address button.

Note: Alternatively, the user can select an existing address.
Selecting the Shipping Address

1. Log into MyIllumina.

2. Navigate to the cart.

3. Select the Edit/Change button situated on the top-right corner of the Shipping section.
Selecting the Shipping Address
(2 of 2)

4. Select the desired address.

5. Select the **Use This Address** button.

**Note:** The address gets displayed in the shipping address section.
Selecting Default Shipping Address/Billing Address as Validated Customer
(1 of 2)

1. Log into MyIllumina.

2. Add products to the cart and navigate to the cart page.

3. Select the validated shipping address.
Selecting Default Shipping Address/Billing Address as Validated Customer

(2 of 2)

4. Select the Set as Default Shipping checkbox.

5. Select the Checkout button under the Order summary section.
Selecting Delivery Dates

1. Log into MyIllumina.

2. Add the desired products to cart and select the **Add Items to Cart** button.

3. Select the **Go to Cart** button once the pop-up message appears.

4. Under the Delivery Options section, select either of the following options from the dropdown menu:
   - **Earliest Available**
     Product will ship/deliver as soon as it is available.
   - **Request Specific Dates**
     Product will ship/deliver as soon as possible but no sooner than the dates selected.
   - **Single Delivery Day**
     Product will ship/deliver as soon as possible, once all products ordered are available, but no sooner than the selected date.
1. Log into MyIllumina.

2. Scroll down to the **Additional Order Instructions** section of the Review Order page.

3. Select **This order requires additional instructions** checkbox to provide additional instructions.

If applicable (US and Canada):

4. Select the Use FedEx or UPS Freight Collect Account checkbox.

5. Populate the freight number section with the freight number in accordance with any one of the following Freight Collect Account:
   - FedEx
   - UPS
CHECKOUT

Adding Additional Order Instructions
(2 of 2)

Select the **Place Order** button.

**Order Summary**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Discount:</td>
<td>-1,041.90 EUR</td>
</tr>
<tr>
<td>Order Subtotal (4 Items):</td>
<td>19,796.10 EUR</td>
</tr>
<tr>
<td>Tax:</td>
<td>3,761.26 EUR</td>
</tr>
<tr>
<td>Shipping:</td>
<td>-</td>
</tr>
<tr>
<td>Total:</td>
<td>23,557.36 EUR</td>
</tr>
</tbody>
</table>

By placing this order you accept Illumina Terms & Conditions *

**Note:** The Use FedEx or UPS Freight Collect Account checkbox will be selected by default if the freight number is available.
Execute the following steps to apply a promo code to the product:

1. Navigate to the cart page to select **Promo Code** from the More Actions dropdown menu.

2. Populate the **Promo Code** field in the Apply Promocode pop-up window.

3. Select the **Apply promo code** button.
Execute the following steps to review the order page:

1. Log into MyIllumina.

2. Add Product to the cart and select the **Add Items to Cart** button.

3. Select the **Go to Cart** button once the pop-up message appears.

4. Select the **Checkout** button under the **Order Summary** section.
Continue with the following steps to review the order page:

5. You will be redirected to the **Billing & Payment** section.

6. Populate the **Payment Options** and **Purchase Order Number** under the **Payment Method**.**
   
   (Note: when selecting ‘blanket purchase order’ as an option, all active blanket purchase orders can be selected from the dropdown, removing the need to manually enter a blanket purchase order number)

7. Select the **Review Order** button under the **Order Summary** section.
Continue with the following steps to review the order page:

Populate the following fields under the **Attention To** section:

- Name
- Phone Number

Select the **This order requires additional instructions** checkbox to enter any additional information.

Select the **Place Order** button.
Sharing Order Details

Execute with the following steps to share order details:

1. Log into MyIllumina.


3. Populate the Email Address field of the recipients under the Share Details of this Order section.
Execute the following steps to view Tax exemptions:

1. Log into MyIllumina.

2. Add the desired products to the cart.

3. Validate the Order Summary Tax calculation.

4. Select the Checkout button.

Note: This is not applicable for all countries
Continue with the following steps to view Tax exemptions:

5 On the Billing & Payment page.

5 Billing & Payment

Tax Exemption Optional

- This order is Tax Exempt (Requires Review)

Upload related documents if applicable.

Drag & drop or browse to upload

6 Scroll down to select the Tax Exemption section and select the checkbox.

Note: Upload tax exempt documents by browsing or dragging and dropping them into the Drag & Drop section.
Execute the following steps to view VAT exemption:

1. Log into MyIllumina.

2. Add the desired products to the cart.

3. Validate the Order Summary VAT calculation.

4. Select the Checkout button.

**Note:** To avail the VAT exemption, the customer needs to select VAT exempted validated shipping address. Specific to the United Kingdom and Italy only.
Execute the following steps to select your payment option:

1. Log into MyIllumina.

2. Add the desired products to the cart.

3. Add New Shipping Address.

4. Review the Order Summary and select the Checkout button.
Continue with the following steps to select your payment option:

5 Select the Blanket Purchase Order, Purchase Order, or Credit Card as a payment option from Payment Options dropdown list.

6 Populate the Blanket Purchase Order Number or Purchase Order Number in the text field.*

(*Note: when selecting ‘blanket purchase order’ as an option, all active blanket purchase orders can be selected from the dropdown, removing the need to manually enter a blanket purchase order number)

7 Alternatively, if you’ve selected the Credit Card as the Payment option populate the Credit Card details.

Note: Payment options may vary by your location. Credit card payments are currently supported in the US, UK, Australia, and Canada.
Execute the following steps to select Blanket Purchase Order as a payment option during checkout.

1. In Billing & Payment, navigate to the Payment Method section and select Blanket Purchase Order from the Payment Options dropdown.

2. Select your active blanket purchase order from the box that appears and click “Use this Number” (Note: only active blanket purchase orders with a balance greater than zero will be selectable from the dropdown).

Note: Payment options may vary by your location. Credit card payments are currently supported in the US, UK, Australia, and Canada.
Execute the following steps to view or create a request for a Blanket Purchase Orders for your organization from the MyIllumina Dashboard.

4. Navigate to the MyIllumina Dashboard and scroll down to the “Orders & Quotes” widget. The Blanket PO Balance section will display a list of active BPO numbers for your organization.*

*Note: to create a Blanket Purchase Order, click “Contact Customer Care” in the widget, and submit the request form when the “New Support Inquiry” box appears.

Note: Payment options may vary by your location. Credit card payments are currently supported in the US, UK, Australia, and Canada.