

A User's Guide to Carolina's Online Catalog

Here's a timesaving tip: order your science and math supplies online at www.carolina.com. Find the supplies you need fast, add them to your shopping cart, then check out and pay with security and privacy assured by CyberCash™ and VeriSign™. Whether you are new to the Internet or an experienced user, the following instructions will help you through the online shopping process.



Getting Started

1. To order using your credit card (Visa, MasterCard, American Express) requires no prior action. Simply click ENTER AS GUEST and proceed to place your order.
2. However, registered users enjoy benefits like access to special pricing and online order tracking. To enable your existing Carolina account for online ordering or to establish a new Carolina account:
 - Have your account number and email address (required) available.
 - Phone 800-334-5551 between 8 am and 8 pm ET. (M-F). Ask our representative to enable your account for online ordering or to establish a new account for you.
3. When you receive your user name and password enter them and click SUBMIT to access your Carolina account.

Fast Order

If you already know the catalog numbers of the items you want, click the SHOPPING CART tab at the top of the screen. Enter the catalog number and the quantity you wish to buy and click ADD TO CART.

Browse

1. A table of CONTENTS on the left lists alphabetically the broad divisions of our products, e.g., Anthropology. Clicking Anthropology opens a submenu (African Replicas, Asian Replicas, etc.).
2. Click a submenu category to display a page of thumbnail photos and product names. (HINT: You don't have to wait until the entire page of products loads. As soon as you see the product you want, click it!)
3. Click the thumbnail photo or name to open a detailed product description, larger photo, and ordering information.
4. Note that additional pages of similar products are available by clicking NEXT at the bottom right.
5. You can navigate to previously viewed pages by clicking the BACK TO categories (top left) or by using your browser's BACK button.

Search

1. Click the SEARCH tab (top) to search for products by name or catalog number.
2. Unless you're certain what category you want to search, leave the drop-down box set to entire CONTENTS. To search by name, enter a word or word string in the first box and click FIND IT!
3. To search by a partial or complete catalog number, select the appropriate drop-down box under ITEM NO. Then key as much of the catalog number as you know in the space provided (to the right). Click FIND IT! After you find the searched-for item, click on its thumbnail photo or name to see a detailed description.

Filling Your Shopping Cart

1. Using the Fast-Order method, type in catalog numbers and quantities, then click ADD TO CART.
2. Using either Browse or Search, after finding the detailed item description, click inside the Qty box (bottom right) and enter the desired quantity.
3. Click UPDATE ORDER to place the product in your shopping cart.
4. To delete a product, click the check box beneath the shopping cart icon (left), and then click UPDATE ORDER.

Checking Out

1. Click SAVE CART to review your order at a later time or have someone else check and authorize your purchase (this works only if you have a user name and password). Print a copy of the completed shopping cart for your records. To retrieve your shopping cart later, log in and click RETRIEVE CART.
2. Once you have decided what you want to purchase, select shipping preference, delivery date, whether a partial order is acceptable, and enter any comments. Click SEND ORDER.

Order Confirmation

When your order is successful, an online display shows your account number and order details. You should print this for your records. Within minutes, we will also send you a confirming email. Refer to the order number in any correspondence with us regarding your purchase.

If you need help, click on the HELP tab or call one of our customer service representatives toll free at 800-334-5551, 8 am to 8 pm ET, Monday through Friday.

We want to ensure that you enjoy a secure, timesaving, and rewarding shopping experience. Your comments and criticisms help us. Please forward any questions, comments, and criticisms to kerry.snyder@carolina.com.

| | |
|--|--|
| <p>CAROLINA Tips</p> | <p>Carolina Biological Supply Company 2700 York Road, Burlington, NC 27215 336-584-0381 Web site: www.carolina.com Email: powens@carolina.com ISSN 0045-5865</p> |
| <p>EDITOR Phil Owens, PhD • ADVERTISING DIRECTOR Harry Shoffner CREATIVE DIRECTOR Bruce A. Anliker PHOTOGRAPHY Harry F. Holloway, CPP & Jeff McAdams</p> | |