GCRC Biobar Standard Operating Procedure (SOP) for Labs

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What is the GCRC Biobar?

It is a service point for laboratories interested in picking up stoked and non-stocked items, with no shipping fees and some at reduced cost, from more than a dozen of selected vendors (see Vendors & Cut off time table).

Opening hours and Contact Info:

The GCRC Biobar is open from 10h30 – 15h00 daily and usually closes one hour for lunch.

It is closed for statutory holidays.

How does it work?

For the list of stocked items per vendors as well as what is currently in stock, please refer to the GCRC Biobar Live Inventory

To place an order, the customer accurately fills in an online Order Request Form from the Biobar website, which is automatically sent to the GCRC Biobar.

For IDT, FroggaBio Inc., and for Thermo Fisher Scientific (Life Technologies Inc.), lab must create an account directly with these vendors and order via their website or McGill Market Place (MMP punch-out). Instructions for creating an account can be found: here for FroggaBio Inc.

here for Thermo Fisher Scientific.

The GCRC Biobar can assist the lab in creating their account so that their orders are shipped to the Biobar at no extra fees.

The GCRC Biobar receives the Order Request Form and process it accordingly. For stocked items, the lab may pick up the order as soon as the order is placed. For non-stocked items, upon delivery and processing of the orders, the GCRC Biobar will notify the lab that their products are ready for pickup.

How do labs obtain their invoices?

Most vendors will e/mail the invoices directly to the end-user. Thermo Fisher Scientific’s invoices can be viewed online via their website or MMP. For missing invoices, the lab should inquiere with the vendors directly and may contact the GCRC Biobar to obtain information related to a specific order (date ordered, order reference number, shipping confirmation, etc.)

What are the lab responsibilities?

The lab must provide the GCRC Biobar with accurate information pertaining to the:

- credit card information (number, expiry date, & security code);
- catalogue numbers of desired products, exact quantity (the Biobar will not assume the cost of return of items not picked up by the lab), etc.;
- lab address;
- email address of the contact person for the lab.

The lab should try to pick up their requested items within a reasonable time frame not exceeding a week or two after they have been notified, given the limited physical space of the GCRC Biobar.

The lab representative will sign (either the original packing slip or order request form) as a proof of collecting the items and they should verify what they are picking up corresponds to what they ordered.
What to do in case of troublesome orders?

While the GCRC Biobar strives to offer an excellent service to its users, mistakes can occur from all parties involved (labs, GCRC Biobar, vendors). Each situation is resolved on a case by case basis, but as a general guideline:

- The GCRC Biobar can assist the lab in contacting vendors to resolve any issues with their orders.
- The GCRC Biobar will provide the labs with the vendors’ contact so that the lab may reach the vendor directly in case of discrepancies with invoices (amount billed), with quantity received or with wrong product shipped or damaged or defective goods, original order request form, etc.

How to purchase Ethanol?

- The GCRC Biobar orders 100% & 95% Ethanol on the 2\textsuperscript{nd} and 4\textsuperscript{th} Thursday of any month.
- The lab accurately fills in the online Ethanol Request Form no later than noon (12h00) on the 2\textsuperscript{nd} and 4\textsuperscript{th} Thursday of any month, on the GCRC Biobar website, which is automatically sent to the GCRC Biobar.
- Orders will be processed and received the following week. The GCRC Biobar will send an email to the lab requesters to inform them of the pickup date and time, on the first floor GCRC bldg., room 106 (near the loading dock area for McIntyre building).
- Due to storage constraints, the GCRC Biobar will cap EtOH orders at 20 cases total per week. Orders are received on a first come first serve basis, and orders that exceed our storage capacity will be carried over to the following order date.
- Labs are responsible for ensuring that they come pick up the ethanol they ordered when the dispatch occur.
- Should the lab not be present during distribution, they must contact the GCRC Biobar to arrange for an alternate pickup time. The GCRC Biobar will temporarily store the lab’s ethanol according to regulations.

How to obtain IDT primers?

Labs should contact their IDT representative to set up their account. FREE Shipping to the GCRC Biobar is usually done daily and the GCRC Biobar places the labs’ primers outside the GCRC Biobar, room 612 for pickup. The GCRC Biobar is not responsible for keeping track of IDT primers, IDT shipments and/or IDT invoices.