Welcome to the Helix® Team

Thank you for accepting the role of Helix® Site Administrator. Helix® is a smart onsite stocking system that delivers Promega products used in your laboratories. Using Radio Frequency Identification Device (RFID) technology and web-based communications, Helix® automates the purchasing process so that you can focus on the science.

Helix® Benefits:

Convenience and Availability

With the swipe of a pass card, fresh product is available 24/7.

Re-orders are automatic. No paper forms!

Customized Stocking

You choose the products to stock in your unit and can easily change products to adapt to your needs.

Security

Only registered users with pass cards have access.

All product purchases are tracked and invoiced. Inventory is monitored automatically.

Cost Savings

No shipping, handling or dry ice charges.

Green Impact

Consolidated shipments mean less packaging and fuel use.

Promega purchases carbon credits to offset greenhouse gas emissions from the Helix® program.

This guide outlines your responsibilities as a Site Administrator and gives background information on the Helix® program. Our goal is your success and satisfaction with the program. If you have any questions, help is only a phone call or email away.

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Place Pass Below

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What You Need to Know

As a Helix® Site Administrator, you are the onsite contact for unit management and troubleshooting. Since Helix® units are connected to the Internet, Promega monitors them remotely. Most likely, we'll know of any issues before you and will be in contact to resolve the problem quickly. Our goal is to make your responsibilities as a Site Administrator as simple as possible.

Your Responsibilities Include:

Understanding Basic Features of the Units

Pages 4 and 5 provide information on the dimensions of the freezers and cabinets and describe how the alarm system works.

Your promega.com Profile and Access Pass Support

Registering is easy. On page 6 you will find information on how to get set up, answer any end-user questions and explain the two types of passes.

Purchasing Products

With a Helix® Pass, it's as easy as swipe, grab and go – see page 7 for details.

Receiving and Managing Inventory

Learn about restocking units on page 8 and managing inventory on page 9.
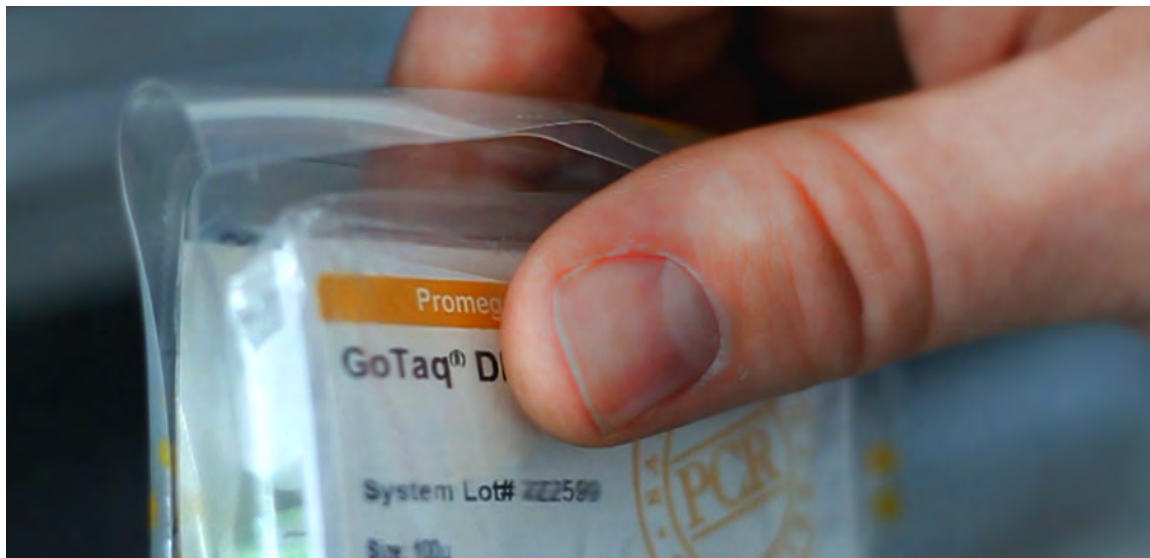
Adding New Products and Changing Quantities

It's easy to change products and quantities of items in your Helix® unit – see page 9 for details.

Onsite Promotion

It's as simple as posting special offers and information on units. Learn more on page 9.

Remember, support is just a phone call or email away.

Your Helix® Support Team

Getting help is easy.
Just call or email!

Helix® Support Team
Phone: 800-356-9526, Extension 2222
Email: helix@promega.com

CONTACT FOR:

- Changes in shipping address, Site Administrators or contact information

- Requests for extra product, restocking and product additions

- Pass and administration questions

- Unit malfunction or placement

Customer Service

Phone: 800-356-9526, Option 2
Email: custserv@promega.com

CONTACT FOR:

- Pass and administration questions

- Missing product

Materials Management

Phone: 800-356-9526, Extension 3513
Email: helixmm@promega.com

CONTACT FOR:

- Changes in shipping address, Site Administrators or contact information. Requests for extra product, restocking and product additions

- Missing product

Promega Corporation

2800 Woods Hollow Road
Madison, WI 53711-5399 USA
Phone: 608-274-4330 or 800-356-9526

Unit Specifications

Freezer

Dimensions: 23¾" W X 41⅜" H X 25½" D
Product storage: –20°C
Power requirement: 120 VAC
Capacity: Up to 100 Promega products
Requires access to a LAN, DSL connection or cellular modem

Cabinet

Dimensions: 23½"W X 43"H X 22"D
Product storage: Room temperature
Power requirement: 120 VAC
Capacity: Up to 32 Promega products
Requires access to a LAN, DSL connection or cellular modem

Connection

Helix® units are connected to the Internet through either a local area network (LAN), DSL line or cellular modem. Transactions are recorded and transmitted in real time to Promega.

Scanning

When the unit is scanning inventory, the LCD screen will display "scanning" and the unit will be locked until the scan is complete. This typically lasts about 45 seconds.
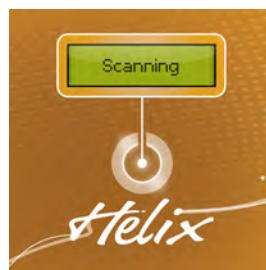
Alarm System Overview

All unit alarms report automatically to Promega. In most instances, we will coordinate initial alarm troubleshooting and our technical staff will decide what type of follow-up is required. We may contact you to make sure you are aware of the alarm and to help with troubleshooting activities such as resetting the Helix® unit or toggling system switches.

Types of Alarm

Door Open

If the unit door is open for longer than five minutes, an alarm will sound until it is closed. If the door appears to be closed, please verify that it is not obstructed and try to re-close.

Power Outage

In the event of a power outage, the unit sounds an alarm until the battery is depleted or power is restored. Place a "Temporarily Out of Service" sign on the unit. Once power is restored, the unit will perform a scan and return to normal status. If there is an extended power outage, Promega will evaluate whether product needs to be replaced.

Forced Door

If the door is forced open, Promega is alerted with a record of any product taken. A forced door is rare, but considered a serious event because it may damage the unit.

Unit Unplugged

When the unit is unplugged, an alarm will sound until the battery is depleted or the unit is plugged back into a power outlet. Once power is restored, the unit will perform a scan and return to normal status.

Extended Alarm

If an alarm event is serious enough (e.g., extended power outage), the unit may be remotely locked down until corrective action is taken. Occasionally, we will ask for your help with troubleshooting activities such as resetting the Helix® unit or toggling system switches.

If any alarm continues to sound, please contact the Helix® Support Team.

Helix® Profile and Passes

Registering is Easy

Go to www.promega.com and select "Log In." Click on "New Customer? Register Here." Follow the prompts to set up your account. For detailed registration instructions, see the last page of this guide.

Access Passes

Two types of pass are used to access the Helix® unit:

Support Pass

Use the Support Pass only for maintenance functions such as stocking the unit, inventory checks and defrosting. This pass will be sent to you after you create your promega.com profile.

Purchasing Pass

The Purchasing Pass is only for purchasing products from the unit. These passes are sent after users register online.

Forgotten Passwords, New Passes

After initial setup, users may occasionally ask you for help:

• If a user forgets the password, click the "Forgot your Password?" link below the log-in at **www.promega.com**. If the user forgets both the username and the password, contact Promega Customer Service for assistance.

• If a user wants a new Purchasing Pass, please direct them to the log-in screen at **www.promega.com** and provide them with the site code and, if applicable, the Promega Partnership Program (PPP) code. This information is available from your Field Application Specialist (FAS). Once registration is complete, Promega will send a Helix® Purchasing Pass within 1-2 business days.

Purchasing Products From Helix® Units

Once registered users receive their Helix® Purchasing Pass, they have immediate access to the unit. Passes are like credit cards and should be kept secure to prevent unauthorized purchases.

Just Swipe, Grab and Go

Accessing product any time is easy with a Helix® Purchasing Pass.

Swipe the pass across the Helix® name on the front of the unit.

The LCD display will read "Come on in" and the door will unlock. Take the product you want and close the door.

After the door closes, the unit will scan inventory and place an order based on the defaults in the user's online profile. A confirmation e-mail will be sent to all the addresses in the user's profile. Users can view all of their orders at: **www.promega.com** under "My Accounts/Order History" after logging in.

Adding New Products is Easy

If users would like to buy Promega products that are not stocked in their Helix® unit, they can place their orders online. If the user has purchased a product from a Helix® unit within the previous seven days, shipping for the online purchase is free. Free shipping is not available if the order is placed via telephone or if the Helix® unit is managed through the Distributor Promega Partnership Program.

Restocking the Unit

Soon after your Helix® unit is placed, a Promega Materials Management Analyst will contact you to establish your restocking preferences. You will receive an email notification when a restock order ships. Restock shipments will always be clearly labeled as such on the shipping label and packing list.

When the Restock Shipment Arrives:

• Count all products and cross-reference with the packing list. If there are any discrepancies, please notify the Materials Management Analyst.

• Use your Support Pass to place initial inventory and restock shipments.

• For freezers: Place all products in the drawers according to the freezer map provided by Promega. Post the map on the front of the freezer for end-user reference. Stock one product per slot with the label facing forward.

• For cabinets: Place inventory with the label facing toward the door. Arrange products without stacking them whenever possible.

• Once stocking is complete, close the door and allow the unit to scan.

Only products shipped by the Promega Materials Management Analyst and noted as "restock" go into the unit. Products purchased online cannot be stocked in the Helix® unit.

Please arrange for a backup person to handle restock shipments or contact Promega directly on days you plan to be absent or unavailable.

Managing Inventory and Expiration

Helix® automatically keeps track of inventory levels and Promega Materials Management manages and ships products for restocking. You don't need to place orders online for products removed from the unit.

- **Stock from the back:** Move the oldest product forward in the drawer and stock the newest items in the back. This helps ensure that the oldest inventory is purchased first and helps minimize product expiration.

- **Buy from the front:** Encourage users to remove products from the front of the drawer with the closest expiration dates. If everyone uses the "first-in, first-out" policy, the products will have optimum dating.

- **Return within 15 minutes:** If a user mistakenly removes an item, it can be returned within 15 minutes without an order being generated. If a product has been out of a unit for more than 15 minutes, it will be processed as a purchase.

- **Post the freezer map:** When there are inventory changes, Promega will provide an updated freezer map. The map will list any changes and tell you where to stock the new product. Discard the old map and post the new map on the freezer.

- **Remove expired product:** If necessary, Promega Materials Management will coordinate expired product removal with you at the expense of Promega.

Adding New Products or Increasing Quantities

Please contact the Helix® Support Team if you want to stock a new product or change the stocking level of existing products. Promega may also periodically change stocking levels based on the product usage history.

Defrosting Freezers

Freezers need to be defrosted periodically. To coordinate defrosting your freezer, please contact the Helix® Support Team.

Helix® Promotions

From time to time, Promega will ask you to post or remove promotional materials from the door of the Helix® unit.

User Guide

Helix® is the only on-site stocking program that automates the entire purchasing process—from obtaining products to invoicing, inventory and re-order—with the simple swipe of a card.

Register

Create An Account

Request A Helix Pass

How to Get Your Pass

- Visit www.promega.com and select "**Register**" on the top right.
- Follow the prompts to set up your promega.com profile.
- Click on any of the Helix links on the account landing page.
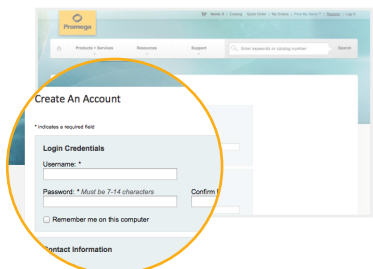- Follow the prompts to set up a pass. Your site code is:
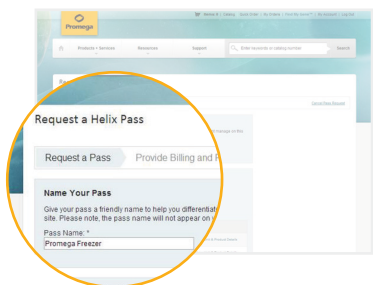
- Your pass will arrive in 1-2 business days.

How to Use Your Pass

Log in at www.promega.com to see what's in your Helix® unit.

Swipe your Helix® Pass in front of the Helix® name on the unit. The name will light up and the door lock will release.

- Remove your product and close the door.
- You will receive an order confirmation email.
- Log into your account at www.promega.com to review your order history.

Problems or questions?

Please contact the Promega Helix® team at helix@promega.com or 1-800-356-9526, extension 2222 for assistance.

If you need a product that is not in your unit, email your request to helix@promega.com