LGC Standards
Webshop user guide
2023

Table of Contents

Introduction

In this guide, you will find instructions on how to view products, prices, purchase products from our online catalogue and utilise various other functions on our webshop that are designed for a smooth and convenient shopping experience.

To start, click the link below to visit the LGC standards webshop, where we offer a range of reference materials, research chemicals, proficiency testing and custom products and services:

https://www.lgcstandards.com

Registering

In order to view pricing and make a purchase, you will need to register by following the steps below:

1. Hover over the 'person' symbol in the top navigation and click 'Create account'.

2. Complete the form

3. Once submitted, a confirmation pop up will appear and then you will receive an email confirmation to verify your account.
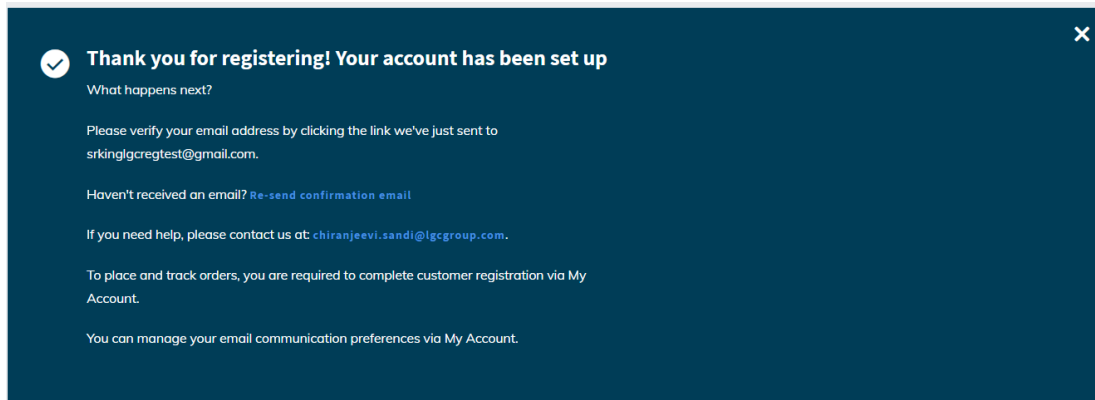
An example of the email verification:

At this stage, you can log in and view product pricing, but cannot complete a purchase. If you would like to enable your account for purchases, you can fill out your extended registration details (full customer registration).

You can do this at checkout, if you would like to make a purchase strait away.

Checkout details

Customer details

Account number:
Reference: SR King
Email: srkinglgcregtest@gmail.com

Finance details

Finance contact name *

Finance email address *

Company registration number *   VAT / tax number *

Billing address

Address line 1 *

Address line 2

Country *   County
| United Kingdom |

City *   Post code *

Delivery address

☑ Same as billing address

Delivery method ⓘ

DHL Express -Non EU - £38.00   ⦿

All orders made via this website are subject to acceptance of **the LGC
conditions of sale.**

Payment method

⦿ **Credit card**
Select this method if you would like to pay by credit card
- Please note card will be charged in accordance with LGC's conditions of sale

Purchase order (PO) number

Enter the PO number you'd like to associate with th

○ **Bank Transfer**
Select this method if you would like to pay by bank transfer

Total (1 items): **£199.20**

🔒 Checkout securely

By clicking this button, you accept **the LGC
conditions of sale.**

View or edit cart (1 items)

Product total:	£128.00
Delivery:	£38.00
Pre-tax total:	**£166.00**
Product tax (20%):	£25.60
Delivery tax (20%):	£7.60

Total: **£199.20**

🔒 Checkout securely

By clicking this button, you accept the **LGC
conditions of sale.**

Need more information?

Contact our United Kingdom sales office to find out
more about products, pricing and shipping.

Our office hours are:
9:00am - 5:30pm.

Email: **webuk@lgcgroup.com**

If you would like to be ready to purchase in future but do not intend to make a purchase immediately, you can fill out your full registration details via the 'My Account' section:

LGC   Search by product name, keyword, code or CAS 🔍   📋 Bulk Order   👤   ♡   🛒³

Research Tools | Pharmaceutical | Food & Beverage | Environmental | Forensic & Toxicology | Industrial | Proficiency Testing | ...cture Search

Hello **SR**

My Orders

Manage Account

Logout

Checkout details

Customer details

Confirmation of account details   ✕

To complete your first order you will need to confirm and update
information in:

- **My details**

Ok

This form requests the same details as the checkout form.
In both cases, your details will be passed on to the customer service team for validation and setup.
You will be notified once this is complete, and will not need to enter the same information online
again. If you have placed an order, it will be processed once your account setup is complete.

Login

Once you are registered with us, click 'Login' in the website's header navigation bar:
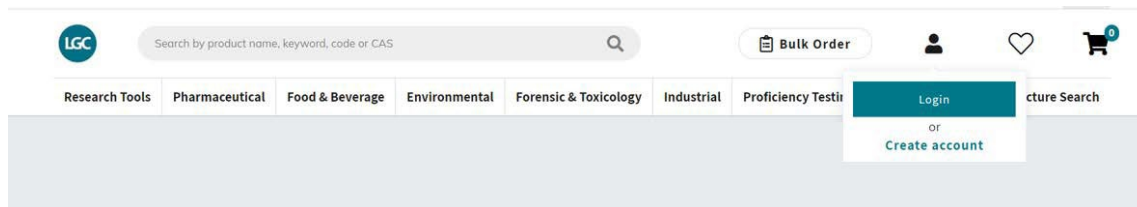
Enter the registered email and password and click the 'Login' button:

If you forget your password, or your first login link has expired, you can use the password reset
function.

Once you are logged in, you will see a greeting using your username on the right side of
the header navigation bar, 'Hello, [username].'
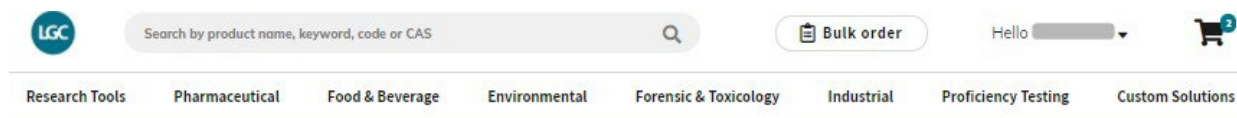
Select your account page

If you have more than one account, you will see a page prompting you to select your customer account after login. There will be several pieces of account information visible here to allow you to identify and choose your relevant account:

Searching for a product

To search for a product, you can enter the product name, product code, keyword or CAS number in the header navigation search bar.

You will be shown top results across products, site content, documents, and search suggestions.

You can click through, add products to cart from the results bar, or press 'Enter' to view all results.

The results page allows you to further filter results and focus your results.

1. Toggle between reference materials/research chemicals and proficiency testing products
2. Filter between viewing products; certificates of analysis or safety data sheets; or content such as articles, catalogues, white papers, webinars, PT schemes etc.
3. You can also filter products by attributes such as brand, analyte, accreditation level, and more.
4. Add products to your favourites using the heart icon.
5. See prices displayed (per your customer agreement).
6. Add products to cart.

Reference Materials (81)   Proficiency Testing (212)   **1.**

Results 1-18 of 81   Show: 18

Looking for Proficiency Testing?

Filter results   **2.**

Search within —
- ● Products — 81
- ○ CoA & SDS — 1253
  - ☐ CoA — 618
  - ☐ SDS — 635
- ○ Content — 20
  - ☐ Catalogues and publications — 3
  - ☐ Articles — 8
  - ☐ PT schemes — 1
  - ☐ Topic insight pages — 2
  - ☐ White papers — 4
  - ☐ Webinars — 2
  - ☐ FAQs — 0

Category —   **3.**

Refine or expand your search with AND/OR

OR ⬤ AND
- ☐ Food and Beverage — 4
- ☐ Environmental — 81
- ☐ NMIs — 1

Product Type —
- ☐ Native/Parent — 29
- ☐ Stable Isotope Labelled — 2
- ☐ Metabolite — 1

Product Format —
- ☐ Neat — 58
- ☐ Single Solution — 16
- ☐ Mixture — 5

Analyte +

Regulatory Method +

Brand —
- ☐ Dr. Ehrenstorfer — 78
- ☐ ENVCanada — 1
- ☐ NRC Ottawa — 1

4. ♡

DR EHRENSTORFER™

Methylmercury chloride   **5.**

€44.10 / 100 mg

100+ in stock ⓘ
Product Code: DRE-C15100000
CAS Number: 115-09-3
Brand: Dr. Ehrenstorfer

ISO/IEC 17025

Controlled product. We may require documentation to meet relevant regulations.

+ Show more

− 1 +

🛒 Add to Cart

♡

DR EHRENSTORFER™

(±)-Geosmin

€798.30 / 10 mg

18 in stock ⓘ
Product Code: DRE-CA14005000
CAS Number: 16423-19-1
Brand: Dr. Ehrenstorfer

ISO/IEC 17025

+ Show more

− 1 +

🛒 Add to Cart

♡

DR EHRENSTORFER™

(±)-Geosmin 100 µg/mL in Methanol

€65.70 / 1 mL

100+ in stock ⓘ
Product Code: DRE-XA14005000ME
CAS Number: 16423-19-1
Brand: Dr. Ehrenstorfer

ISO 17034

+ Show more

− 1 +

🛒 Add to Cart

♡

DR EHRENSTORFER™

Putrescine dihydrochloride

€47.70 / 100 mg

68 in stock ⓘ
Product Code: DRE-C16584000
CAS Number: 333-93-7
Brand: Dr. Ehrenstorfer

ISO 17034

+ Show more

− 1 +   **6.**

🛒 Add to Cart

♡

DR EHRENSTORFER™

Spermine tetrahydrochloride

€59.40 / 100 mg

39 in stock ⓘ
Product Code: DRE-C16972742
CAS Number: 306-67-2
Brand: Dr. Ehrenstorfer

ISO/IEC 17025

+ Show more

− 1 +

🛒 Add to Cart

♡

DR EHRENSTORFER™

NTA (Nitrilotriacetic acid)

€71.10 / 100 mg

58 in stock ⓘ
Product Code: DRE-C15655000
CAS Number: 139-13-9
Brand: Dr. Ehrenstorfer

ISO/IEC 17025

Controlled product. We may require documentation to meet relevant regulations.

+ Show more

− 1 +

🛒 Add to Cart

For document search, we recommend using the product code or name as the search term to quickly find relevant documents. Lot number is also useful if you are looking for certificates of analysis.
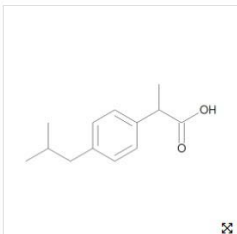
Product details page

Clicking on the required product's name or 'Product Details' text link in the search results. You will be taken to the product detail page, where you can find more information about it:

Ibuprofen
Synonyms: alpha-Methyl-4-(2-methylpropyl)-benzeneacetic acid, p-Isobutylhydratropic acid, ... Show more

5.

Product Code DRE-C14278000	**CAS Number** 15687-27-1
Product Format Neat	**Molecular Formula** C13 H18 O2
Molecular Weight 206.28	**Product Categories** Dr. Ehrenstorfer, EU Methods, Analgesics, Analgesics
Alternate CAS Number Sodium salt: 31121-93-4	

DR EHRENSTORFER™

ISO 17034 ⓘ

1. **1 in stock**
Need More?

Estimated dispatch

In stock. Dispatch times provided at order confirmation.

Freight restricted. Can only be sent by cargo aircraft. Transport method and cost may change after order is placed.

PACK SIZE: 250 mg

2. €28.80

⊖ 1 ⊕   🛒 Add to Cart

Documentation

Certificate of Analysis	**Safety Data Sheet**
📄 116214(DRE-C14278000) ⬇	📄 SDS Document (United Kingdom (EU REACH)) ⬇
Looking for another lot?	Find an SDS for your region
Enter lot number 🔍	Looking for another SDS? 🔍

3.

Product Information

Product Data	+
Storage & Transport Information	+
Product Attributes	+

Related Products   **4.**

Diclofenac sodium	Naproxen	Flufenamic acid
DR EHRENSTORFER™	DR EHRENSTORFER™	DR EHRENSTORFER™
Product Code: DRE-C12537500	**Product Code:** DRE-C15483500	**Product Code:** DRE-C13711300
CAS Number: 15307-79-6	**CAS Number:** 22204-53-1	**CAS Number:** 530-78-9
ISO 17034	ISO 17034	ISO/IEC 17025
⊖ 1 ⊕	⊖ 1 ⊕	⊖ 1 ⊕
🛒 Add to Cart	🛒 Add to Cart	🛒 Add to Cart

● ○ ○

1. Stock availability
   In stock – ready for immediate dispatch with a no. of products displayed

   Stock Expected – Not in stock but good availability. Dispatch within 5-10 days of order
   Please enquire – Not in stock. Please contact your local sales office for delivery information
2. Displayed prices (per your customer agreement)
3. Certificates of Analysis (CoAs) and Safety Data Sheets (SDSs) available for download*
4. Related products that may be of interest
5. Add products to your favourites using the heart icon.

* CoA documents can be downloaded directly from the site when logged in

Document download on the product detail page

Each product detail page has a **Documentation** section, which offers users two types of document:

Certificate of Analysis (CoA)
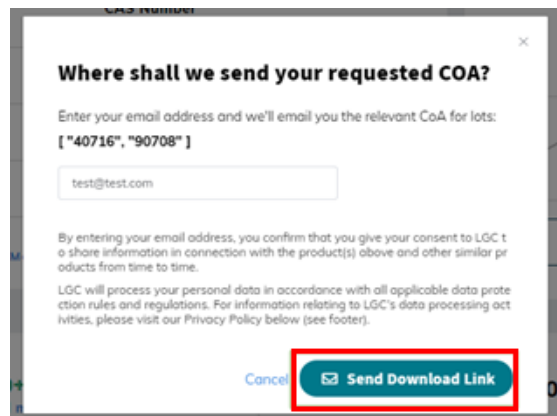
The CoA provides your product's characterisation information. You can click the download link to download the latest CoA for the product, as illustrated below:
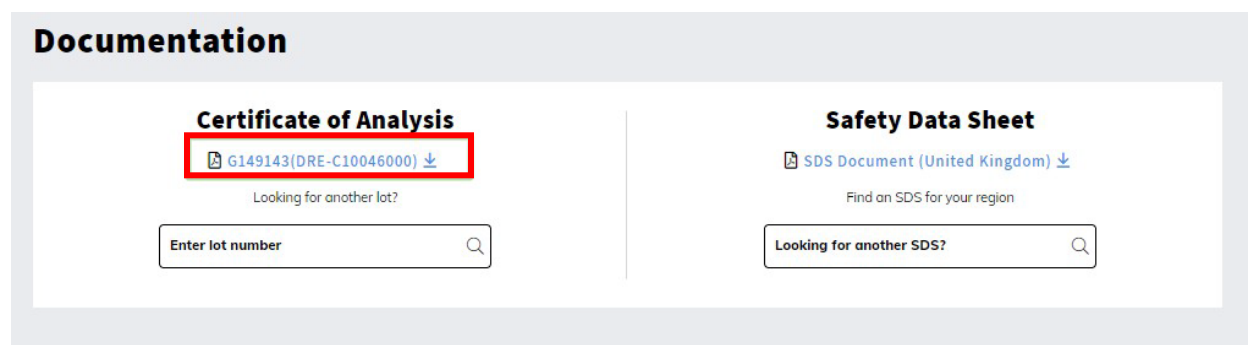
If you're looking for a particular lot, you can search for it by typing into the 'Enter lot number' field, or can simply click in this field to display a dropdown of all product lots with a CoA available for download. Select your required lot/s and click the 'Email Download Link' button, highlighted below:
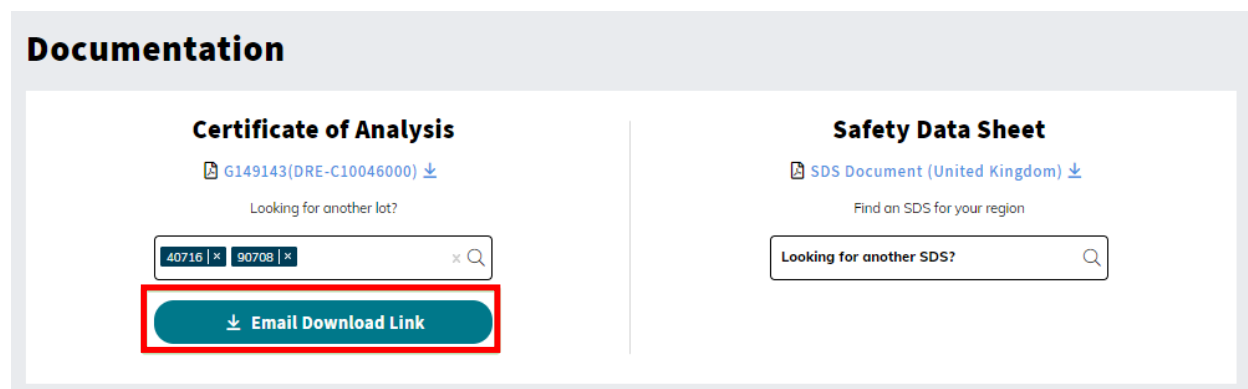
After clicking **Email Download Link**, the

pop-up to the right will appear:

Enter your preferred email address and click the '**Send Download Link'** button and you will see the **Thank you** confirmation pop-up below:
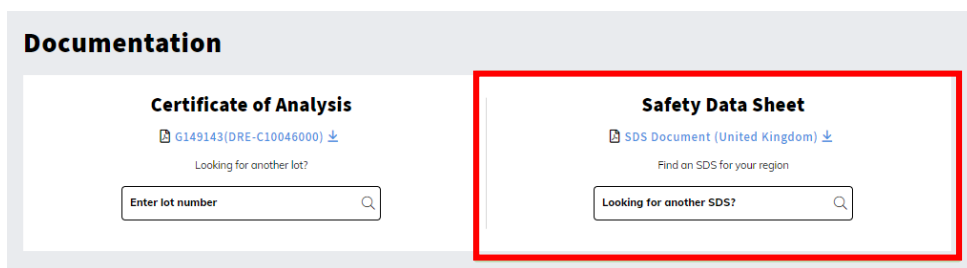
You will then receive an email containing the URL/s of your CoA document/s.

Safety Data Sheet (SDS)

The right of the **Documentation** section provides SDS downloads. You can click on the '**SDS Document (United Kingdom)'** text link to download your product's SDS, as illustrated below:
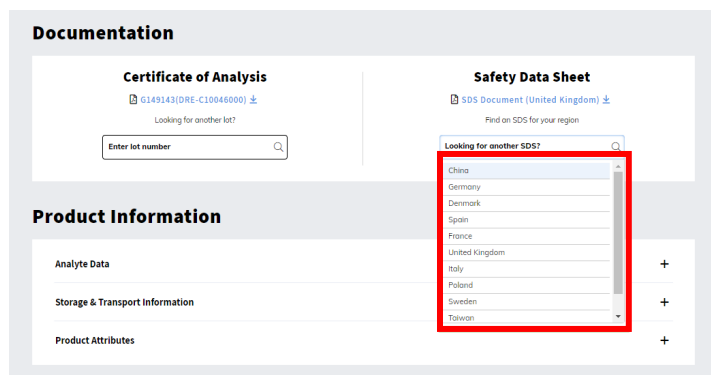
To find SDS documents for other regions, click 'Looking for another SDS?' and a list of available SDS regions will appear in the dropdown:

After selecting your required country, click the 'Download' button that appears below and you will be taken to the SDS document page in a new tab, where you can view, save or print your SDS:
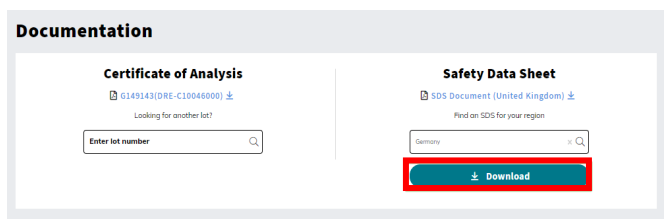
Adding product(s) to cart

Once you have found the product(s) required, you can click 'Add to Cart', either on the search results page or on individual product page(s). A success message will pop up, which will invite you to 'Continue shopping' or 'View cart':
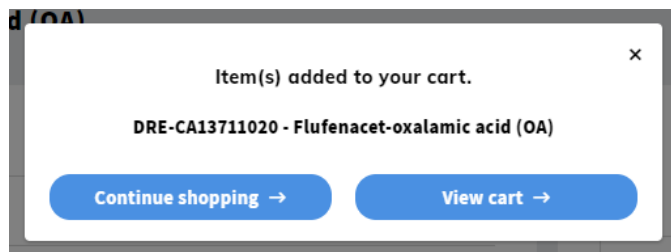
Wherever you are on the site, you can get to your cart via the cart icon in the top right of the header navigation bar. The icon will display the number of products you have added to your cart. Click on the cart icon to go to your cart and view it in more detail:
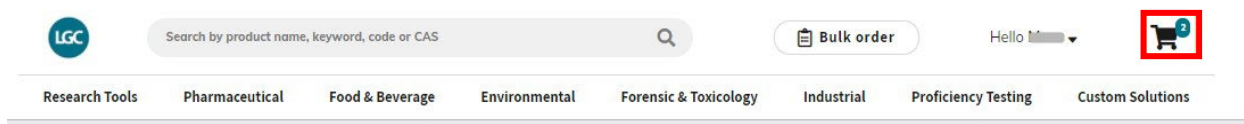
Bulk Order

The bulk order tool is particularly useful if you have a large quantity of products. You can access this via the header navigation bar on the site.

Clicking through to it will display the Bulk Order screen below.
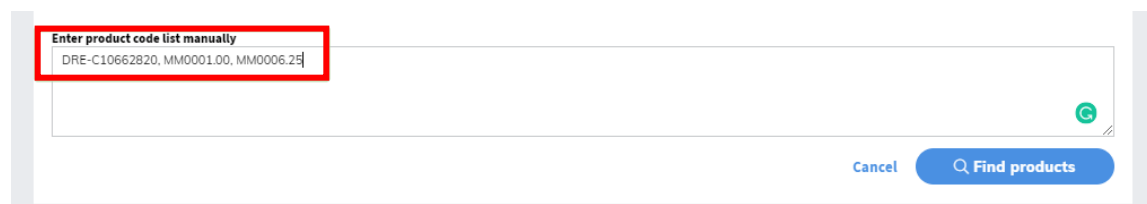
There are several ways to upload a bulk order list to the page – the first is via Excel file. Click on 'Download Template' to download the Microsoft Excel template file and save it to your local drive. Then add your required product codes to the Excel template (max 400 lines per order):

Once you have finished editing the Excel file, save it in CSV (tab delimited) format. Then you need to either upload the file from the local drive location using the upload symbol, or drag and drop the saved file onto the upload box:

You can also enter the product codes directly into the text box on the page, either by copying and pasting a list or by entering them manually. Make sure to separate each product with a comma:

Once you have uploaded or entered a product list, click the 'Find products' button. This will take you to the next page, which confirms the number of products uploaded successfully and provides a list of products that could not be found.

Note: if you uploaded more than 400 lines/products, only the first 400 lines will be read.

Click the 'Add to Cart' button to add all verified products to the cart.

Order history and account management

If you hover over the 'person' icon while logged in, you may view your orders, manage your account, or log out.
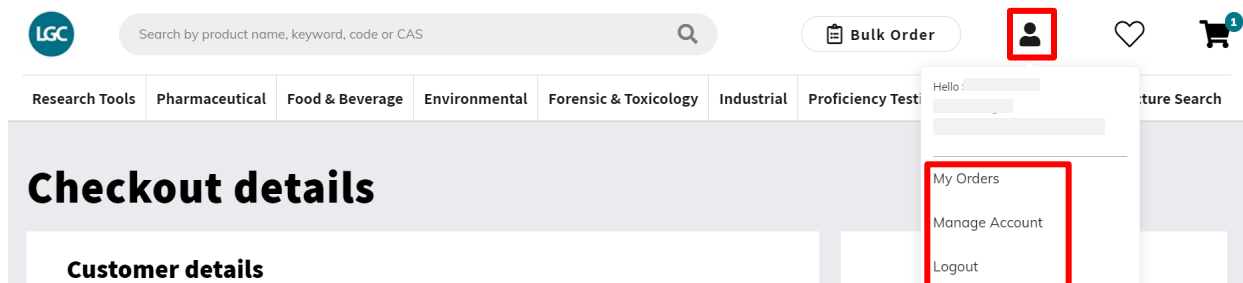
'My Orders' takes you to a list of all orders that were placed on your account. You can sort by date, or filter by order status.

Click an order number to view more information about that order, including the delivery status of each item within the order. If the courier has provided us with a tracking number, it will be displayed here. You can use this on the courier's site to track your order.

If you want to repeat an order, you may add each product to cart separately, or use the 'Add all to cart' button at the bottom of the order list to add the whole list.

Order history

Order number: E10188596
Purchase order number: 114266009_BT rollback test 08062023

Product code	Product name	Status	Estimated dispatch date	Dispatch date	Qty ordered	Qty shipped	Carrier	Tracking number	Product total	
DRE-C13800500	Fluoxapiprolin	Cancelled	08/06/2023		4	0	Preferred Method	-	€988.00	🛒 Add

🛒 **Add all to cart**

Clicking 'Manage account' takes you to a list of options.

👤 **My details** View the details of your account.	🚚 **Addresses** View your stored addresses.	🔑 **Change password** Choose a new password for your Web shop account.
📄 **Quotes** View all of your quotes which can be searched by quote number.	**NEW** ♡ **My favourites** View your favourite products	▤ **Order history** Look at all previous orders organised by date.
🛒 **Saved carts** Access your saved carts to view and edit products.	📄 **Select customer account** You have more than one customer account. Please select correct account and proceed.	⚙ **Manage preferences** Manage your preferences such as Consent, Interests etc.

My details: View and update your contact details.

Addresses: View the list of addresses associated with your account. You may edit existing addresses or request new delivery addresses here. **Any changes made to addresses will be sent to our customer service team for verification before you can use them.**

Change password: You can change the password used for login.

Quotes: View and process quotes associated with your account.

My favourites: You may add products to your favourites list by clicking the 'heart' icon on the product listing card or product page.

You may view your list of favourite products and add them to cart from the list. You may also add the full list to your cart at once.

Saved carts: When you have products in your cart, you may save it for later.

Name your cart so that you can identify it later.

Cart Saved Successfully

You have saved this cart to : **06/10/2023**

(View all saved carts) (View "06/10/2023") **Close**

You can view your list of saved carts at any time from 'Manage account'.

If you no longer require a saved cart, you can remove it here.

Home » **My account** » Saved carts

Saved carts

Cart name	Last changed (DD/MM/YY)	Remove
06/10/2023	06/10/23	🗑
PO Testing	12/04/23	🗑

You can edit your saved cart by changing item quantity or removing items. You can then add the entire list to cart at once from this screen.

Home » **My account** » Saved carts

06/10/2023

Product	Quantity	Remove
Clethodim	1	🗑
Pantoprazole	1	🗑
PBDE No. 33	1	🗑
Bis[2-(perfluorohexyl)ethyl] phosphate	1	🗑

Save   🛒 **Add to cart**

Select customer account: If your login email address is associated with multiple accounts, you may switch account here while logged in.

Manage preferences: You may opt in or out of email marketing from LGC.

Checkout

Once you have selected your products, open the mini cart and click 'View cart' to proceed to checkout.
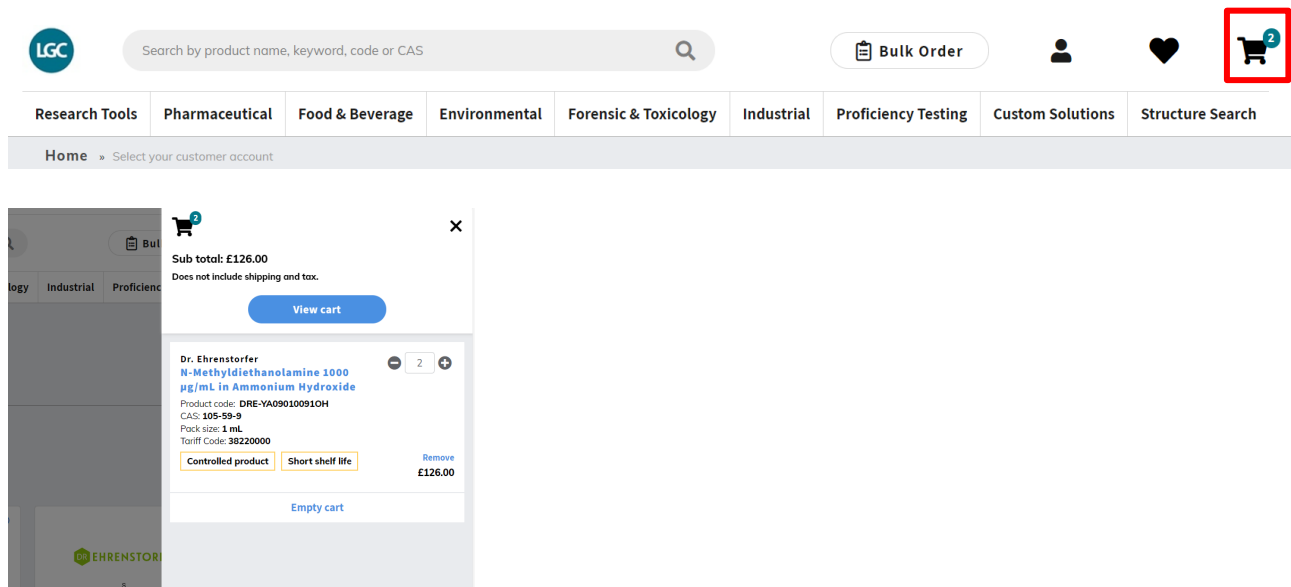
Here you can review the details of your cart before completing checkout.

From this screen you may:

1. Generate a quote instead of checking out
2. Save your cart for later
3. Update product quantities or remove from cart, which updates the pricing
4. Empty your cart
5. Share your cart via email
6. Complete checkout
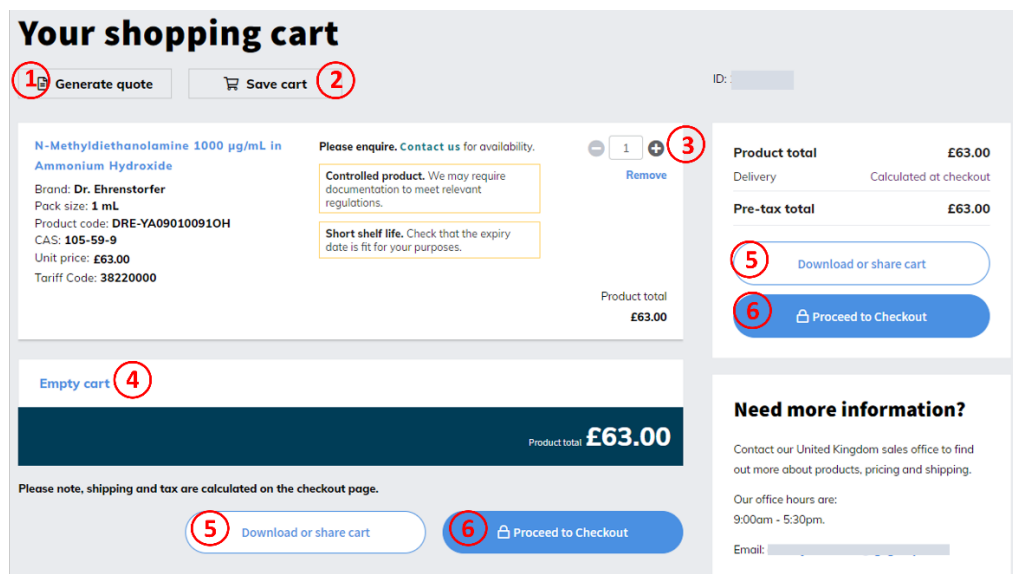
Upon proceeding to checkout, you must confirm your shipping and billing details. If you have multiple shipping addresses, you will need to choose one. Delivery and tax charges are calculated at this step.

Please note that a PO number is required to complete the checkout process (first screenshot has no PO number so checkout is disabled; second screenshot has a PO number and checkout can now complete). You can also then download or share your order.

Order Confirmation

Once the order is completed online, you will be taken to stage three of the checkout process. This is the final stage, where your order number will be generated and the details of your order will be displayed:

You can print your order summary from this page and will also receive an email confirming the order details for later reference.