

Dry Ice Help Information

Use browser back button to return to previous page

GENERAL INFORMATION:

3:00 PM DAILY CUT-OFF: Billing and ordering is based on the Speed Type and quantity of the order as of 3:00 pm on the business day prior to the delivery date. Any changes to your order after that time will not be included. This is a system-scheduled task that happens automatically, without user intervention.

The new Dry Ice order form can be found at: <http://hschealth.uchsc.edu/facilities/dryiceorder>.

INSTRUCTIONS:

NEW USER

- Either enter your email address or use the **“New Customer Registration”** link. Entering an unrecognized email address will take you to the registration page.
- Fill in all information, ensuring accuracy. The **“Director’s Email Address”** is your Director, your PI, or a co-worker aware of your ordering habits. This field is used as a backup in case you are not available. The system sends email notices about holiday non-deliveries, pricing changes, order expirations, or any edits to either your order(s) or your personal information. Having an alternate email address helps insure the notices are received by someone aware of the order.
- After the **“Submit Information”** button is clicked (and no red reminders to supply needed information are displayed), you’ll be directed to a new page that displays:
 1. **“Customer Information”** (your submitted personal information, which is independently “Edit”-able)
 2. **“INSTRUCTIONS”**
 3. **“Order Information”** with a button labeled **“New Order”**
 4. The **“Current Prices”** of the products.

See **NEW ORDER** for further instructions on what to do at this point.

RETURNING USER

- Enter your email address and “Submit”
- The page that is displayed has your personal information at the top, which is independently “Edit”-able, some **“INSTRUCTIONS”**, a list of your past order(s) under the heading **“Order Information”**, and the **“Current Prices”** of the products.
- If you have made multiple, separate orders, each one may be displayed by pressing the underlined number links below the “Edit Delete New” control below the currently displayed order.

CREATING OR CHANGING YOUR ORDER(S) AFTER YOU HAVE ENTERED THE SYSTEM

NEW ORDER

- Either press the **"New Order"** button (for new users), or click the **"New"** link under a present order.
- A new page will be displayed with boxes for needed information, including Department, Speed Type, Room:, a pull-down box for selecting a preset Building, an informational box (not editable) for the delivery Dock:, and a larger box for Additional Notes: that should be filled in with anything needed to aid the delivery people (i.e. "Place in Styrofoam container in hall outside room" or "Page xxx-xxx-xxxx for room entry").
 - If your building isn't listed in the pull-down list, please contact Material Management for it's inclusion in the list (directions on page).
 - Currently there is no automated system for checking the validity of your Speed Type (6 digit integer only) when the information is entered. PLEASE ENSURE ITS ACCURACY FOR THE DURATION OF THE ORDER. Inaccurate Speed Type information could result in delivery delay or possible order cancellation.
- The lower section of the page has the products, the quantity ordered for each of the delivery days of the week and the "Start Date" and "End Date" boxes.
 - For a one time delivery, enter the "Start Date" and leave the "End Date" blank (the system will also accept the same date in both boxes).
 - For a "standing" order, use the actual "Start Date" and "End Date".
 - DELIVERIES WILL NOT CONTINUE AFTER THE "END DATE", however, an email reminder notice will be sent on the first of the month for any standing orders that end that month.
 - There is an icon to the right of the date boxes to help select a date. If entering the date manually, be sure to use "MM/DD/YYYY" format (i.e. "02/01/2008" for February first, 2008). Any other date format will be either misinterpreted or rejected.
 - The system also checks to make sure at least one delivery day of the week is selected in the entered date range. Checks are done on the other required fields to help ensure an accurate order.
- Review your order to guarantee accuracy. A confirmation email will be delivered to you and your "Director". Please review this email. Pricing will be included in the email; if this is for a standing order, the total price of the order will be included and it will be accurate for the duration of the order if Dry Ice pricing remains constant for this duration. You'll receive an email notice if pricing changes.
- **"Cancel"** returns you to your **"Order Summary"** page with all edits cancelled and the order not submitted.

CHANGING AN EXISTING ORDER

- If you have multiple orders, select the order you wish to change by using the numbered links at the bottom of the "Order Information" section and click the "Edit" link below the specific order. Otherwise, click the "Edit" link below your

order. (NOTE: There is another "Edit" link under your "Customer Information", but this is for editing your personal information).

- A new page will be displayed with boxes that contain the current order information, including Department, Speed Type, Room:, a pull-down box with the selected Building, an informational box (not editable) for the delivery Dock:, and a larger box for Additional Notes: to aid the delivery people (i.e. "Place in Styrofoam container in hall outside room" or "Page xxx-xxx-xxxx for room entry"). Make changes as needed, keeping the following points in mind:
 - If your building isn't listed in the pull-down list, please contact Material Management for it's inclusion in the list (directions on page).
 - Currently there is no automated system for checking the validity of your Speed Type (6 digit integer only) when the information is entered. PLEASE INSURE ITS ACCURACY FOR THE DURATION OF THE ORDER. Inaccurate Speed Type information could result in delivery delay or possible order cancellation.
 - The lower section of the page shows-the products, the quantity for each of the delivery days of the week and the "Start Date" and "End Date" boxes.
 - For a one time delivery, enter or change the "Start Date" and leave the "End Date" blank (the system will also accept the same date in both boxes).
 - For a "standing" order, use the actual "Start Date" and "End Date".
 - DELIVERIES WILL NOT CONTINUE AFTER THE "END DATE", however, an email reminder notice will be sent on the first of the month for any standing orders that end that month.
 - There is an icon to the right of the date boxes to help select a date. If entering the date manually, be sure to use "MM/DD/YYYY" format (i.e. "02/01/2008" for February first, 2008). Any other date format will be either misinterpreted or rejected.
 - The system also checks to make sure at least one delivery day of the week is selected in the entered date range. Checks are done on the other required fields to help insure an accurate order.
- Review your order to guarantee accuracy. A confirmation email will be delivered to you and your "Director". Please review this email. Pricing will be included in the email; if this is for a standing order, the total price of the order will be included and it will be accurate for the duration of the order if Dry Ice pricing remains constant for this duration. You'll receive an email notice if pricing changes.
- "Cancel" returns you to your "Order Summary" page with all edits cancelled.

NOTE: If you have an expired standing order or one-time order on which you need to either extend the expiration date or make a very similar one-time order, the CHANGE ORDER procedure should be used. Making multiple similar orders can make finding a particular order difficult. If you have multiple, similar orders that have expired and you won't be using the order as a "template" for future orders, use the DELETE ORDER procedure.

DELETE ORDER

- If you have multiple orders, select the order you wish to delete by using the numbered links at the bottom of the "Order Information" section and click the "Delete" link under the order. Otherwise, click the "Delete" link below your order.
- An "Are You Sure?" type window will ask for delete confirmation. Confirm or cancel as needed. You'll receive a confirmation email if you confirm and the order will be deleted from the system.

CANCEL AN UPCOMING ORDER (i.e. an undelivered order for the future)

- There are 2 ways to do this; either DELETE ORDER, which removes all traces of the order from the database, or CHANGE ORDER and edit the dates to some time in the past that corresponds to the same day of the week. Completing the CHANGE ORDER edit preserves all the data, such as Department, Speed Type, etc, but removes the order from the delivery/billing queue based on the delivery dates.

ADDITIONAL INFORMATION:

ERROR PAGE MESSAGES: There have been reports of intermittent “error page” displays, usually after a new, change, or delete order or an edit of personal information. If the email server is unavailable, this may happen and you won’t receive the confirmation email. If you receive the confirmation email but still go to the “error page”, it’s probable that your information has been entered into the order database, but the email server returned an error code. If you use the browser “back” button and do a “refresh” of the page, you may find that your order or personal information has changed to what you intended. You can also re-log into the system and check your order(s) to confirm.

Please contact [Merle Whipple](#) at (303) 724-1102 if you have any questions, issues or suggestions.