

Instructions for using the online rodent ordering system (ROS)

Getting Started

To start the order process, first log in by clicking the 'Login' link. If you are a new customer, you should create an account first by clicking 'Create an Account.'



New Customers

New customers will need to fill out a form with the following information and click 'Create new account':

- Full name—Should be the name of the account holder, the person responsible for submitting the orders.
- Address—This will be saved as the initial shipping and billing address. Additional shipping and billing addresses may be added after account creation.
- Organization—Please choose your organization from the list. If it is not included, select 'Add New Organization' (the first option).
- Email—This is the account email address and must be unique (i.e., only one account can be associated with this address). This address will be used for logging in, order notifications, and resetting your password. If your organization has a general email address that multiple customers' order notifications should go to, you should add it as a 'notification email address.'
- Password—Enter a password twice. Passwords must be at least eight (8) non-blank characters in length and contain three of the following types of characters: capital letters, lower case letters, numeric characters and at least one of the following special characters ! # \$ % - _ = + < > Passwords must be changed at least once every 60 days, and cannot be the same as the past 24 passwords for the same user.

User account

[Create new account](#) [Log in](#)

Address

Full name *

Country *

Address 1 *

Address 2

City *

State *

ZIP Code *

Phone Number *

Organization *

Select Add New Organization option, if your organization is not on the list

Department

E-mail *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not r will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-m

Password *

Password strength: _____

Confirm password *

Provide a password for the new account in both fields.

• Notification Email Addresses

[Show row weights](#)

EMAIL ADDRESS



Emails to notify of an order

[Add another item](#)

9 7 e Q 8

What code is in the image? *

Enter the characters shown in the image.

[Create new account](#)

Returning Customers

Returning customers enter their account email address and password and click on the 'Sign In' button.

Rodent Ordering System (ROS)

User account

[Create new account](#) [Log in](#)

E-mail *

Enter your e-mail address.

Password *

Enter the password that accompanies your e-mail.

[Log in](#)

Placing an Order

After you log in, you will see the list of rodent types in the navigation on the left.

Rodent Ordering S

My Cart
Your shopping cart is empty.

Rodents

- Inbred Rats
- Inbred Mice
- Hybrid Rats
- Hybrid Mice
- Caloric Restricted Mice

ROS Menu

- Home Page
- Resources
- Handbook
- Location of Colonies
- My Account
- FAQ
- User Guide
- Logout



Important – please read NOTICE before

To begin the ordering process, click on the
resource to be ordered.

Individual orders can mix mouse strains or rat strains but one order cannot have both mice and rats—orders for mice and rats must be placed separately. Orders for caloric restricted mice must also be placed separately

from other rodent orders. We cannot split up an order after it has been placed, so if this instruction is not followed, the order will have to be resubmitted and may be delayed.

When you click on the link for the rodent type you want, you will be taken to page that lists the strains available. Click on the 'Order' button to purchase.

Rodent Ordering System (ROS)

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- Inbred Rats
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Resources

Fischer 344 (F344)

[order](#)

Brown Norway (BN)

[order](#)

Enter the age, gender, and quantity.

Fischer 344 (F344)

Age *

- Select a value - ▼

Gender *

- Select a value - ▼

Quantity *

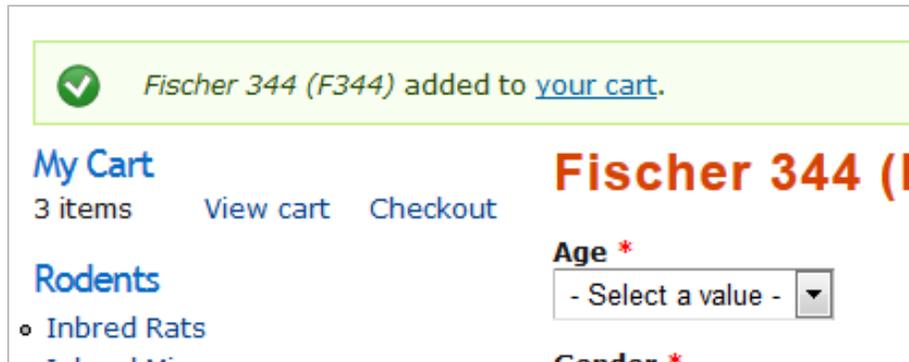
- Input a value -

Vendor:
vendor1

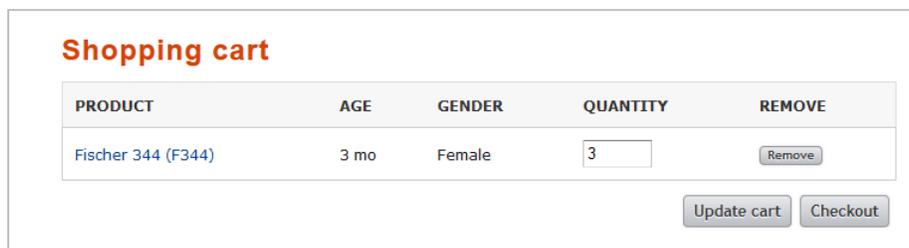
[Add to cart](#)

Click on the 'Add to cart' button when finished.

You will then get a message that what you ordered was added to your cart and see the number of items show under 'MyCart.'



If you need to change the quantity, click on the 'View cart' button, change the number in the box, and click 'Update cart'.



To order additional line items, use the links on the left.

Placing Your Order

Click on the 'Checkout' button to finalize your order.

When you click on the 'Checkout' button, you will be taken to the Checkout page. This page will be filled in with your default shipping and billing information. Other shipping and billing addresses you have on file may be selected through the drop down lists. You may also add new shipping and billing addresses at this time and they will be stored for future use, just type over the default information.

The Principal Investigator's name must be entered in the shipping information. You can have many shipping addresses for each account so if you are the contact for a large number of investigators, you only have to input the shipping address for each once.

You will then see a list of notification emails associated with your account. These addresses in addition to the account email address will receive emails related to the order. You may add additional email addresses to receive emails for this particular order under 'Additional Notification Emails.'



Note: Additional notification emails are for this order **only** and will not be saved automatically. To add an address to receive notifications for all future orders, go to 'My Account' and click on the 'Edit' tab. Add the email addresses under Notification Email Addresses and click 'Save.'

You will then need to fill out project information including Grant number and Project name (NIH grant title or other funding source project title). For funding from private foundations, list the foundation before the project name (example, AHA; Heart function in the Aged Rat).

Desired delivery dates, exception approval numbers, and/or any other special instructions should go in the Customer Comments box.

The screenshot shows a web form titled "PROJECT" in a grey header bar. Below the header are two required text input fields: "Grant number *" and "Project name *". Below these fields is a paragraph of text: "Insert desired delivery date, exception approval number if applicable, and any other special instructions in the below Customer Comments box." This is followed by a large text area labeled "Comments". At the bottom of the form are two buttons: "Continue to next step" and "Cancel", separated by the word "or".

Click 'Continue to next step' after filling out all the necessary information on this page. This takes you to the order summary page where you can review your order. Please double check that it is accurate. We cannot change orders once they are submitted.

If all the information is correct, click on the 'Place your order' button (located at the bottom of the page). To edit any information click 'Go back'.

You will then get a message telling you that checkout is complete and your order number. A confirmation email will be sent to the email address(es) specified. You can review your placed order from the link on this confirmation screen, or under the 'Orders' tab under 'My Account.'

If you want to place another order, follow the same steps detailed above.