

DELIVERING OMICS SERVICES WORLDWIDE



Client Portal

User Guide

2026

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Introduction

Welcome to Poochon Scientific's Client Portal!

Poochon Scientific's Client Portal is a centralized online hub for you to conveniently:

- Place orders
- Request quotes
- Access results and data
- Track payments and order status
- Review order history
- Add funds to your account balance

1.0. Getting Started – Create an Account

- 1) Go to poochonscientific.com and click the **Login** icon (Figure 1.1). You will be directed to the login page (Figure 1.2).
- 2) Click the **Create Account** button. The Create Account page appears (Figure 1.3).
- 3) After entering the correct verification code, the Personal Information section appears (Figure 1.4). Enter the required information and any optional details as needed. Click **Submit** to complete the registration. The system returns you to the login page (see Figure 1.5).

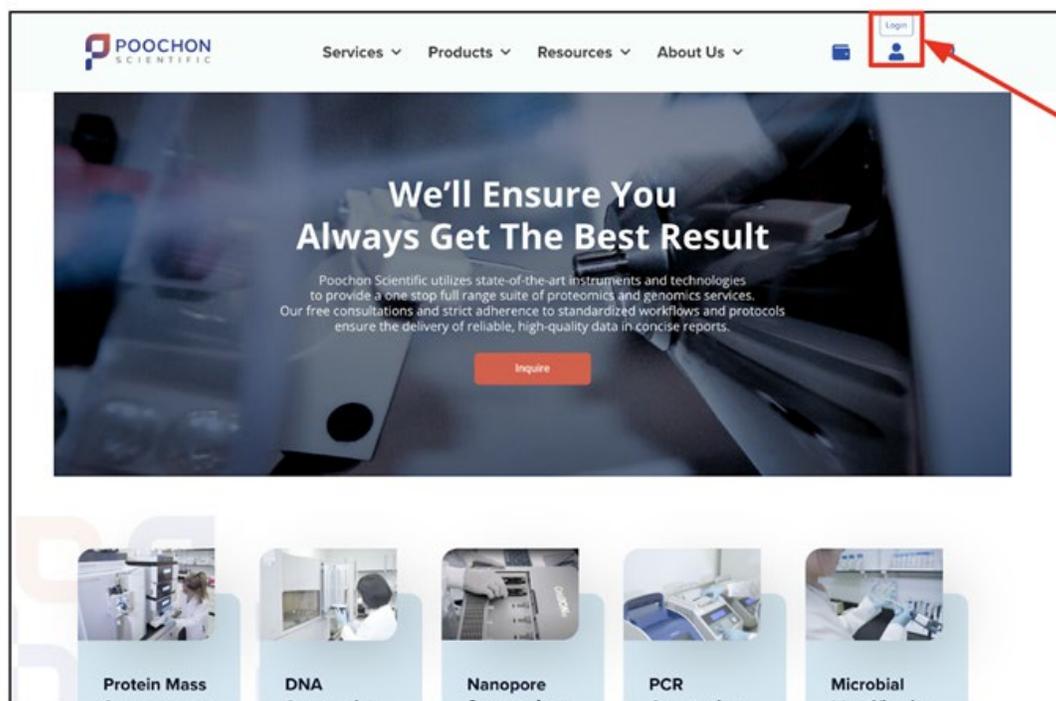


Figure 1.1

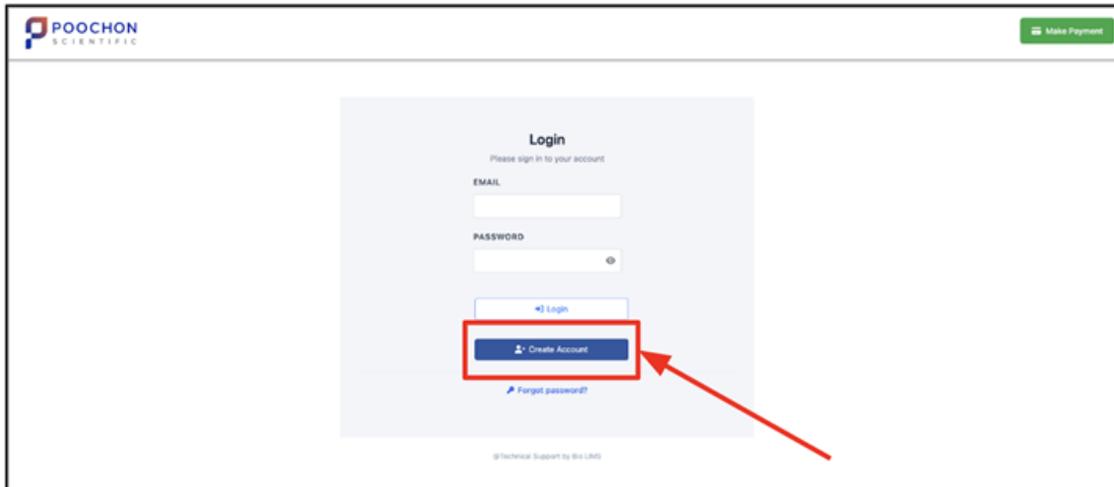


Figure 1.2

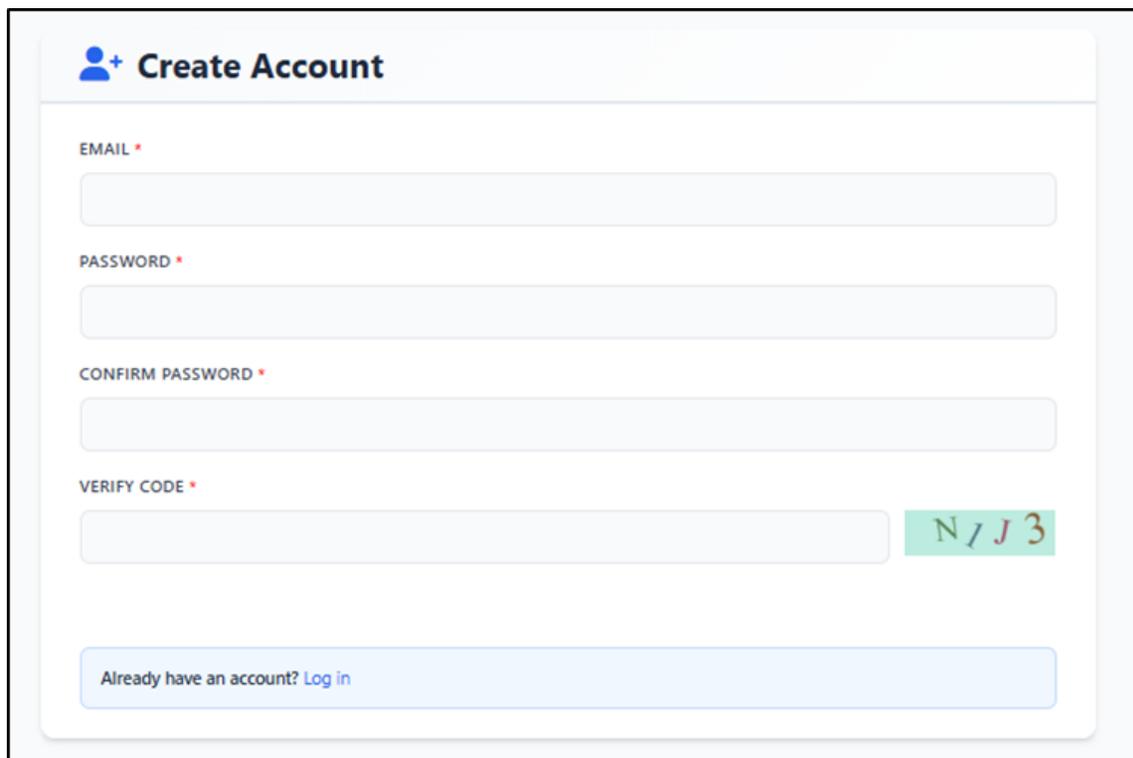
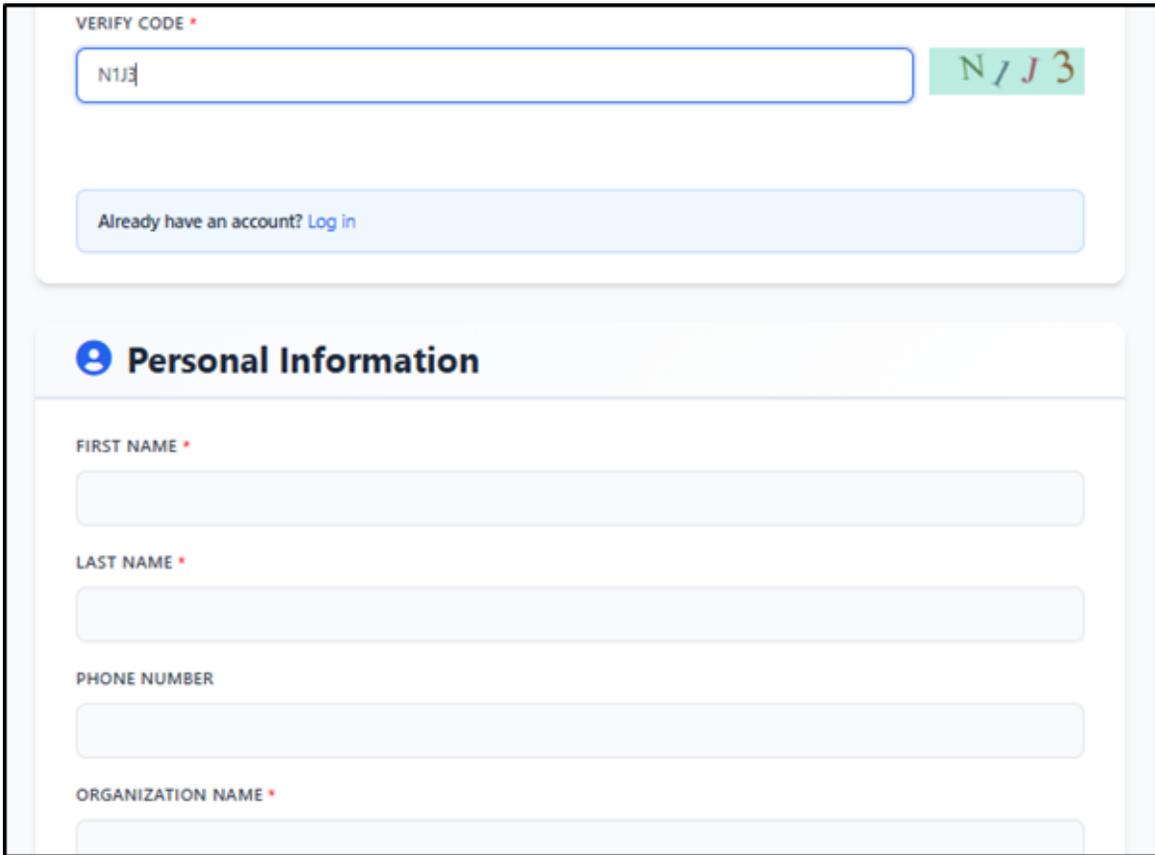
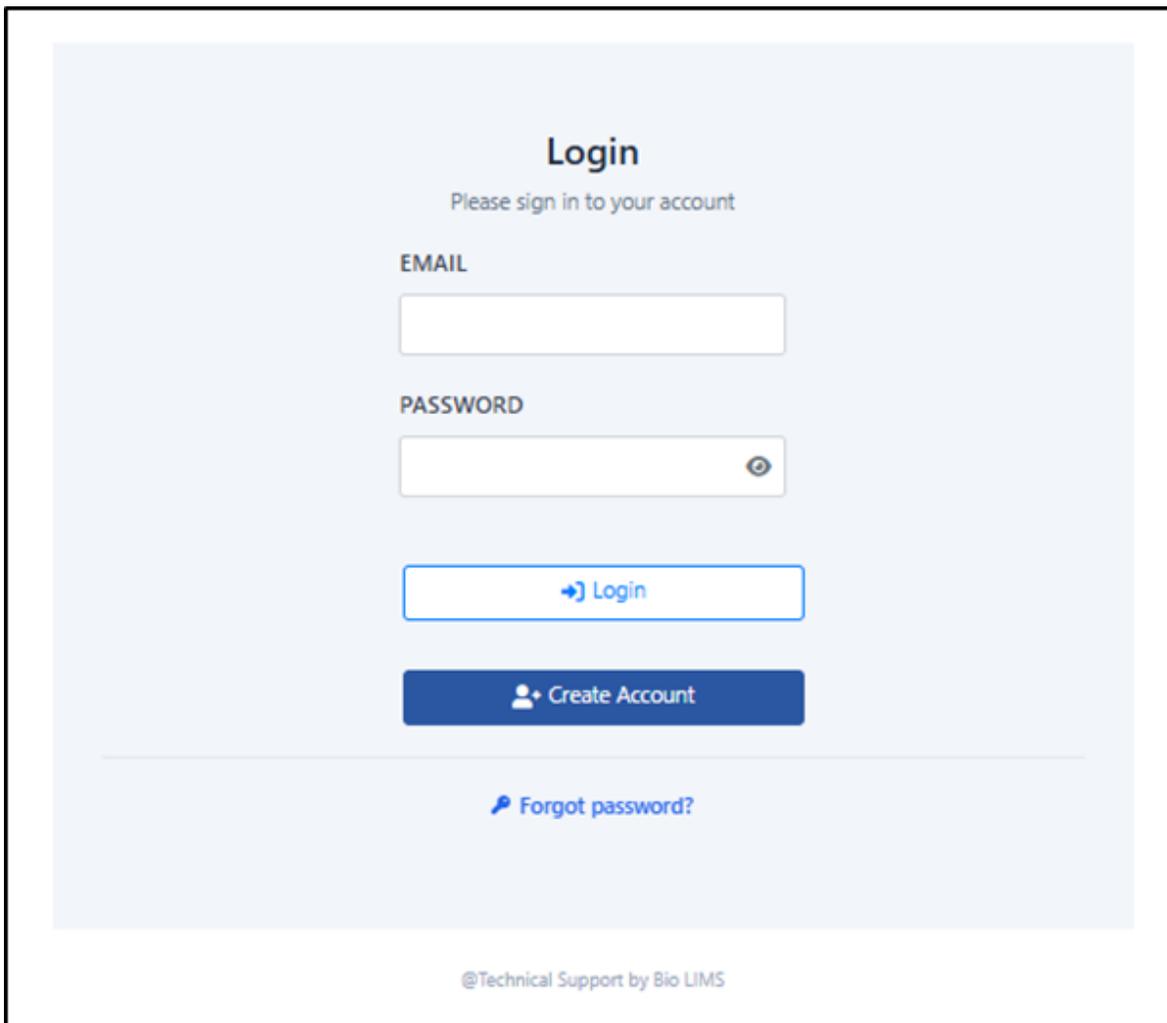


Figure 1.3



The screenshot shows a web interface for user verification and registration. At the top, there is a 'VERIFY CODE' section with a text input field containing 'N1J3' and a green button labeled 'N / J 3'. Below this is a light blue button that says 'Already have an account? Log in'. The main section is titled 'Personal Information' with a person icon. It contains four input fields: 'FIRST NAME', 'LAST NAME', 'PHONE NUMBER', and 'ORGANIZATION NAME', each with a red asterisk indicating a required field.

Figure 1.4



Login

Please sign in to your account

EMAIL

PASSWORD

→ Login

+ Create Account

[Forgot password?](#)

@Technical Support by Bio LIMS

Figure 1.5

2.0 Log In

- 1) Once registration is complete, you can sign in at order.poochonscientific.com using your registered email and password.
- 2) Enter your email address and password.
- 3) Click **Login**.
- 4) If you forget your password, click **Forgot Password?**
- 5) You may share the same account with your colleagues, however only one user can be logged in at a time. Additional logins will log out the current user.

3.0 Home Page Overview

- 1) After signing in, the account home page appears.
- 2) Use the left navigation panel to access My Profile, My Orders, My Quotes, and My Balance (Figure 3).

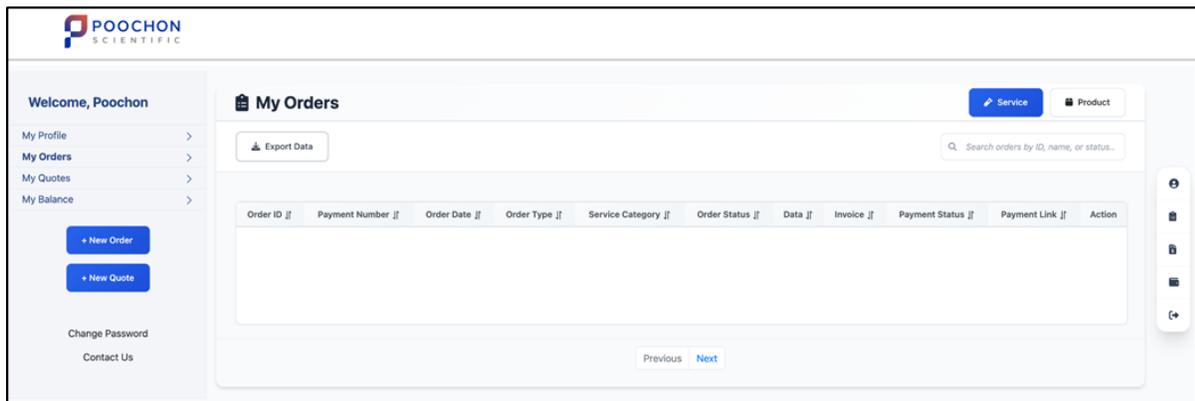


Figure 3

4.0 Request a Quote

- 1) To request a new quote, click **+ New Quote** in the left navigation panel (Figure 4.1).
- 2) The quotation page appears, select the service type first, then the service, and the sample quantity, and add any additional information for us to attention, and click **Request Quote** (Figure 4.2).
- 3) After submission, you will be directed to the My Quotes page. The quote status will appear as **Pending** while our team reviews it (Figure 4.3). Please expect a quote within 2 business days. For urgent requests, please call 301-761-4835.
- 4) Once approved, the status will change to **Approved**, and the quote can be used to place an order within its validity period (see *Section 6.3: Apply Quote to Order*). Go to the My Quotes page and click the **Quote No.** to view, print, or download the quote (Figure 4.4).

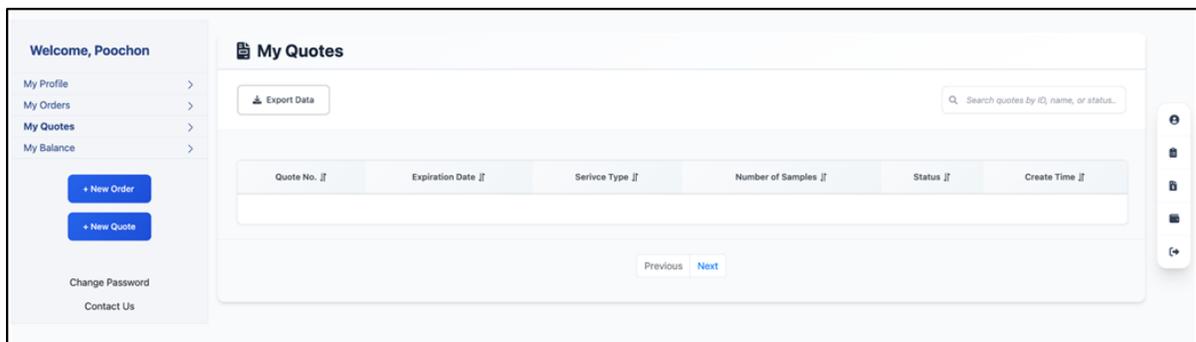


Figure 4.1

Service Type *

Service ▼

Service Category *

Select a service category from the list

Service *

Select a service from the list

Number of Samples *

Enter the Number of Samples

Additional Notes

Enter any additional information or special requirements

↗ Request Quote

Figure 4.2

My Quotes

↓ Export Data

Q

Quote No.]]	Expiration Date]]	Service Type]]	Number of Samples]]	Status]]
Q260054		G101-A: PCR Genotyping (1 assay)	1	Pending
Q260053		G101-A: PCR Genotyping (1 assay)	1	Pending

Figure 4.3

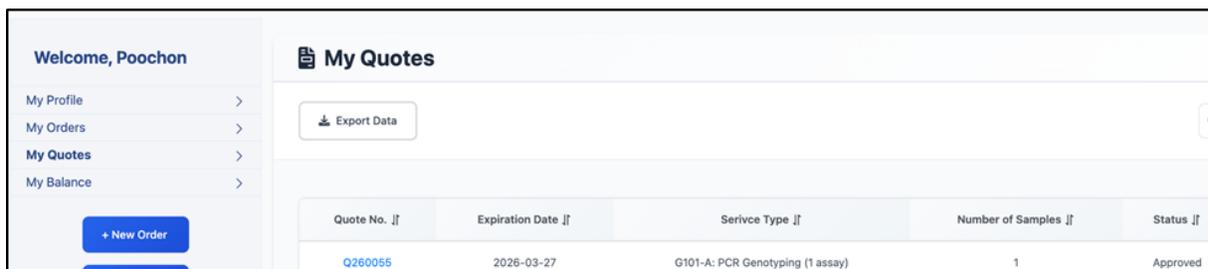


Figure 4.4

5.0 Add Funds to Your Account

- 1) You may add funds to your account balance using one of the following methods:
 - a) Credit Card: You may immediately add funds to your account balance using a credit card. To add funds using a credit card, follow the instructions below.
 - b) Purchase Order (PO): To add funds to your account balance using a PO number, please contact us directly. Our team will review the PO and manually add the balance to your account. The amount will be available in your account once approved.
- 2) Navigate to My Balance on the left navigation panel. On the My Balance page you can:
 - a) View your current available balance
 - b) Review recharge and usage history
 - c) Add funds to your prepaid account
- 3) For option A:
 - a) Click **+Add Funds** to proceed (Figure 5.1).
 - b) Enter the recharge amount, then click **Confirm & Pay** (Figure 5.2).
 - c) The system will generate a payment button. This may take a few moments. When the **Make Payment** button appears, click it to continue (Figures 5.3-5.4).
 - d) You will be redirected to the payment page. Follow the on-screen instructions to complete the payment.
 - e) Once the payment is successful, the balance will be added to your account and will be available to use when placing orders.



Figure 5.1

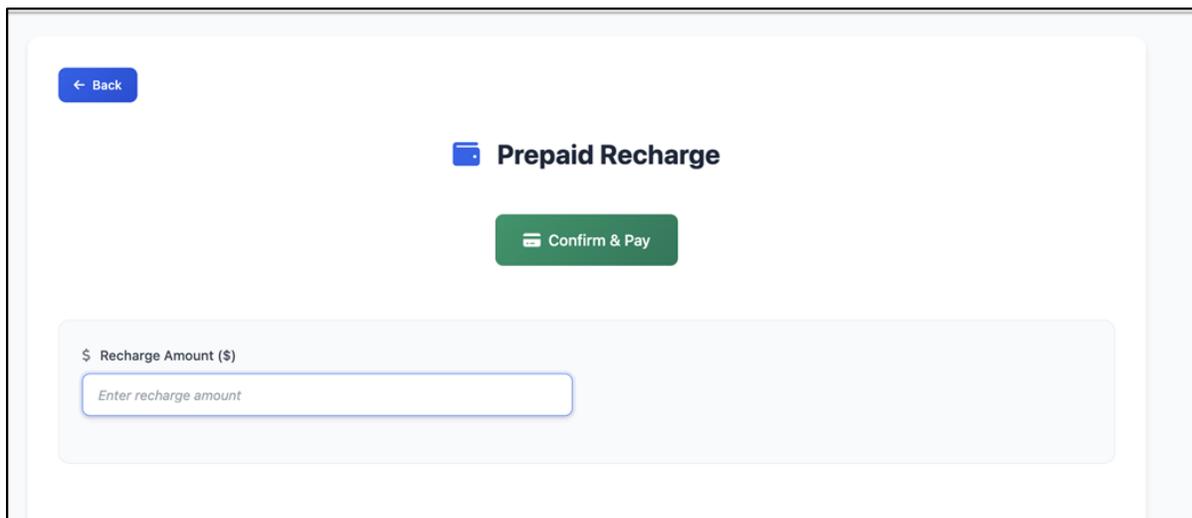


Figure 5.2

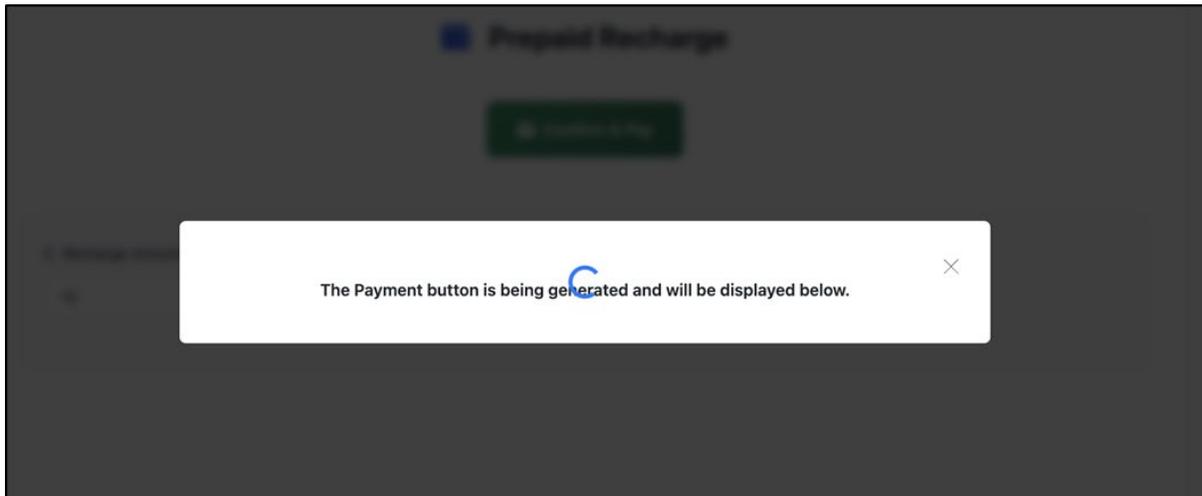


Figure 5.3

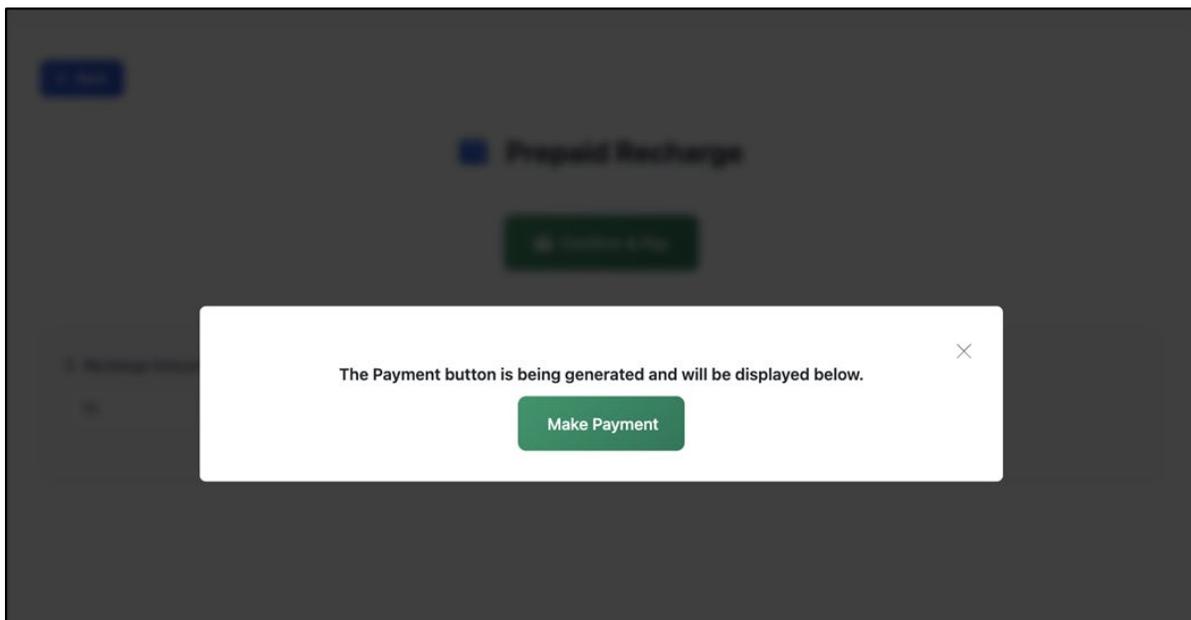


Figure 5.4

6.0 Place a Service Order

6.1 Initiate an Order

- 1) Click **+ New Order** in the left navigation panel (Figure 6.1).
- 2) The order type selection page appears. Select **Service** to create a service order (Figure 6.2).
- 3) Select Service: Select a **Service Category (1)**, then select the corresponding **Service (2)**. Enter any **Notes** related to your order, if needed (Figure 6.3).
- 4) Enter Sample Information: Scroll down to enter the **Sample Details**. *Fields marked with * are required.* Enter the information for each sample. Repeat for additional samples as needed. Click **Next** to proceed.
- 5) Instead of manually entering sample information, you can quickly import it using the template. Click **Download Sample Sheet Template (3)** to download the Excel template. Fill out the template, then click **Upload Sample Sheet (4)** to import the sample information and automatically populate the Sample Details table (Figure 6.3).
- 6) Click **Save** if you need to exit and finish later; Click **Next** to proceed to the sample submission screen.
- 7) Note: You may Click **Sample Submission Guidelines (5)** to review details (Figure 6.3).

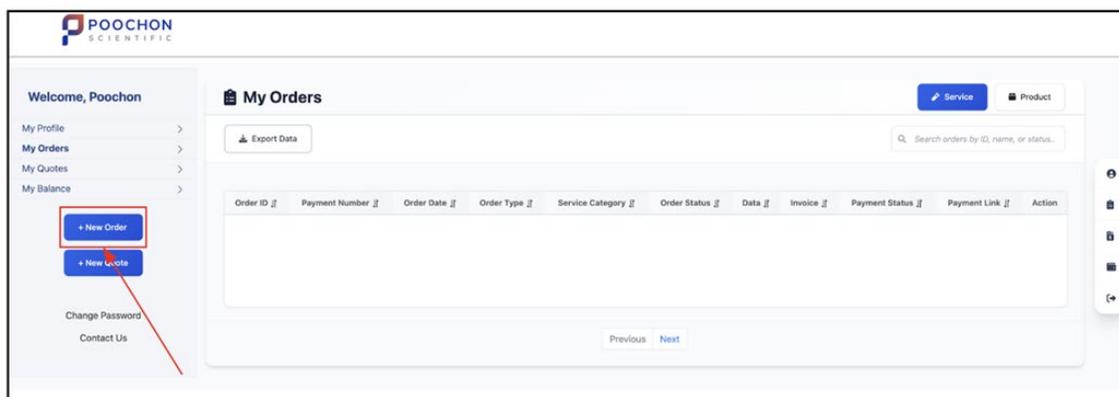


Figure 6.1

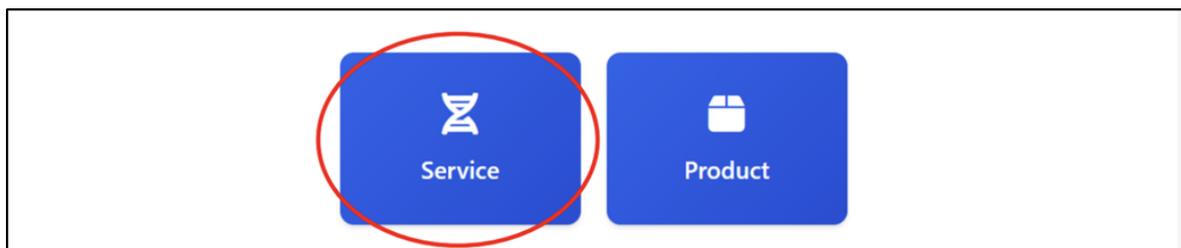
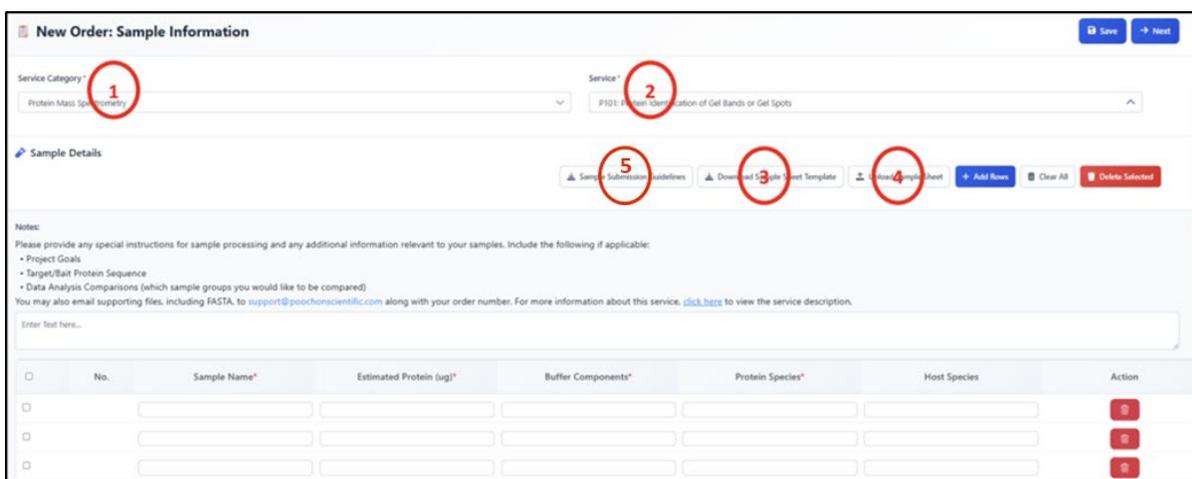


Figure 6.2



New Order: Sample Information Save Next

Service Category: **1** Protein Mass Spectrometry Service: **2** PFD: Protein Identification of Gel Bands or Gel Spots

Sample Details **5** **3** **4** + Add Rows Clear All Delete Selected

Notes:
Please provide any special instructions for sample processing and any additional information relevant to your samples. Include the following if applicable:
 • Project Goals
 • Target/Bait Protein Sequence
 • Data Analysis Comparisons (which sample groups you would like to be compared)
 You may also email supporting files, including FASTA, to support@poochonscientific.com along with your order number. For more information about this service, [click here](#) to view the service description.

Enter text here...

<input type="checkbox"/>	No.	Sample Name*	Estimated Protein (ug)*	Buffer Components*	Protein Species*	Host Species	Action
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>

Figure 6.3

6.2 Schedule Sample Submission

- 1) Choose how you would like to submit your samples: **Shipping** (Figure 6.4) or **Pick Up Service** (Figure 6.5).
- 2) If **Shipping** is selected: Enter the Courier and Tracking Number (if available).
- 3) If **Pick Up Service** is selected: Select a Pick-Up Date by clicking the **Calendar** icon (Figure 6.5). *Note: Pick-ups scheduled on holidays will be picked up the next business day.*
- 4) Select Pick-Up Location: Use the **drop-down menu** to select your pick-up location. Ensure the sample is placed in the selected drop box location (Figure 6.6).
- 5) Click **Save** if you need to exit and finish later; Click **Back** to return to the previous step; Click **Next** to proceed to the payment screen.

The screenshot shows the 'New Order: Sample Submission' form. At the top right, there are 'Save', 'Back', and 'Next' buttons. Below the title, there are two radio button options: 'Pick Up Service' and 'Shipping'. The 'Shipping' option is selected. Below these options is a light blue form area with two input fields: 'Courier' and 'Tracking Number'.

Figure 6.4

The screenshot shows the 'New Order: Sample Submission' form with 'Pick Up Service' selected. The 'Pick-up Date' field contains '2026/02/23' and has a date picker icon on the right. The 'Drop-off Location*' field is empty. A red box highlights the date picker icon, with a red arrow pointing to it. On the right side of the form, there is a vertical sidebar with several icons.

Figure 6.5

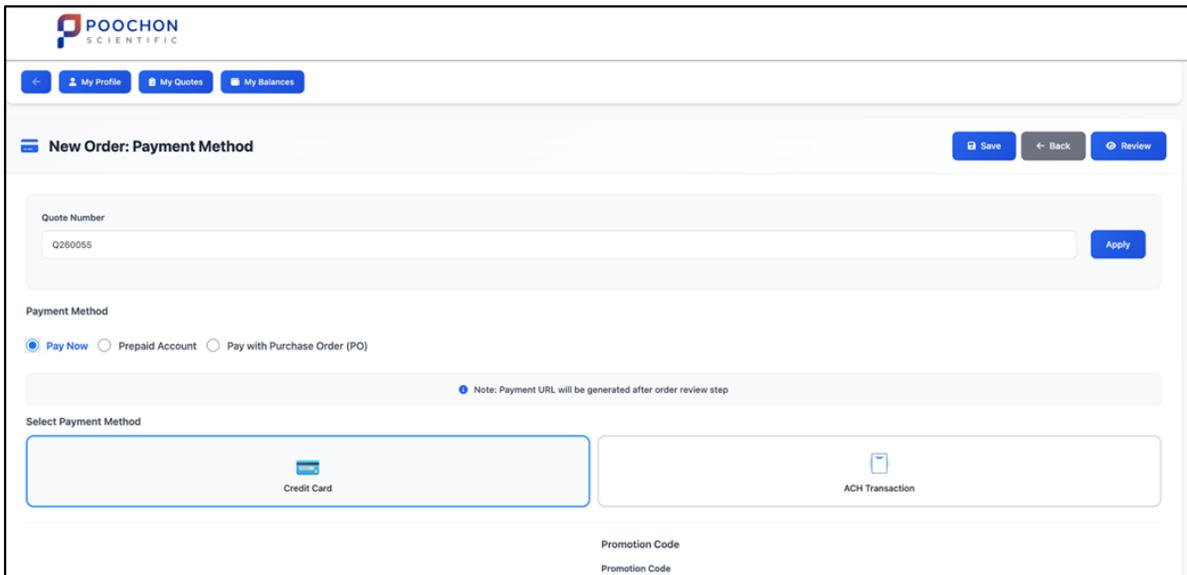
The screenshot shows the 'New Order: Sample Submission' form with 'Pick Up Service' selected. The 'Pick-up Date' field contains '2026/02/25'. The 'Drop-off Location*' field is active, showing a dropdown menu with several location options and their corresponding times:

- (Bayview) NIH Building | 1st Floor (3:30 PM)
- (UMB-SOM) 655 W Baltimore Street | Bressler Research Building | 4th Floor (3:00 PM)
- (UMB-SOM) 670 W Baltimore Street | Health Sciences Research Facility III | 7th Floor (3:00 PM)
- (UMB-SOM) 20 Penn St. | Health Sciences Research Facility II | S103-S105 (3:00 PM)
- (JHU-HW) Carnegie Institution for Science | 1st Floor (4:00 PM)
- (JHU-HW) Croft Hall | Ground Floor | Room G40 (4:00 PM)
- (JHU-HW) Croft Hall | Ground Floor | Outside Front Door (4:00 PM)

Figure 6.6

6.3 Apply Quote to Order (Optional)

- 1) If you do not yet have an approved quote, please first complete the steps in *Section 4.0 Request a Quote*.
- 2) When the quote status changes to Approved, you may now place an order using the quote within its validity period.
- 3) Follow the normal ordering process and ensure the selected Service Category, Service, and number of samples entered match the quote (the quantity must be greater than or equal to the quantity listed in the quote).
- 4) On the New Order: Payment Method page, enter the **Quote Number** in field (1) and click **Apply** (2). (Figures 6.7-6.8).
- 5) If successful, a confirmation message “The Quote Number was successfully submitted” will appear and the pricing will update based on the quote (Figure 6.9).



The screenshot displays the 'New Order: Payment Method' interface. At the top, there are navigation buttons for 'My Profile', 'My Quotes', and 'My Balances'. The main heading is 'New Order: Payment Method' with 'Save', 'Back', and 'Review' buttons. A 'Quote Number' input field contains 'Q260055' and an 'Apply' button. Below this, the 'Payment Method' section has radio buttons for 'Pay Now' (selected), 'Prepaid Account', and 'Pay with Purchase Order (PO)'. A note indicates that the payment URL will be generated after the review step. The 'Select Payment Method' section shows 'Credit Card' as the selected option, with 'ACH Transaction' as an alternative. At the bottom, there are two 'Promotion Code' input fields.

Figure 6.7



Figure 6.8

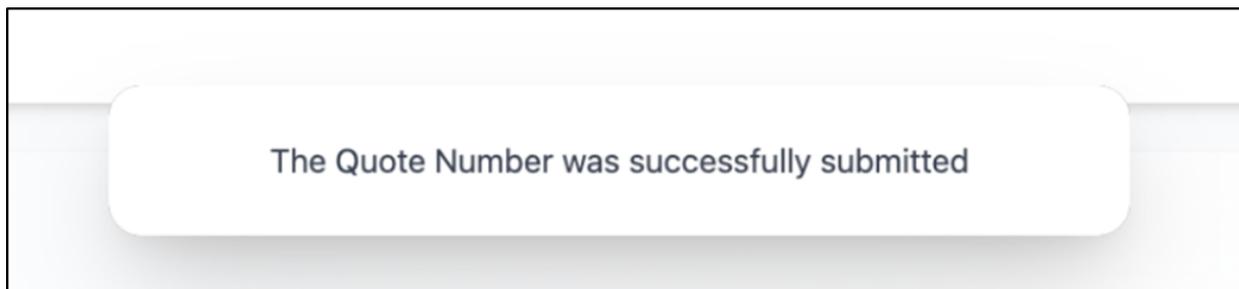


Figure 6.9

6.4 Complete Order

- 1) Choose a payment method: **Pay Now**, **Prepaid Account**, or **Pay with Purchase Order (PO)**.
- 2) Follow the on-screen instructions to complete the order. Click **Review**, verify the order details, and then click **Submit** to finalize the order (Figures 6.10 - 6.11).

New Order: Payment Method

Quote Number

Payment Method

Pay Now
 Prepaid Account
 Pay with Purchase Order (PO)

Reference Number, PO Number*

Promotion Code

Order Totals

Subtotal	\$10.50
Discount	\$0.00
Tax	\$0.00
Total	\$10.50

Figure 6.10

New Order

Customer:	Poochon Scientific
Service:	G101-A: PCR Genotyping (1 assay)
Order ID:	S2600796
Sample Count:	1
Payment Method:	Pay with Purchase Order (PO)
Additional Email Recipient for Invoices:	
Reference Number, PO Number:	PO_NUMBER
Courier:	COURIER
Tracking Number:	TRACKING_NUMBER
Quote Number:	
Promotion Code:	

Figure 6.11

6.5 Print Order Form

- 1) After submitting the order, go to My Orders and click the **Order ID** to open the order preview. From the preview, print the order form and pack it with your samples (Figure 6.12). *Note: Please make sure you drop your samples off at the exact Dropbox you selected to ensure pickup.*

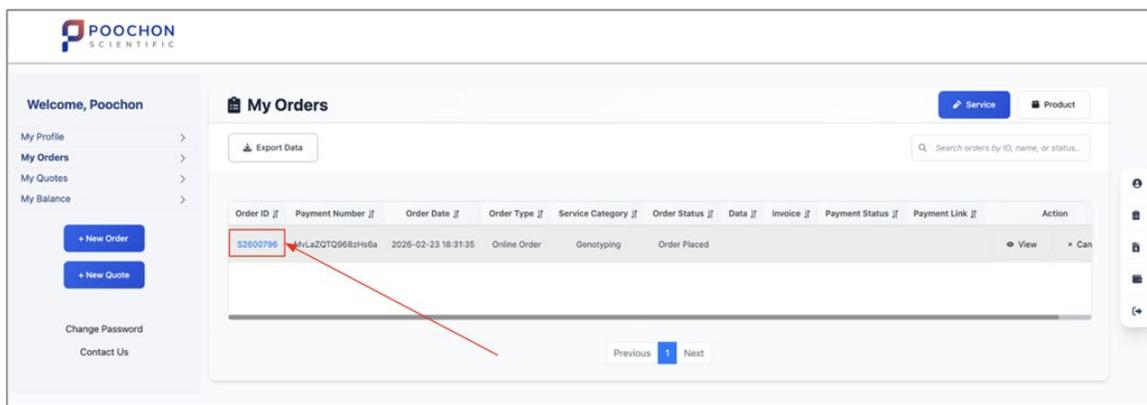


Figure 6.12

7.0 Access Data & Results

- 1) When your results are ready, you will receive an email notification.
- 2) Log in to your account and go to My Orders. Locate the completed order and click the hyperlink in the **Data** column (Figure 7).
- 3) The link will open in a new window, showing all data files available for download.

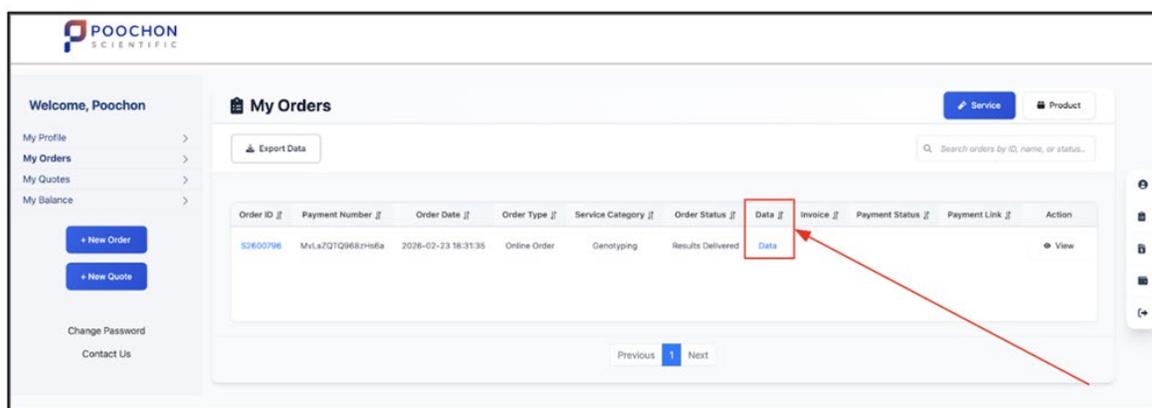


Figure 7

8.0 Logout

- 1) To log out of the system: Move your cursor to the floating sidebar on the right side of the page.
- 2) Hover over the icons to expand the menu.
- 3) Click the **Logout** icon to sign out of your account (Figure 8).

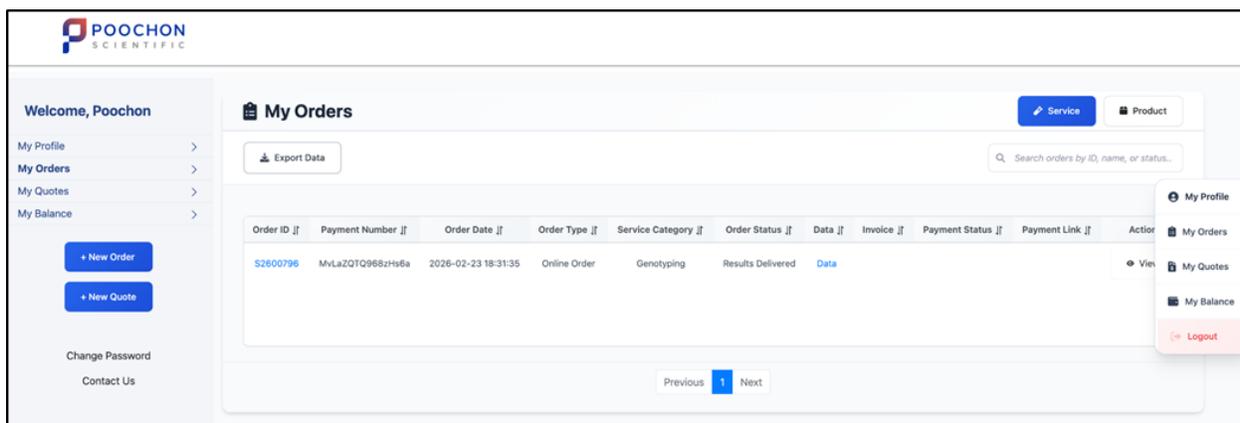


Figure 8

9.0 Help & Support

If you have any questions about the portal, please contact us and our support team will assist you as soon as possible.

Phone: [301-761-4835](tel:301-761-4835)

Email: support@poochonscientific.com