

## Life Technologies Frequently Asked Questions

### Questions about Life Technologies

#### 1) **Who is Life Technologies?**

Life Technologies, formerly Invitrogen and Applied Biosystems, is a global solutions provider of consumables, instruments, and services that support scientists at the forefront of discovery. As your trusted scientific partner, Life Technologies is committed to providing you with an extraordinary customer experience by reliably delivering what you need when you need it.

Life Technologies is home of the following brands:

- Invitrogen™
- Applied Biosystems®
- Ambion®
- Gibco®
- TaqMan®
- Ion Torrent™
- Molecular Probes®
- Novex®

#### 2) **Why did you combine invitrogen.com and appliedbiosystems.com?**

We did this to simplify your online experience. You can now find and buy all the Life Technologies products and services you've come to know and trust in one place.

#### 3) **Will I still receive the same products?**

There are no changes to our products. Formulations, raw materials certificates, and certificate of origin, manufacturing, quality control, and labeling will remain the same.

#### 4) **What changes can I expect to see?**

Enhancements you'll notice include:

- Simplified ordering
- More product and company information
- More accurate search
- Easier access to technical resources

**In November 2011, invitrogen.com was replaced by lifetechnologies.com.** All invitrogen.com account information was transferred automatically, including order history, shopping cart content, billing and shipping information, and favorites list. Your invitrogen.com username and password will allow you to sign in to lifetechnologies.com

**If you also purchase from appliedbiosystems.com:** Your favorite Applied Biosystems® products are now on lifetechnologies.com. However, we're still in the process of transitioning your appliedbiosystems.com account information. Please continue to use your appliedbiosystems.com account until we notify you.

## **Questions about Products & Services**

### **1) Have you discontinued products?**

Any discontinuation of products will be done only as a part of the normal life cycle management process. Product discontinuation is not affected by combining the invitrogen.com and appliedbiosystems.com.

## **Questions about the lifetechnologies.com**

### **1) Does my invitrogen.com or appliedbiosystems.com login still work on lifetechnologies.com?**

- If you already have an invitrogen.com account, you'll continue using that username and password.
- Your appliedbiosystems.com username and password will not be valid on lifetechnologies.com until we have transferred your account. We'll notify you when your account is ready on lifetechnologies.com.

### **2) Will all my account information be transferred to lifetechnologies.com?**

- All your invitrogen.com account information will transfer automatically, including your order history, shopping cart content, billing and shipping information, and your favorites list. Just use your current username and password to access your account. If you need to go back further than six months, contact Life Technologies Customer Service by going to [www.lifetechnologies.com/contactus](http://www.lifetechnologies.com/contactus).
  - If you see anything missing from your account please email us at [catalog@lifetech.com](mailto:catalog@lifetech.com).
- If you also have appliedbiosystems.com account, we're still in the process of transitioning your appliedbiosystems.com account information. Please continue to use your appliedbiosystems.com account until we notify you.

### **3) Why do I need to enter a secret question when I sign in?**

We've made enhancements to our online security to bring it up-to-date with accepted practice on websites. The secret question enables you to retrieve your password if needed. This request only occurs the first time you sign into the website.

### **4) What if I forget my password and I cannot reset it?**

If you have not set up your secret question and you have forgotten your password, you will not be able to reset your password online. Please call Customer Service and they will reset your password.

### **5) How do I select my location?**

You should be automatically directed to your regional specific website but if you are not, you can change your location by going to Technical Resources and clicking the Change Location link in the Orders & Account Management section.

### **Questions about Ordering/Shipping**

**1) What happens to my orders that are already in process on appliedbiosystems.com?**

They will be processed as usual and no action is required from you.

**2) Who do I call or email now for customer service and ordering?**

To find support contacts, please visit our technical resources page at [www.lifetechnologies.com/technicalresources](http://www.lifetechnologies.com/technicalresources).

**3) Will I be able to search for an invoice related to my web order?**

Yes. You can search your order history for the specific order of interest and then request an invoice. Any invoices associated with that order will be emailed to the email address(s) that you nominate. The invoice will be emailed to you within an hour after the request.

**4) Where do I enter a promo code if I have one for my order?**

There is a box on the checkout page where you can enter your promotional code. Check the apply button to update your order with the promotional pricing.

**5) How will I know if stock is available?**

The website will tell you whether or not an item is in stock, but not the quantity available. When you receive your order confirmation there will be additional details provided on delivery times.

### **Process/Account Questions**

**1) When can/should we change the “payee” or “remit to” name from Invitrogen to Life Technologies Corporation in our accounting system?**

**For customers in the United States**, please update your vendor name to Life Technologies Corporation. Our invoices no longer reflect the Invitrogen name, and only reference Life Technologies Corporation.

**Outside of the United States**, please do not make any changes until directed to do so.

If you have a B2B connection with us (Punchout or Electronic Purchase Order) please **do not change** credential information in your system as this may disrupt your ordering. Our B2B teams will be contacting those who need to have some coordination with that name change.

If you have any additional questions, contact us [www.lifetechnologies.com/contactus](http://www.lifetechnologies.com/contactus).

**2) Should we change the remit to or payee name from Applied Biosystems to Life Technologies Corporation?**

You'll need to update our company name when you are notified that your account is ready to transfer to Life Technologies.

If you need the certificate of merger please go to [www.lifetechnologies.com/termsandconditions](http://www.lifetechnologies.com/termsandconditions).

**3) Will [appliedbiosystems.com](http://appliedbiosystems.com) go away?**

After all accounts have been transferred to [lifetechnologies.com](http://lifetechnologies.com), we will eventually cease using [appliedbiosystems.com](http://appliedbiosystems.com). We'll notify you when your [appliedbiosystems.com](http://appliedbiosystems.com) account has been transferred.

**Applied Biosystems Account Information**

**1) I place orders for the AB onsite program, how will that be changing?**

We'll be moving your AB freezer account to a Life Technologies Supply Center and we'll notify you before this change is made. [Pleasurecenters@lifetech.com](mailto:Pleasurecenters@lifetech.com)

**2) Is there any change to my Invitrogen (or Applied Biosystems) pricing with the new website?**

There is no change to pricing. Your Invitrogen product pricing is still valid and Applied Biosystems product pricing will be available on [lifetechnologies.com](http://lifetechnologies.com) when your [appliedbiosystems.com](http://appliedbiosystems.com) account is transferred.

**3) If I purchase on [appliedbiosystems.com](http://appliedbiosystems.com), what exactly do I need to do on the date my account is transferring?**

If you are registered on [appliedbiosystems.com](http://appliedbiosystems.com):

- The first time you sign in to [appliedbiosystems.com](http://appliedbiosystems.com) after your account transfer date, you'll see a series of prompts to complete the transfer of your online account to [lifetechnologies.com](http://lifetechnologies.com).
- Your account information will automatically transfer to [lifetechnologies.com](http://lifetechnologies.com) including order history, shopping cart content, billing & shipping information, and your favorite's lists.
- Once that transfer is complete, you'll be able to place orders for both Applied Biosystems and Invitrogen products on [lifetechnologies.com](http://lifetechnologies.com)
- You'll no longer be able to sign in and place orders on [appliedbiosystems.com](http://appliedbiosystems.com) after this transfer is complete.
- If you encounter any issues during this transfer please contact your local Life Technologies office.

**4) Do I have the option to continue to place orders with Applied Biosystems or on [appliedbiosystems.com](http://appliedbiosystems.com)?**

On your transition date, your orders will need to be placed with Life Technologies or on [www.lifetechnologies.com](http://www.lifetechnologies.com) which offers several improvements including simplified ordering, more accurate search, and enhanced product information.

**5) What if I have outstanding POs, blanket POs, or standing orders with Applied Biosystems?**

POs addressed to Applied Biosystems and received after your account transfers to Life Technologies will be processed; however the invoice 'remit to' will be Life Technologies. Current Applied Biosystems standing orders will continue to invoice from Applied Biosystems until the order is completed.

**6) Will my Applied Biosystems' quotation still be valid?**

Yes. Active quotations will be valid with Life Technologies; however, there will be a new quotation number.

**7) Now that I am submitting my P.O to Life Technologies do I have different Terms and Conditions?**

Yes, Life Technologies T&C's will apply ([www.lifetechnologies.com/termsandconditions](http://www.lifetechnologies.com/termsandconditions)).

**8) What happens if I have a written contract with Applied Biosystems?**

Your contract with Applied Biosystems will automatically assign to Life Technologies and no action is required; just begin ordering from Life Technologies. If your contract requires consent to assign, your consent will be assumed upon your first purchase from Life Technologies. For products not covered by your contract with Applied Biosystems, the Life Technologies General Terms and Conditions of Sales will apply.

**9) Who do I contact with questions or issues?**

Please direct questions to your local Life Technologies office ([www.lifetechnologies.com/contactus](http://www.lifetechnologies.com/contactus)).