New on the BAS Website

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Recently, we reorganized the information presented on the BAS *www.bioanalytical.com* Internet site. By August 31, 1999, the content at this location had exceeded 16.3 MB. It continues to grow. Our goal was to make it easier for the average user to navigate through the site, which offers technical articles from past issues of *Current Separations*, research presentations from conferences, lists of applications capsules, product information, history and biographies, terms of sale, instructions for ordering custom products, maps to our facilities, job postings, MPEG movies, javascript software demonstrations, photographs, Y2K compliance information, and more.

In the future, we will devote more resources to adding, improving, and updating the content of our websites. Information that was formerly printed and mailed will now only be offered on our site. Examples include manuals for new products, pricelists, and poster presentations from scientific meetings. Our goals are many. We plan to provide contemporary information that can be updated further as needed. We will use formats that can be viewed using popular web browsers or freely available programs such as Adobe Acrobat and Flash, which can be downloaded from the Internet. Ultimately, we hope you will find our website to be faster and more informative than a FAX or a phone call.

Pricelists Online Worldwide

One major addition to the website was our pricelists. Now, no matter where in the world you are located, you can determine the retail price for BAS instruments and accessories online. The pathway to these pricelists is outlined in **F1**. You can start from the "quick link" called Pricelists under the blue bar at the top of our page. If you run your cursor over these quick links they will change color. The color change indicates that you've selected a link, and a click takes you there. Or, you can use the Information Index on the front page. Click the down arrow on this index, scroll down to the entry called Pricelists, then click the GO button.

Your next decision is the type of pricelist you need. If you are looking for an analytical instrument, such as an electrochemical analyzer, a liquid chromatograph, an electrochemical detector, or a complete microdialysis system, select the Instrument Pricebooks option. If you are looking for accessories or replacement parts, or if you already have a BAS part number in hand, then you can select the Accessories Database option. Examples of instruments and accessories are shown at the bottom of the page, along with directions on where to look for prices. Formal price quotations may also be requested by selecting the "e-quote" link from the main Pricelists page.

Pricebook Categories

The Pricebook option requires a choice among categories including instruments for a) Liquid Chromatography, b) Electrochemistry, or c) Microdialysis and In Vivo Sampling. Once you have selected the category of product, you must choose a currency. Currency refers to a choice of British Pounds Sterling, Euros, USA dollars or Japanese Yen. This choice is determined by where in the world you are located, or by where we would ship this product. Next to each currency symbol is a list of locations where the selected pricelist would apply. The introduction to this page points out that the prices shown do not include taxes, duty, VAT, freight, customs clearance, or other aspects of shipping. Nor do they cover pricing which may be offered by a local dealer or distributor who may include other costs in his pricelist,

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Pathway to Pricelists

*Need a price? The quickest route is via a quicklink at the top of the opening page. Or, pull down the Information Index, select Pricelists and click **GO**.*

Next decision: are you looking for instruments and systems, or for spare parts and accessories? After making your selection, choose the monetary unit that corresponds to your location. Choices include Euros, Pounds, Dollars, and Yen.
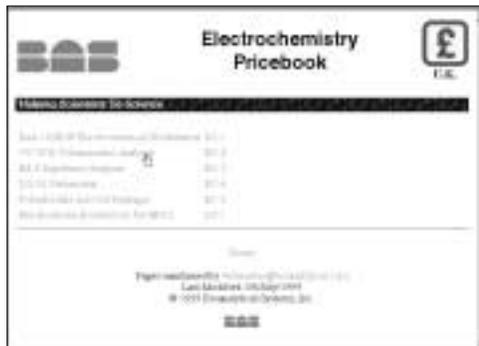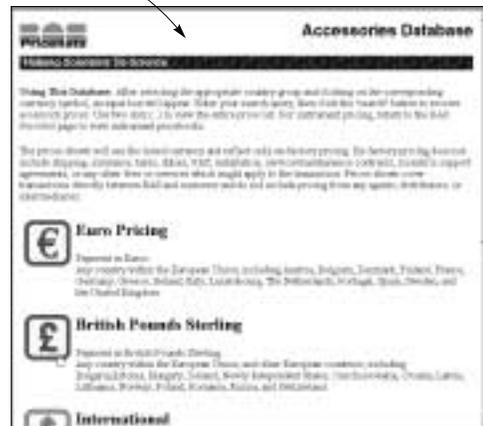
If you selected a pricebook, then click on the product of interest. Adobe Acrobat Reader will load and display your choice. Read or print as needed.

Enter a part number, word, or a combination separated by semicolons to search for prices in the database.
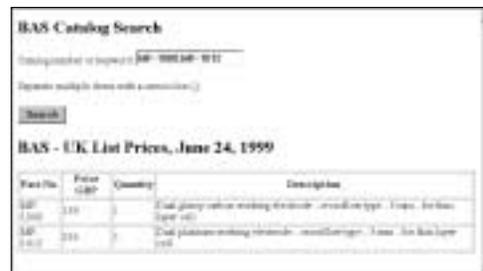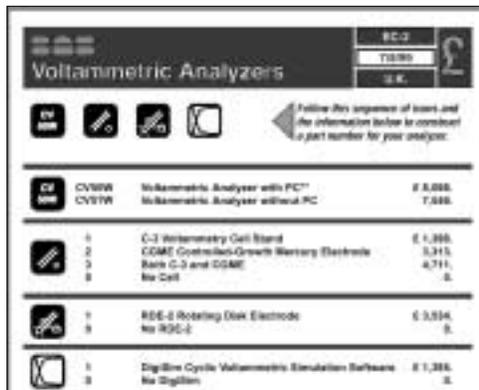
such as shipping/import fees, local service, and the cost of maintaining a local office for support.

Once you've arrived at the index of pricebooks, we recommend that you bookmark this page in your web browser. The next time you need to make a price check, you can bypass the selection process and go directly to the pricelist that best meets your needs.

Pricebook Viewing

A program called Adobe Acrobat Reader is required (v. 4.0 or higher recommended) to view the price-books, which are displayed in PDF format. A link on our pricelist pages takes you to the Adobe site (*http://www.adobe.com/prodindex /acrobat/readstep.html#reader*), where this program can be down-loaded free of charge. Many new computers will already have this program installed. If the program is present on your PC, you only need to click on the PDF document dis-played onscreen. The Adobe Acro-bat Reader program will open automatically and display the docu-ment. You can magnify portions of the document using the magnifying glass symbol or the page symbols, and you can also print it as needed. If you're not already familiar with Adobe Acrobat Reader, and you want full access to the Internet, you should take the time to add it to your system. Adobe PDF files are increas-ingly popular on other websites. You'll find that information such as solicitations for grant proposals, government regulations, transcripts, and other research or regulatory an-nouncements increasingly appear in PDF format.

Accessories Database

If you just need the price of an ac-cessory, then you can use the Acces-sories Database on the BAS pricelist page. Search for a specific part number or product description and receive a report with the current price, package quantity and full de-scription, along with the pricelist date. BAS part numbers are alphanu-meric: they begin with one or more letters, followed by a hyphen (-) and ending in at least four numbers. An example is MF-1000. Part numbers are normally listed after those prod-uct descriptions found under the Product Index on our websites. Us-ers can copy the information and then paste it in the search field on the database page. (Copy-Paste func-tions are normally described under the Edit (or analogous) toolbar head-ing on your computer.) Click the SEARCH button and the complete pricing information should be quickly displayed.

If you enter the part number from another source, such as a printed catalog or user manual, re-member to use the hyphen. The search engine is not case sensitive (i.e., mf-1000 is the same as MF-1000), but it does require the correct placement of the hyphen. You can enter a string of different part num-bers by separating them with a semi-colon (;) to confirm current pricing. We recommend this to purchasing departments as a way to save time prior to placing an order. For exam-ple, to find the prices of several vol-tammetry electrodes, you could enter the following list:

MF-2013;MF-2011;MF-2016;MF-2015

An alternative for this example would be to just enter the word *vol-tammetry*, or the word *electrode*, as part of your search. Using the semi-colon as a separator, you can com-bine part numbers and keywords as needed. For example, the search *mi-crodialysis; probe; MD-2200* will yield a report on a variety of BAS microdialysis probes.

Navigators

We invite you to explore other areas of our website. The three indices shown on the opening page can be used as navigators that will take you to product descriptions, information about our services, or general infor-mation. More information is being added, so you may still see some "under construction" signs when you visit. The navigators will take you to any subject listed—just select the topic and click on the GO button. You'll be directed to another list with expanded choices under that product category. You'll notice that the index will often accompany you to the next link. You can always click HOME to go back to the starting page and follow another path through a separate index or quick link.

Consultation and Support

The service index offers descrip-tions of our contract analytical op-erations for bioanalysis and pharmaceutical chemistry. It also in-cludes information about new serv-ices such as the Scientific Support Agreement and the Repair Services Request.

BAS now offers technical sup-port in electrochemistry, liquid chromatography, or microdialysis for our own products as well as in-

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BAS Websites

URL	Function
www.bioanalytical.com	Primary corporate contact. Pricing and descriptions for HPLC, electrochemistry, microdialysis and veterinary products. Contract analytical services.
www.homocysteine-kit.com	Products and methods for analysis of homocysteine in human plasma.
www.culex.net	New product site opening 11/7/99.
www.epsilon-web.com	New product site opening 12/1/99.

struments made by other companies. If you need help in designing a protocol, interpreting data, troubleshooting a separation, or seeking literature references, you can sign up for consultation by the hour or by the year using this service. You will receive a unique PIN (personal identification number) for use when accessing this service. You will also be assigned a primary contact among members of our technical support staff of Ph.D. scientists experienced in these areas. Consultation has never been more accessible, or more economical. To learn more, visit the service index and click Scientific Support. Complete an application form using your computer keyboard (**F2**), then print and return to BAS.

Our equipment repair and maintenance procedures have also been enhanced. Now, a simple form can be completed and printed from the website to expedite your repair request (**F2**). Click the Repair Service/Maintenance option in the service index for more information.

History of Science

For those inclined to inspire students to follow their footsteps into a scientific career, visit our quick link called Educators. Here you will find the biographies of chemists both antique and contemporary, curious anecdotes, and the history behind major pharmaceutical companies. Later this year, the evolution of xenobiotic (drug) metabolism will be added. All of this information derives from an ongoing project supporting science educators in high schools and middle school classrooms.

E-Commerce?

At this time, we have not implemented direct purchasing on our website, although we are exploring online ordering via other websites which offer this service to suppliers of scientific instruments and accessories. Online ordering on the BAS site would require encryption of sensitive information (e.g., credit card numbers) to facilitate order placement via the Internet. Prior to doing this, we would appreciate input from those of you who visit our site regularly. Would such a service be beneficial to you? We perceive that order placement remains the province of the institution, rather than the individual, and that institutions prefer purchase orders (and net 30 payment terms) instead of credit cards. What would serve your needs best?

Other BAS Sites

Although *www.bioanalytical.com* remains our primary website, you might be interested in learning about others that we operate, summarized in **T1**.

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Scientific Support Application and Repair Services Request forms