

# Chemistry Science Stores - Operation User Guide

as of June 16, 2021

## Type of Appointments/Services Available at Stores (details below for each service)

- a) In-Person Shopping at Science Stores' counter
- b) Online Stores Order Pick Up including Large Chemical Orders (order placed online with the ordering form)
- c) Dry Ice and Liquid Nitrogen Small Dewar
- d) Cylinder Pick Up or Drop Off
- e) Shipping Samples via FedEx (only available to Faculty, Staff and Students within Chemistry)
- f) Special Orders or Mail Pick Up (you will be emailed when there is package for you)

If you have any questions, please reach out to Stores during business hours Monday to Friday by calling 613-533-2608 or emailing [order.desk@chem.queensu.ca](mailto:order.desk@chem.queensu.ca).

## How to Order/Pick up Chemicals and/or Lab Supplies in Stores

### *a) Counter Sales (In-Person Shopping at Science Stores)*

Stores has in-person shopping by appointment that does not require placing an online order in advance. You will still need to book an appointment using Microsoft Bookings to come to Stores before arriving at the counter to shop.

- Appointments are available Monday to Friday between 10am-12pm and 1pm-3:30pm with 15min timeslots. **Please make sure you are on time and prepared with your ordering needs before arriving for your appointment.** If you miss your booked appointment, you will need to reschedule another one.

Type of Service	Ordering	Schedule Appointment
Appointment for In-Person Shopping at Stores	No need to pre-order now. Please follow all procedures when arriving at Stores for your appointment. See SOP for more details.	<a href="#">Schedule your appointment to shop in Stores</a>

### *b) Place an online Stores order with counter pick up (Online Stores Order Pick Up)*

You can still place an order using the online Google ordering form. Then schedule your appointment for pick up using Microsoft Bookings.

- Please consolidate your group orders to reduce the number of appointments required through Stores
- Please see our list of Stores available products here: [Stores Inventory](#).

## Large Chemical Orders

- If your group is planning a large chemical order, please use the Stores ordering form to allow the Stores Team to prepare your order for you. A Stores Team Member will either email or call when your order is ready to schedule the pickup.

Type of Service	Ordering	Schedule Appointment
Online Stores Order Pick Up (including Large Chemical Orders)	<a href="#">Place your order with the Stores ordering form</a> <a href="#">Stores Product Inventory</a>	<a href="#">Don't forget to schedule your appointment to pick up your order</a>

### c) Dry Ice and Small Liquid Nitrogen Dewar (Dry Ice Pick Up in Stores)

Please use the Microsoft Booking link to make an appointment for dry ice and filling up small dewars of liquid nitrogen.

- If ordering 5kg or more of dry ice, please pre-order using the Stores Google Ordering Form.
- You can place your thermal box or dewar on the counter for a Stores Team member to use.

Type of Service	Ordering	Schedule Appointment
Dry Ice (ICE003) and Small Liquid Nitrogen Dewars (ICE002)		<a href="#">Schedule your appointment for Dry Ice/Liquid Nitrogen in Stores</a>

### d) Cylinder Collection and Drop Off (Cylinder Pick Up or Drop Off)

- When your cylinder(s) arrives, you will be contacted to schedule an appointment to pick up your order. A staff member will enter the hall through the loading bay entrance to pick up your cart to collect your order and take the empty cylinder(s) from you.
- There is an area marked outside of the Stores counter showing where to leave your cylinder cart for a Stores Team member to use.
- This also includes large liquid nitrogen dewars for Monday fill ups. You can drop them off after business hours as well.
- **There is no access** to the Cylinder Room and Loading Bay between 7:30am – 4:30pm, Monday to Friday

Type of Service	Ordering	Schedule Appointment
Cylinder Collection and Drop Off	<a href="#">Please place cylinder order with the Stores ordering form</a>	You will be contacted to schedule an appointment to pick up your cylinder(s).  Please contact Stores at 613-533-2608 or <a href="mailto:order.desk@chem.queensu.ca">order.desk@chem.queensu.ca</a> if you need to drop off your cylinder during business hours.

e) *Shipping via FedEx (only available to Faculty, Staff and Students within Chemistry)*

Use the online Google shipping form to provide your shipping details. Then schedule your appointment to drop off your samples using Microsoft Bookings.

- Items dropped off **before 1:30pm** may be picked up by FedEx the same day, however requests **after 1:30pm** will be not be able to ship until the next business day.
- Requests are not shipped or delivered on weekends, holidays, or during university closures.
- It would be helpful to come with a box that your item can fit into for shipping. Stores can only provide medium-sized FedEx envelopes.

Type of Service	Shipping Form	Schedule Appointment
Shipping (Shipping Samples using FedEx)	<a href="#">Enter your shipping details using this form</a>	<a href="#">Schedule an appointment to drop off the item to be shipped.</a>

f) *Special Orders, Items not ordered by Stores (acQuire/PCard), Mail (Special Orders or Mail Pick Up)*

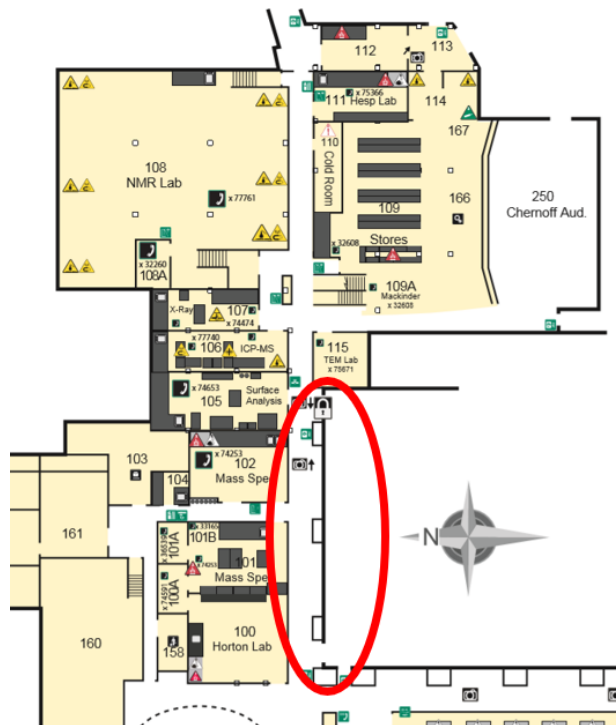
You will be contacted to schedule an appointment to pick up your order when your order or mail has arrived.

- **Please do not have personal items delivered to Stores**

Type of Service	Ordering	Schedule Appointment
Special Orders, Items not ordered by Stores, acQuire/PCard), Mail, Shipping		Watch for the “Special Order/Mail Pickup” email with the link to schedule an appointment to pick up your order.
Special Orders (for Chemistry Department ONLY)	Please use the correct ordering link below to place your “Special Order” with Stores <ul style="list-style-type: none"> <li>• <a href="#">Cylinders</a></li> <li>• <a href="#">Fisher Scientific Canada</a></li> <li>• <a href="#">Sigma Aldrich Canada</a></li> <li>• <a href="#">Other Companies</a></li> </ul>	

## Safety Operating Procedures

1. Customer proceeds to Stores at the scheduled date/time, rings doorbell (right of the Stores counter window – sign will be posted), steps back to designated marking (retreat zone marked) on floor near NMR window.
2. Please be aware there are two retreat spots/waiting spots in the hallway near Stores to use if there is more than one person at Stores already (map below). Waiting spots are marked with signage and floor tape.
3. Counter window will be opened already. Stores member will step back from the counter and the customer will order or collect item(s) from the tote placed on the counter.
4. A hand sanitizer station is available at the Stores counter.
5. Stores' staff will wear masks and wash hands before and after preparing orders.
6. If there are other personnel entering or passing through the hallway, please retreat to one of the 'retreat zone' in the hallway.
7. Once you have completed your transaction at Stores, please immediately vacate the area for the next person to arrive for their appointment. The hallway where Stores is located is a high traffic area and too narrow.



## Changes to Accommodate Public Health Guidelines

1. The number of staff members will be limited to no more than 4 people at any time within Stores (109) including one Health and Safety staff member.
2. Staff members will always be required to maintain a 2m distance from others.
3. Masks are always required by the Science Stores Team. Queen's has made it mandatory for all Queen's employees and students currently on campus to wear a face covering in all public areas.
4. The Stores counter, computer, and doorbell will be wiped down at the start and end of the day. Also, the counter and till computer will be wiped down between each customer.
5. Stores staff will wear gloves or wash hands before and after preparing an order.
6. Protocols will be changing and evolving; please reference the Chemistry Covid19 website for updates to the SOP.
7. Retreat Zones