

● Website Tutorial

How to Contact One Lambda



● The world leader in serving science

How contact One Lambda

1. On the upper right corner of the One Lambda [website](#) Home page click **Contact Us**

The screenshot shows the One Lambda website home page. At the top right, there is a navigation bar with links for "Welcome, Guest | Sign In or Register", "United States", and "Contact Us". Below this is a search bar labeled "Site Search". A red box with the number "1" is placed over the "Contact Us" link, with an arrow pointing to it from the right. The main content area features a large blue banner with an anatomical illustration of a human torso and text: "A Powerful Ally in Transplant Success", "LABScreen® Single Antigen is designed to help advance DSA monitoring.", and a "Learn more" link. To the right of the banner is a "Resources" dropdown menu with options: "Brochures & Catalogs", "Product Inserts", "SDS", "Software Updates", "Reference Documents & HLA Fusion Updates", and "Product Documentation Search". Below the banner are sections for "New & Featured" (with "Events & Education" below it), "FEATURED PRODUCT LABScreen® Multi" (with a photo of a man and the text "Thinking about TRALI mitigation?"), and "COMING SOON NXType by NGS" (with a photo of a woman and the text "NGS HLA Typing Solution").

How to contact One Lambda

The screenshot shows the 'Contact Us' page with two red boxes and arrows indicating steps. Box 2 points to the contact information for Product Sales & Service. Box 3 points to the radio button options for help topics.

Contact Us

Product Sales & Service
818.702.0042 - 8:00a.m. - 6:00p.m. PT sales@onelambda.com

Website Support
818.449.3230 - M-F - 8:00a.m. - 5:00p.m. PT | TechSupport@onelambda.com

What do you need help with?

- I need help selecting/purchasing a product
- I need help servicing a product
- I need help with the website

More Contact Information

Need our shipping or receiving address, order telephone or fax numbers, or other e-mail address?
[Contact One Lambda >](#)

2. Place an order or get immediate product support by contacting us during normal business hours.

3. Submit an online form to our support team 24/7 by selecting 1 of 3 topics you need help with.

On-line Sales Support Request

- I need help selecting/purchasing a product

The screenshot shows a web form for requesting sales support. At the top, there is a radio button selected for 'I need help selecting/purchasing a product'. Below this, a text input field contains 'LABType8 SSO'. A section for contact preferences shows a phone icon with '+1 800 882 8824' and an email icon with 'sales@onelambda.com'. A note says 'If you would like a sales representative to contact you, please fill out the form below. For a faster response, please call +1 800 882 8824.' The form fields include: 'First Name *', 'Last Name *', 'Preferred Contact Method' (with 'Email' selected), 'Email Address *', 'Phone Number', 'Company *', 'Country *' (dropdown menu), 'State / Province / Region *' (dropdown menu), and '* Zip Code *'. A large text area at the bottom is labeled 'Please provide us some details *'. A 'SEND' button is at the bottom right, and a 'Clear Form' link is at the bottom left. Three red boxes with white text and arrows point to specific parts of the form: '3.1' points to the radio button, '3.1.1' points to the 'Email' radio button, and '3.1.2' points to the 'SEND' button.

- 3.1. Select **I need help selection/purchasing a product** to request a quote or get more product information.
- 3.1.1. List the product or products you are interested in and complete your contact information.
- 3.1.2. Click **Send** to submit

Customer Inquiry Form

I need help servicing a product ← 3.2

Customer Inquiry

Date: 02/24/2015

- LABType Details
- AB Detection Details
- Software Details
- SSP Details
- TT Tray Details
- SeCore Details
- LABScreen Details
- Isolation Reagents Details
- Equipment Details

PART 1 - Customer Information

Center ID: Telephone No.: Contact E-mail:
Invoice No.: Center Name: Contact/ Distributor:
Order No.:

PART 2 - Product Information

Product ID	Lot#	Batch/Dot#(Box#)	Qty	Exp. Date	Received Date	Shipped Date	Action
							+ -

PART 3 - Inquiry Description

Please Attach all Test Data:
(If there is more than one file please zip the files and only attach the zipped file.)

Choose File No file chosen

3.2 Select **I need help servicing a product** to complete a Customer Inquiry Form

3.2.1 Complete the **Customer Inquiry** form

3.2.2 Click **Submit** to submit the inquiry to One Lambda Technical Support.

3.2.1

3.2.2

Website or Registration Account Support

I need help with the website

3.3

Please select a topic *

Select one
Select one
Navigation
Registration
Search
Sign In/Forgot Password
Report an error

Last Name *

Preferred Contact Method

Email Phone

Email Address *

Phone Number

Company *

Country *

Select country ▼

State / Province / Region *

-State- ▼

Please provide us some details *

Clear Form

SEND

3.3.1

3.3 Select **I need help with the website** to report technical difficulties or for help with your user name and password.

3.3.1 Complete the Website Feedback form

3.3.2 Click **Send** to submit the form to One Lambda Marketing.

3.3.2

Additional Contacts

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4. Still not what you're looking for? Click **Contact One Lambda** for additional contact information.