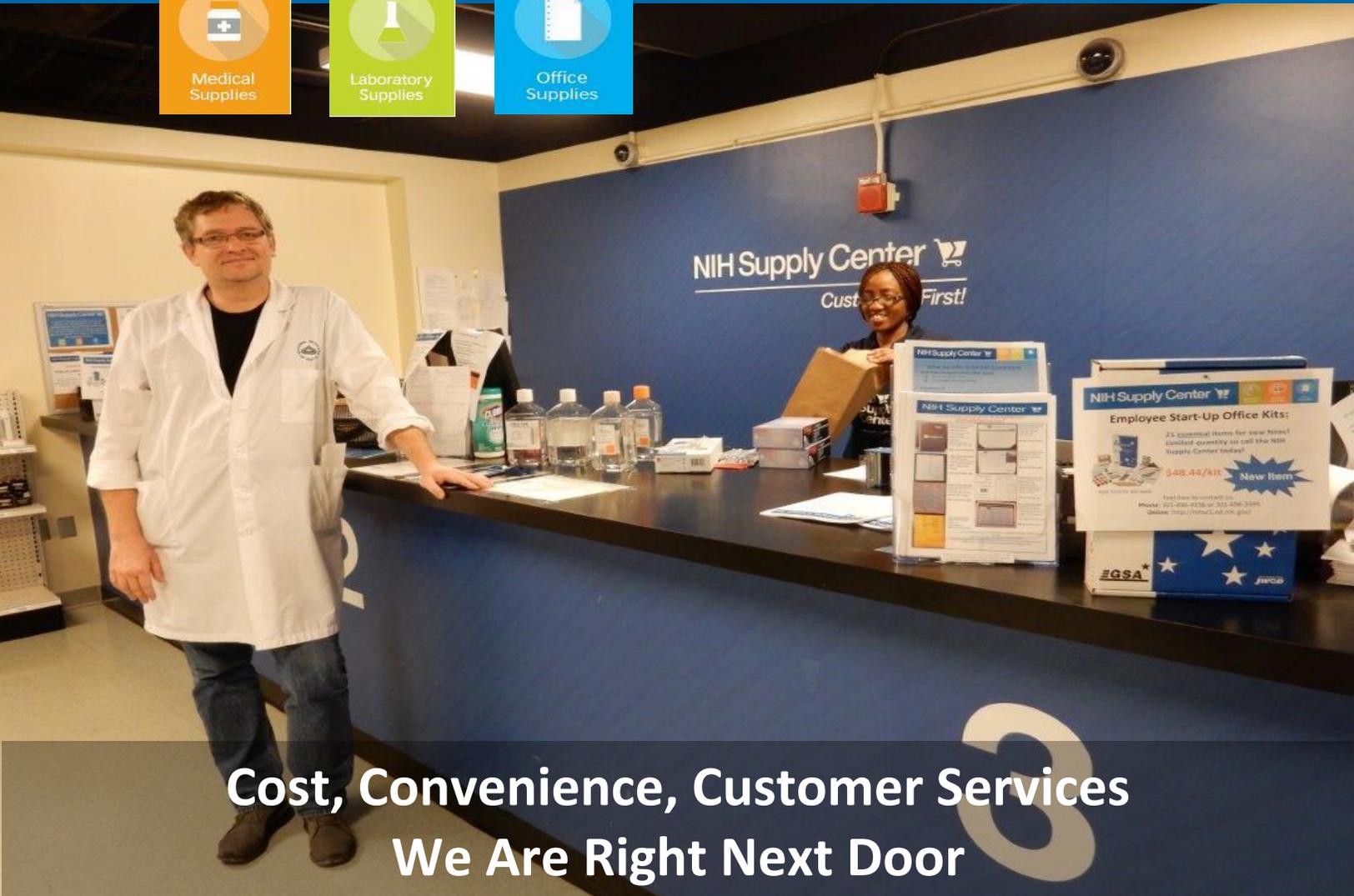


# NIH Supply Center

July 2019, 2<sup>nd</sup> Edition



**Cost, Convenience, Customer Services  
We Are Right Next Door**



**Your source for lab products and medical supplies**

**Customer Services Phone: 301-496-3395**

**Customer Services Email: NIHSC-  
CustomerService @od.nih.gov**

**Online Website: <https://nihsc1.od.nih.gov>**

**Product Catalog:**

**<https://nihscatalog.od.nih.gov>**

**Self Service Stores: Building 31 – B1 A47 and  
Building 10 - B2 B41**





## The NIH Supply Center at Your Building Initiative

Is the NIH Supply Center coming to your building next? The NIH Supply Center is rolling out our new monthly initiative of coming to your building and setting up a booth to answer any questions you have or to discuss your specific needs of lab, medical or office supplies. We will have information about new products that have been added to our catalog and manual order forms to make it even more convenient for you to place orders for direct delivery to your office or workspace.

Building relationships and making connections is very important to the NIH Supply Center and we always request the NIH community's feedback. Over the next three months, the NIH Supply Center plans to set up a booth on campus at building's 6, 41 and 30 while also setting up booths at satellite locations at 5601 Fishers Lane and NCI-Shady Grove.

More information about exact dates and times will be provided to you closer to the day. If you have any questions or would like to request a visit to your specific location, please contact the Business Operations Supervisor, Mr. Josue Gonzalez-Zayas, at [Josue.Gonzalez-Zayas@nih.gov](mailto:Josue.Gonzalez-Zayas@nih.gov) or by phone at (301) 594-0646.

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## Supply Center Success Stories: Custom OALM Award Order



Delivering the custom award order to the delighted NIH customer

A customer had reached out to our Customer Service team in May 2019 about ordering an Award to recognize an employee for their years of service. The customer filled out the corresponding form to have the **NIH Logo and customized words engraved** on the trophy at no additional cost. The department had expressed the desire to receive the customized award as soon as possible to provide the employee during their ceremony.

Our team was able to work directly with our supporting vendor to receive a proof within a few days. That proof was then sent to the customer for final approval before the engraving of the award commenced. By maintaining open communication and ensuring the delivery of the award was within their time constraints, the NIH Supply Center was able to fulfill the customer order in a short amount of time.

If you would like more information about our Awards Program or have an upcoming Awards Ceremony, **the NIH Supply Center would be glad to assist your needs**. Please contact our Customer Service Representatives at (301) 496-3395 or [NIHSC-CustomerService@nih.gov](mailto:NIHSC-CustomerService@nih.gov).



## Upcoming Events

- NIH Supply Center at Your Building – NIAID (Fishers Lane) – July 17, 2019
- Table Top Lobby Demonstration Expo – Building 10 South Lobby – July 24, 2019
- NIH Supply Center at Your Building – NIAID (NCI Shady Grove) – August 2019
- Fall Lab Research Festival – September 12, 2019 – September 13, 2019



Customer Service Staff talking to NIH customers during the Spring Research Festival

## Past Events

- Supply Chain Advisory Council (SCAC) – Building 45 – April 17, 2019
- Spring Lab Research Festival – May 22, 2019 – May 23, 2019
- NIH Supply Center at Your Building – Rockledge – June 19<sup>th</sup>, 2019
- Table Top Lobby Demonstration Expo – Building 50 – June 26, 2019



Table Top Lobby Demonstration Expo

**The NIH Supply Center Product Catalog, <https://www.nihscatalog.od.nih.gov>, is currently getting optimized for the remainder of 2019. Stay tuned for any updates on the newly improved search functions and item descriptions!**



## New IT Items Available for Order!

### **Metal Executive USB Flash Drive – TAA Complaint**

- 16GB – NSN: 704200N198748 | Price: \$8.10
- 32GB – NSN: 704200N198749 | Price: \$12.86
- 64GB – NSN: 704200N198750 | Price: \$27.68

### **Apple Lightning to USB Cable**

- NSN: 704200N198701 | Price \$17.48

### **Apple 5W Power Adapter**

- NSN: 704200N198702 | Price: \$17.48



**NSN: 704200N198750**

## Employee of the Quarter



**Business Operations:** Roxanne Brew

**Distribution:** Jorge Aguilar

**Inventory Management:** Tuyen Pham

**Stores:** Chris Pagonis

## Customer Appreciation



Ms. Andrea Eisch from NIAID recently made a visit to our Self-Service Store (SSS) in Building 10. She provided our staff with a lot of insightful feedback and recommendations about additional items she would like the NIH Supply Center to carry in the future. We appreciate and welcome all new items requests from the NIH community because our overall mission is to meet your needs. Please reach out to our Customer Service team today!