
eSHOP Product Search Recommendations

The purpose of this section is to provide general recommendations for searching and background information on “how” the eSHOP search engine works. Recommendations include:

SEARCH DO’S:

Below is a list of recommendations in terms of best practices when searching:

- Start with a Simple Search and use specific keywords.
- Select a product vertical (Lab Supplies, Office/Computer, etc.) if you are receiving irrelevant search results. By default, all product verticals – or everything is searched. The search works differently within each category vertical, therefore the results are typically much better when a vertical is specified. If you are not seeing an expected vertical, contact your system administrator.
- Use phrases such as “red pen” or “hand soap” for more focused search results.
- Plural Usage. The search engine is designed to handle plurals and non-plurals, and will display the same search results in either case. For example, the search engine does not care if you type in “battery or “batteries.”
- Punctuation and Spacing. For the most part, the search engine is able to ignore punctuation such as hyphens, dashes, and other miscellaneous characters. For example, you should get the same, or very similar results if ABC-123, ABC123, and ABC / 123 are entered.
- Your supplier data is a key factor in determining search results. The search results ultimately depend on the number of items and suppliers enabled.
- The more information, the better. Many users become frustrated due to the large number of results, but are not entering enough specific information to produce quality results. If you know the supplier or manufacturer, enter those details. If you know the size of the product, enter that. The more information you enter; higher quality results are produced.
- Correct spellings. The search engine is designed to accommodate misspellings but will return better results with words spelled correctly. For example, misspelled “dispensirs” will return “dispensers” or “dispensing” (et al) in the results.
- Product Size Searches – The Unit of Measure is provided by the supplier. If the UOM entered by the requester/shopper is slightly different, the system will accommodate these variations. For example, if 100 ml or 100 milliliters or 100ml is entered, very similar results display.
- Try other search techniques. If you cannot find your item through traditional product search (simple or advanced search), consider looking for the item using various other search techniques including Browse by Supplier, Browse by Category, Quick Search, and more.
- Use Advanced Search if you are specifically searching for items with distinct attributes such as a part number, supplier, manufacturer name, custom attribute, etc.
- When using Advanced Search, understand the search criteria options. It is imperative that you understand how each of the search fields work on the screen so that you can select the appropriate fields to use for your search.
- Use the Search feature to find not only hosted products, but recommended suppliers, relevant services, and contracts to be used.


SEARCH DON'TS:

Below is a list of things that do not work well when searching:

- Avoid entering common terms such as tube, bottle, water, paper, etc. unless they are part of a phrase being entered.
- Avoid entering Abbreviations. Abbreviations are only recognized if provided by the supplier.
- Avoid entering Acronyms. Acronyms are only recognized if provided by the supplier.
- Check your spelling. Although the system accommodates misspelled words, it is always better to enter accurate spellings for words.
- Wildcards such as asterisks (*) do not work and are not needed.
- Weighting is not affected by recurring word usage. For example, if a supplier puts the word Glove three times in the product description and once in the Product Name, it will not increase its chances of displaying at the top of the list.

WHAT NEXT?... I DIDN'T GET THE RESULTS I NEEDED

- After the initial search results, refine your search by:
- Adding more keywords (to the top of the screen or on the left-hand side.)
- Filter by one or more attributes (by supplier, category, UOM, etc.). Filter options are found on the left side of the screen.
- Use Advanced Search if you are specifically searching for items with distinct attributes such as a particular part number, supplier, manufacturer name, custom attribute, etc.
- Sort the data a different way – by part number, price, description, etc.... Options in drop-down above search results.
- Search for a part number across all suppliers by clicking on a Manufacturer Part Number in the search results (Manufacturer Info).
- Think of other ways to “say” the same thing. For example, instead of searching for Kleenex, search for tissues, instead of searching for Sharpie, search for permanent marker, etc....
- Send a message to your administrator. If you have exhausted all search methods and are still not getting the results you need or if you receive a message such as the below example, you may send a message to your System Administrator from the empty search results page by clicking on the hyperlink “Submit Search Feedback to My Administrator”.

 **No items found for "Office/Computer : vases"**

Tips for Improving Your Search Results
[Submit Search Feedback to My Administrator](#)