



CUSTOMER USER GUIDE

From Login to Reports: Your Complete Order Journey

A simple step-by-step guide to register, book laboratory tests, pay securely, track progress, and download your reports.

Login



Book a Test



Payment



Track



Reports

Every Test Builds Trust.
Amrith Labs · Shivamogga

Customer Flow Guide
October 2026

Your journey at a glance

Use the website on desktop or mobile. Your registered mobile number is your login identity, and each submitted test request receives a unique request number.

1

Register or log in

Verify your mobile number using OTP.

2

Book a test

Add samples, tests, quantity, notes, and pickup choice.

3

Submit & pay

Pay online or submit a bank transaction reference.

4

Track & download

Follow status updates, dispatch, and reports in My Orders.

Before you begin

Keep these details ready

- ✓ A working 10-digit mobile number
- ✓ Your complete address and PIN code
- ✓ Sample name, batch, quantity, and package count
- ✓ The laboratory tests you require
- ✓ GST number, if applicable (15 alphanumeric characters)

Useful navigation

Dashboard — entry point after login

Book A Test — create a test request

My Orders — payment, tracking, documents, and reports

My Profile — maintain contact and address details

Tip: Accurate address and PIN-code details help the application determine whether sample pickup is available for you.

1. Registration and OTP login

New customers register once. Returning customers can sign in without a password using the OTP sent to their registered mobile number.

New customer registration

1 Open the Login page

Select **Register as a new user** below the login form.

2 Enter your profile information

Provide your name, company (if applicable), address, PIN code, State, District, mobile number, and optional email/GST details.

3 Verify your mobile number

Select **Verify**, enter the 6-digit OTP, and choose **Verify OTP**.

4 Complete registration

Select **Register**. If an email address is provided, a registration confirmation may also be sent by email.

Returning customer login

1 Enter your registered mobile number

On **Login with OTP**, enter the 10-digit number and select **Send OTP**. Pressing Enter also submits the active step.

2 Enter the OTP

Type the 6-digit code and select **Verify and Login**. Use **Resend OTP** after the countdown, or **Change number** to correct the mobile number.

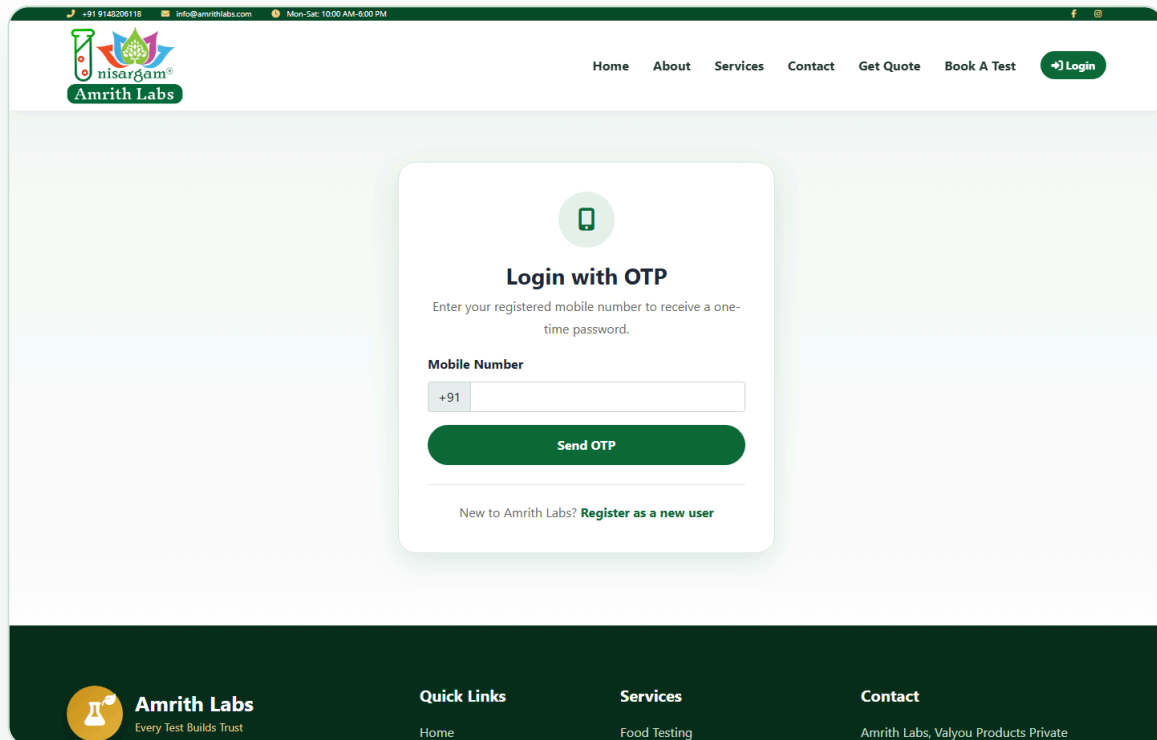
3 Open the Dashboard

After successful verification, the Dashboard provides shortcuts to **Book A Test** and **My Orders**.

OTP not received? Confirm the mobile number, wait for the resend timer, and retry. OTPs are time-limited and should never be shared.

Profile updates: Open your user menu and choose Profile. If you change your mobile number, verify the new number before saving.

Login and Dashboard



The screenshot shows the Amrith Labs website's login interface. At the top, there is a navigation bar with links for Home, About, Services, Contact, Get Quote, Book A Test, and a Login button. The main content area features a central white box with a green header 'Login with OTP' and a sub-header 'Enter your registered mobile number to receive a one-time password.' Below this is a form for 'Mobile Number' with a dropdown for the country code (set to +91) and a text input field. A green 'Send OTP' button is positioned below the input field. At the bottom of the form, there is a link for 'New to Amrith Labs? Register as a new user'. The footer contains the Amrith Labs logo, a 'Quick Links' section with Home, Services, and Contact, and a 'Contact' section with the address 'Amrith Labs, Valyou Products Private'.

+91 9148206118 info@amrithlabs.com Mon-Sat: 10:00 AM-6:00 PM

Home About Services Contact Get Quote Book A Test Login

Login with OTP
Enter your registered mobile number to receive a one-time password.

Mobile Number

+91

Send OTP

New to Amrith Labs? [Register as a new user](#)

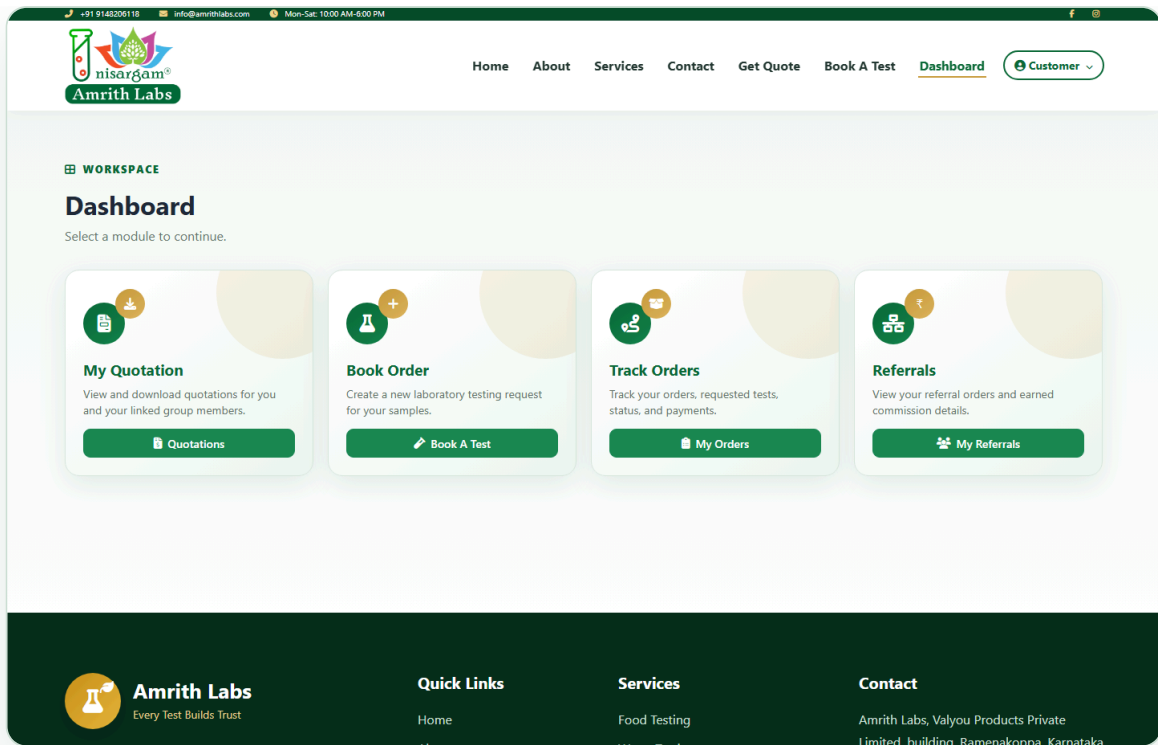
Amrith Labs
Every Test Builds Trust

Quick Links
Home

Services
Food Testing

Contact
Amrith Labs, Valyou Products Private

- A.** Enter the registered mobile number and select **Send OTP**. New customers can use the registration link below the form.



B. From the Dashboard, use **Book A Test** to create an order or **My Orders** to track an existing request.

2. Book a Test

[Dashboard](#) → [Book A Test](#)

1 Select or create a Sample Name

Search the Sample Name list. If the required sample is unavailable, use the add-sample option and complete the sample information.

2 Enter sample details

Provide batch number, quantity, unit, number of packs/bottles, manufacture date, storage condition, and other required fields.

3 Select Category and Tests

Choose a category, find the required tests, and add them to the Test Cart. Related tests can also be selected. Prices are shown against applicable tests.

4 Add additional samples

Repeat the process for every sample required in the same order. Review each cart row and remove any incorrect item before submission.

5 Add an optional Note

Use the Note field for requirements such as raw data sheets, analysis photos, SOPs, or other instructions (maximum 500 characters).

6 Choose sample pickup

The application checks pickup availability using your address PIN code. **Opt Out** is selected by default. Choose **Opt In** only when the service is available.

7 Review the total

Confirm test prices, discounts, GST-inclusive total, and any pickup charge before submitting.

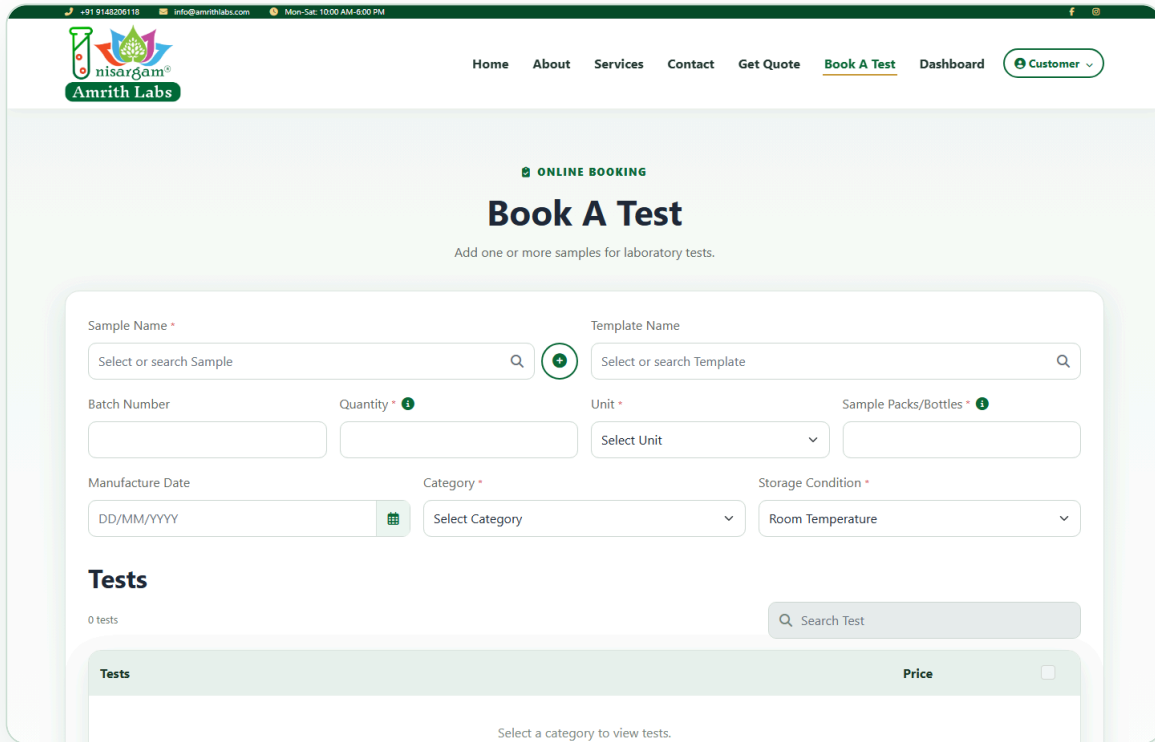
8**Submit the order**

Select **Submit Order**, review the confirmation message, and select **Submit**. A submitted order cannot be edited by the customer.

Pickup charge rule: The pickup-service charge is evaluated using the payable test amount after discounts. If no charge applies, the order displays **Pickup Free**.

Other or feasibility-based tests: When a price must be confirmed by the laboratory, the order displays **Total amount will be updated soon**. Payment becomes available after pricing is updated.

Booking and order list



The screenshot shows the 'Book A Test' page on the Amrith Labs website. The page has a header with the logo, navigation links (Home, About, Services, Contact, Get Quote, **Book A Test**, Dashboard), and a user profile button (Customer). The main heading is 'Book A Test' with the subtext 'Add one or more samples for laboratory tests.' Below this is a form with the following fields:

- Sample Name * (with a search icon and a green plus icon)
- Template Name (with a search icon)
- Batch Number
- Quantity * (with an information icon)
- Unit * (with a dropdown arrow)
- Sample Packs/Bottles * (with an information icon)
- Manufacture Date (with a date picker icon)
- Category * (with a dropdown arrow)
- Storage Condition * (with a dropdown arrow)

Below the form is a section titled 'Tests' with a search bar labeled 'Search Test'. Below the search bar is a table with the following columns: 'Tests' and 'Price'. The table is currently empty, and a message at the bottom says 'Select a category to view tests.'

- C.** Complete the sample information, select Category and Tests, then review the Test Cart before submission.



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[Home](#)
[About](#)
[Services](#)
[Contact](#)
[Get Quote](#)
[Book A Test](#)
[Dashboard](#)

Customer

Customer

My Orders

Track your test requests, samples, payment status, and requested tests.

Q

Search request, user, status, sample or category

All Statuses

Month

2026

September

Apply

Reset

11 orders found

Page 1 of 3

Request Number	Order Date	Order Status	Payment Status	Expected Result Date	User Name	Total Price	Actions
<div>+</div> <div>ALA2627-25</div> <div>1 sample</div>	27 Sept 2026	Submitted	Unsettled	—	Testing Company 99*****99	₹7,900.00	<div></div> <div></div>
<div>+</div> <div>ALA2627-24</div> <div>1 sample</div>	26 Sept 2026	Submitted	Unsettled	—	Testing Company 99*****99	₹7,950.00	<div></div> <div></div>
<div>+</div> <div>ALO2627-6</div> <div>1 sample</div>	15 Sept 2026	Submitted	Unsettled	—	Testing Company 99*****99	₹50.00	<div></div>
<div>+</div> <div>ALO2627-5</div> <div>1 sample</div>	15 Sept 2026	Submitted	Unsettled	—	Testing Company 99*****99	₹0.00	<div></div>
<div>+</div> <div>ALO2627-4</div> <div>1 sample</div>	15 Sept 2026	Submitted	Unsettled	—	Testing Company 99*****99	₹1,250.00	<div></div> <div></div>

D. My Orders displays the request number, order/payment status, expected result date, total price, and available actions.

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3. Order confirmation and payment

After submission, note the request number shown on the Order Submitted page. It is the primary reference for your sample and all future tracking.

Order Submitted page

- ✓ Save the unique request number
- ✓ Print the **Courier Address** label
- ✓ Download the **Test Request Form**
- ✓ Mention the request number when sending the sample
- ✓ Select **Pay Now** when payment is available

Sending your sample

- ✓ Pack and label the sample safely
- ✓ Include or retain the Test Request Form
- ✓ Use the displayed courier address
- ✓ Keep the courier tracking number
- ✓ If pickup was opted, complete payment before pickup

Payment options

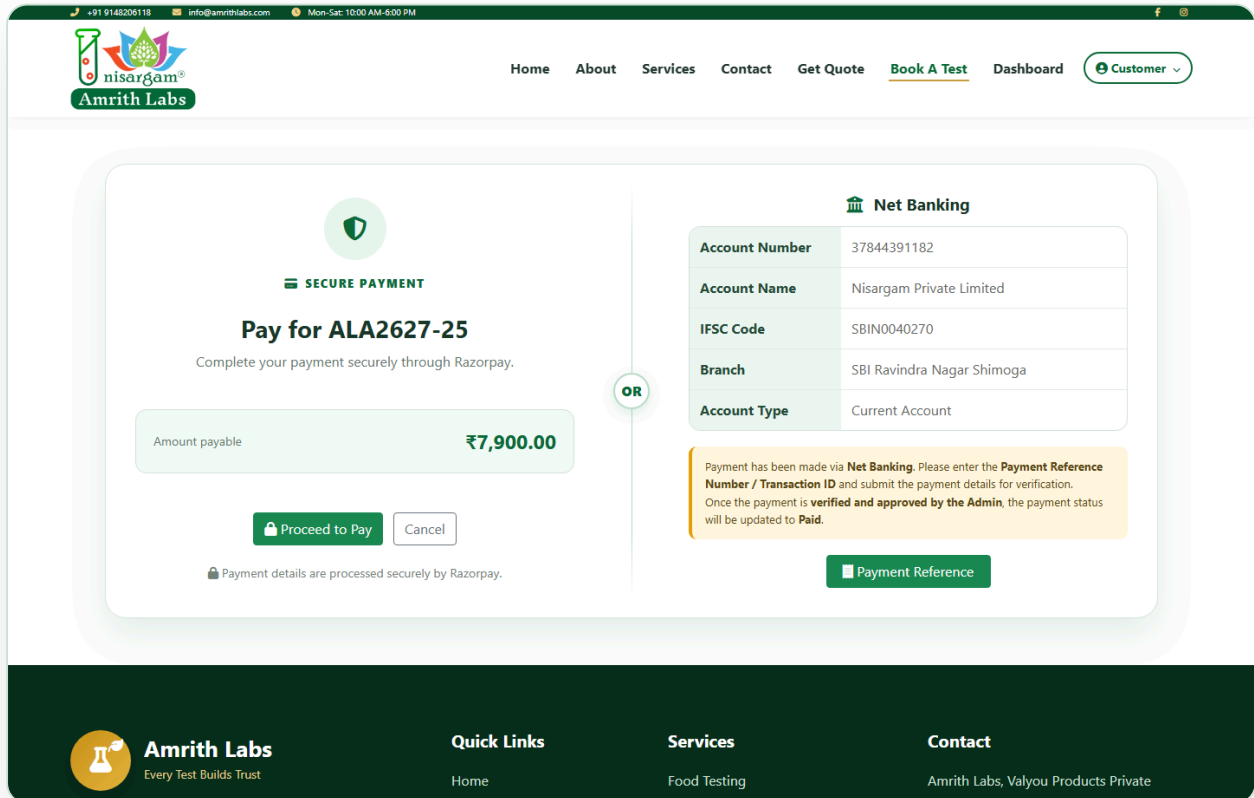
Option	What you do	What happens next
Razorpay	Select Proceed to Pay and complete the secure checkout.	After a successful payment, the transaction is recorded and the order payment status changes to Paid .
Net Banking	Transfer to the account displayed on the Pay Now page. Then select Payment Reference , enter the transaction ID, and submit.	The order shows Waiting for payment approval . After Admin verification, the status changes to Paid .

Pending bank verification: While a submitted payment reference is awaiting approval, the Pay Now button is hidden to prevent duplicate payment. You can view the reference from Order Details.

Important: Enter the correct bank transaction/reference number. Do not submit sensitive card, PIN, CVV, OTP, or banking-password information in the reference field.

Choose a payment method

The Pay Now page presents secure Razorpay checkout and Net Banking as two clearly separated options.



The screenshot shows the 'Pay Now' page for Nisargam Amrith Labs. The page is divided into two main sections for payment methods: Razorpay (Secure Payment) and Net Banking. The Razorpay section shows the amount payable as ₹7,900.00 and a 'Proceed to Pay' button. The Net Banking section shows account details and a 'Payment Reference' button. A central 'OR' button separates the two options. The footer includes the Amrith Labs logo, quick links, services, and contact information.

E. Select **Proceed to Pay** for Razorpay, or complete a bank transfer and submit the **Payment Reference** for verification.

Razorpay: The order is updated after a successful gateway confirmation.

Net Banking: The status remains pending until the submitted reference is approved.

4. My Orders and status tracking

[Dashboard](#) → [My Orders](#)

Search and filter your orders by request number, sample, status, or date.

Information shown for each order

- ✓ Request number and order date
- ✓ Current order status
- ✓ Payment status
- ✓ Expected result date

- ✓ Samples and requested tests
- ✓ Total price and discounts
- ✓ Pickup-service indicator
- ✓ Order Details and Pay Now actions, when applicable

Typical order lifecycle



Status names may vary based on laboratory processing. A rejected order is shown separately and cannot be paid.

Inside Order Details

1 Payment Reference

See whether a payment reference is unavailable, awaiting verification, or approved.

2 Dispatch Details

View the courier name and tracking number recorded for sample/report dispatch.

3 Status History

Review each status change, remarks, who updated it, and the update date/time.

4 Test Request Form and Courier Address

Download the request PDF again or print the courier address whenever required.

5 Samples and Requested Tests

Expand the order to review sample details, quantities, selected tests, prices, and attached documents.

Hard-copy report: When testing is completed but report dispatch is not yet recorded, My Orders displays **Report hard copy will be delivered soon 📄🚚**.

5. Reports, receipts, and completion

When testing is complete, open the corresponding order from My Orders to review and download the available documents.

1 Open My Orders

Locate the request number and select the **Order Details** icon.

2 Confirm the order status

Look for **Completed** and review the Status History if you need the timeline.

3 Open attached documents

Under each sample, review available receipts, reports, bills, images, methodology files, and other uploaded documents.

4 Download available files

Select the download action for the required file. Report downloads are enabled after successful payment or when report access has been specifically enabled.

5 Track hard-copy dispatch

Open **Dispatch Details** to see the courier and tracking number for the report, when available.

Quick answers

Why is Pay Now not visible?

The order may be rejected, have no amount due, be awaiting feasibility pricing, already be paid, or have a bank payment reference awaiting approval.

Why can't I download a report?

The report may not yet be uploaded, or payment/report access may still be pending.

How do I check a bank payment?

Open Order Details → Payment Reference. It shows awaiting verification or payment approved.

Where can I find the courier tracking number?

Open Order Details → Dispatch Details.

How do I identify my order when contacting the laboratory?

Always provide the unique request number shown on the Order Submitted page and in My Orders.

6. Referral network and faster report access

My Referrals Orders

- ✓ Open the renamed dashboard action to review orders from your referral network
- ✓ Search and filter the orders as required
- ✓ Review order and payment status
- ✓ Cancelled orders use the status name **Cancelled**

My Referrals

- ✓ Open the new dashboard action to see your network
- ✓ Your user profile is shown above the referrals
- ✓ Search referrals by displayed user details
- ✓ Switch between List and Tree views

Using the referral network

1 Review direct referrals

Level 1 users are displayed first. The count indicators show the number of Level 1 and Level 2 users.

2 Expand a Level 1 user

Select its expand control to display the linked Level 2 users below the correct parent.

3 Choose a layout

List view provides a compact vertical hierarchy. Tree view uses connected cards with distinct colors for each level.

4 No referral users

If your account has no linked referrals, the page displays a clear no-referrals message.

Reports from My Orders

Quick access: Select the Report icon in the Actions column to open reports only. Download one report, select several, or use Bulk Download.

Visibility: Only document sections containing files are shown. Report download is available after payment or when report access is enabled for your account.

Need assistance?

Call: 9964246782 | **Email:** info@amrithlabs.com

Website: www.amrithlabs.com

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