



# Cryoport® 2

## Logistics Management Platform

### Quick Start Guide

**Contents**

1. Introduction ..... 1

2. Logging In and Navigation Menu..... 1

    2.1 How to log in..... 1

    2.2 Navigation Menu Options..... 1

3. Order Information ..... 2

    3.1 Creating Contacts..... 2

    3.2 Creating Sites ..... 3

    3.3 Creating Commodities ..... 4

4. Placing Orders ..... 5

5. Monitoring In Transit Orders and Live View™ ..... 6

## 1. Introduction

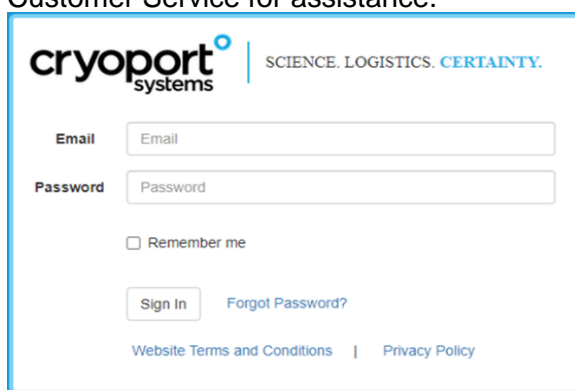
Cryoportal® 2 is Cryoport's industry-leading, 21 CFR Part 11 compliant, custom-built logistics management platform that allows clients to view and manage their shipping sites, commodities, and other specifics by providing transparency to the entire temperature-controlled process from beginning to end with 24/7/365 access to your shipment, its location and condition.

This Quick Start Guide is a brief introduction to Cryoportal® 2 for creating contacts, sites, commodities, orders, and managing in-transit orders.

## 2. Logging In and Navigation Menu

### 2.1 How to log in

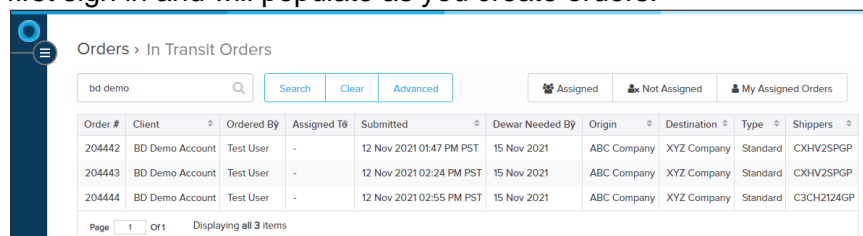
- Visit [www.cryoportal.com](http://www.cryoportal.com)
- Enter your existing Cryoportal® credentials. If you are a new user, contact Cryoport Customer Service for assistance.



The login page features the Cryoport Systems logo and the tagline "SCIENCE. LOGISTICS. CERTAINTY." Below this, there are input fields for "Email" and "Password". A checkbox labeled "Remember me" is positioned below the password field. Two buttons, "Sign In" and "Forgot Password?", are located below the input fields. At the bottom, there are links for "Website Terms and Conditions" and "Privacy Policy".

**Figure 1.0 Login page**

- Your home page will display your in-transit orders, which may appear empty when you first sign in and will populate as you create orders.



The home page displays "Orders > In Transit Orders". It includes a search bar with "bd demo" entered, and buttons for "Search", "Clear", and "Advanced". There are also filters for "Assigned", "Not Assigned", and "My Assigned Orders". Below these is a table of orders.

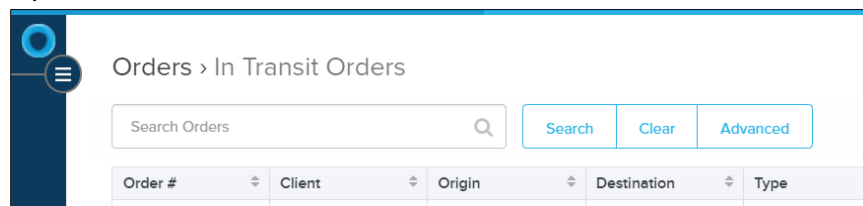
Order #	Client	Ordered By	Assigned To	Submitted	Dewar Needed By	Origin	Destination	Type	Shippers
204442	BD Demo Account	Test User	-	12 Nov 2021 01:47 PM PST	15 Nov 2021	ABC Company	XYZ Company	Standard	CXH-V25PGP
204443	BD Demo Account	Test User	-	12 Nov 2021 02:24 PM PST	15 Nov 2021	ABC Company	XYZ Company	Standard	CXH-V25PGP
204444	BD Demo Account	Test User	-	12 Nov 2021 02:55 PM PST	15 Nov 2021	ABC Company	XYZ Company	Standard	C3CH2124GP

Page 1 of 1 | Displaying all 3 items

**Figure 1.1 Home page**

### 2.2 Navigation Menu Options

- The **Navigation Menu** can be accessed by clicking on the three horizontal lines at the top left corner.

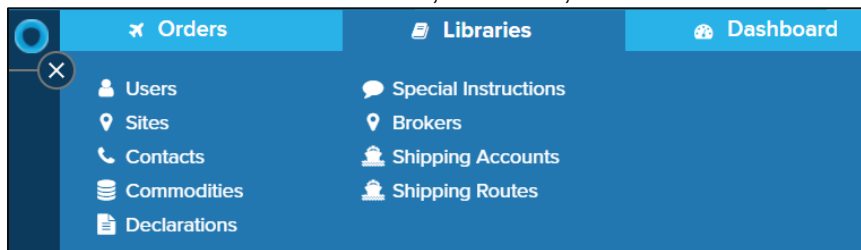


The navigation menu is accessed by clicking on the three horizontal lines in the top left corner. It displays "Orders > In Transit Orders" and a search bar with "Search Orders" entered. Below the search bar are buttons for "Search", "Clear", and "Advanced". A table with columns "Order #", "Client", "Origin", "Destination", and "Type" is shown below the search bar.

Order #	Client	Origin	Destination	Type
---------	--------	--------	-------------	------

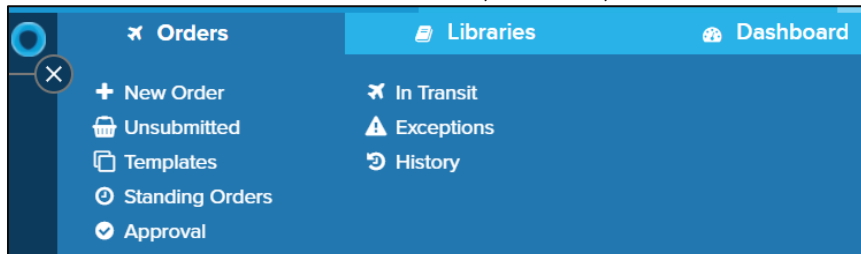
**Figure 1.2 Navigation Menu button**

b) Access the **Libraries** tab for Sites, Contacts, and Commodities information.



**Figure 1.3 Libraries tab**

c) Access the **Orders** tab for information, creation, and status related to Orders.

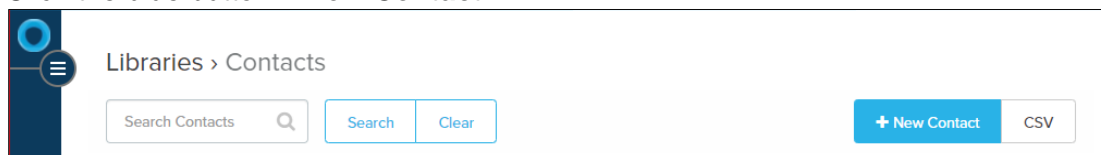


**Figure 1.4 Orders tab**

### 3. Order Information

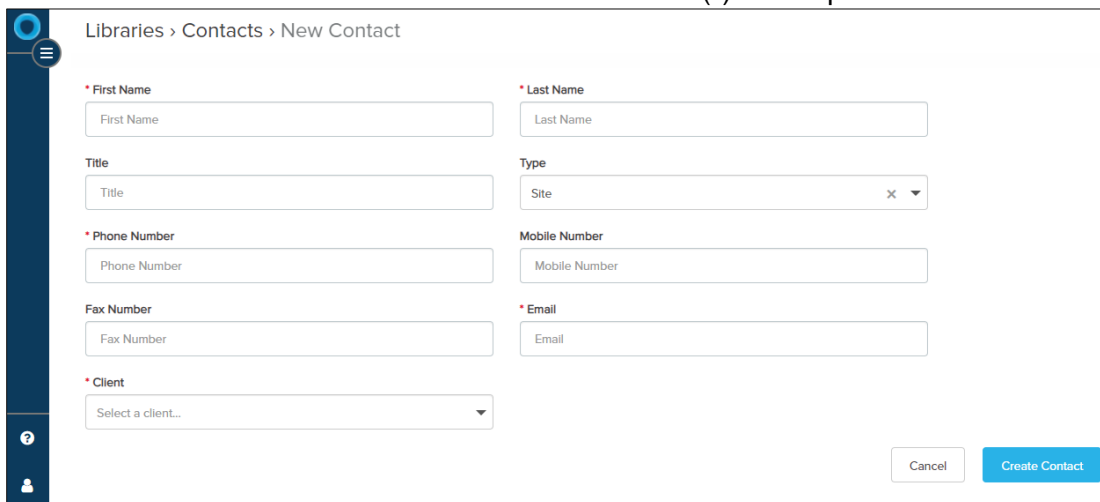
#### 3.1 Creating Contacts

- Under the **Navigation** menu, go to the **Libraries** tab, then click **Contacts**. Refer to *Figure 1.3 Libraries tab*.
- Click the blue button **+ New Contact**.



**Figure 2.0 Contacts**

- c) Enter contact information. Fields with the red asterisk (\*) are required.



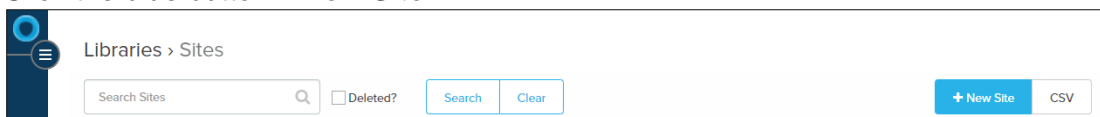
**Figure 2.1 New Contact**

- d) Click the blue button **Create Contact**. You will receive a message confirming that the contact was successfully created.

### 3.2 Creating Sites

Create sites to use when placing orders.

- Under the **Navigation** menu, go to the **Libraries** tab, then click **Sites**. Refer to *Figure 1.3 Libraries tab*.
- Click the blue button **+ New Site**.



**Figure 3.0 Sites**

- c) Enter site information. Fields with the red asterisk (\*) are required.
- a. Click the blue button **Locate Address** if the system does not automatically detect the geographic coordinates for geofencing.

**Figure 3.1 New Site**

- d) Click on the blue button **Create Site**. You will receive a message confirming that the site was successfully created.

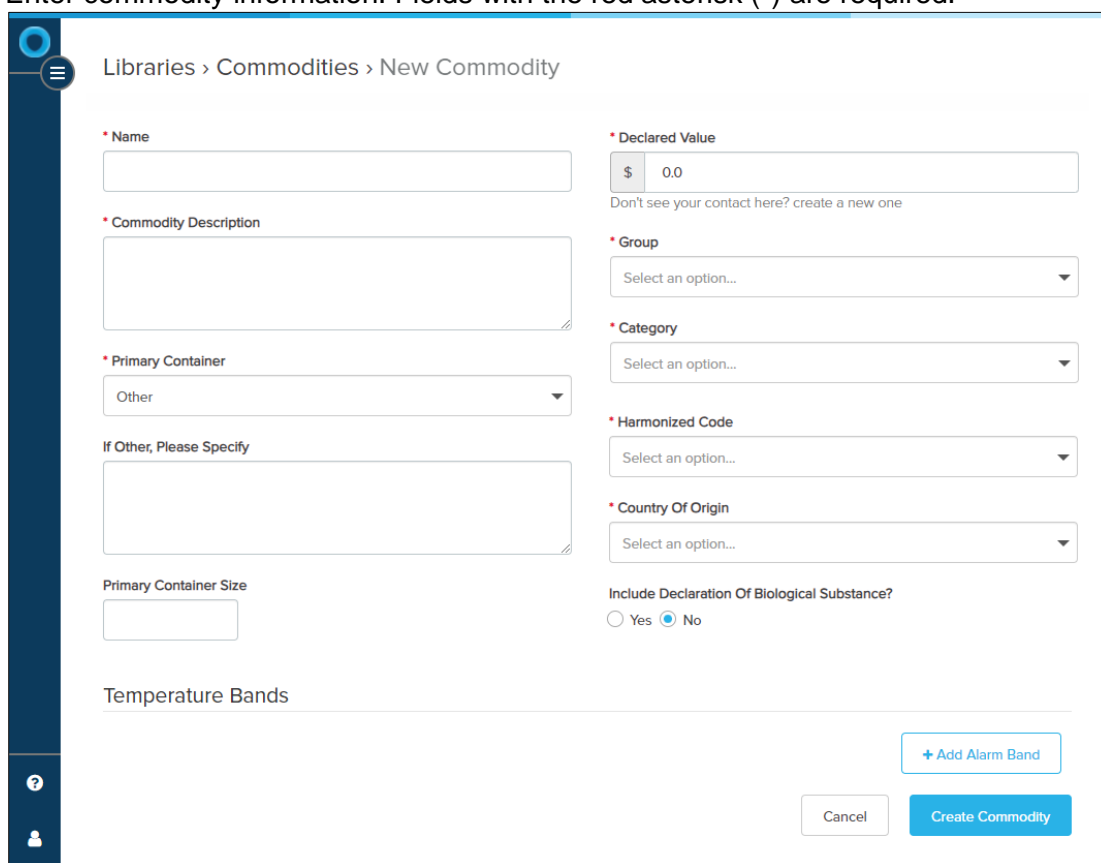
### 3.3 Creating Commodities

Create a record for each commodity to manage different types of products to be shipped.

- a) Under the **Navigation** menu, go to the **Libraries** tab, then click **Commodities**. Refer to *Figure 1.3 Libraries tab*.
- b) Click the blue button **+ New Commodity**.

**Figure 4.0 Commodities**

- c) Enter commodity information. Fields with the red asterisk (\*) are required.



**Figure 4.1 New Commodity**

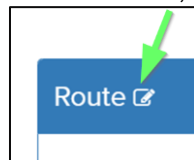
- d) Click on the blue button **Create Commodity**. You will receive a message confirming that the commodity was successfully created.

## 4. Placing Orders


To place an order using the Order Builder:

- Under the **Navigation** menu, go to the **Orders** tab, then click on **+ New Order**. Refer to *Figure 1.4 Orders tab*.
- Enter the route information for the **Origin** site and **Destination** site. Fields with the red asterisk (\*) are required. Click **Save & Continue**.
- Select the type of shipper and enter the commodity information.
  - Use an existing commodity record by clicking **+ Leg 2 Commodity**. If there is no commodity record, click **Create Commodity**.
  - Repeat as needed to add more shippers and/or commodities.

- iii. Click **Save & Continue**.
- d) Enter documentation information.
  - i. Under the **Order Information** section, enter any relevant information such as the PO #, Study/Project #, and Comments.
  - ii. Under the **Leg 2 Documentation** section, enter the customer PO #, and attach any relevant documents to the order.
  - iii. Click **Save & Continue**.
- e) Add contacts and specify which email notifications they should receive. Click **Save & Continue**.
- f) Schedule shipment.
  - i. Select the **Delivery Date** for the equipment arrival to the **Origin** site.
  - ii. Select **Pickup Method**, **Pickup Date**, **Pickup Time**, **Shipping Account**, and **Service Level** for the equipment transport from **Origin** to **Destination** site.
  - iii. Click **Save & Continue**.
- g) Review the order details and edit as necessary by clicking the pencil button. Click **Save & Continue**.
  - i. Edits can be made to the following sections: Route, Schedule, Shippers & Commodities, Documentation, Notifications.



**Figure 5.0 Edit Button**

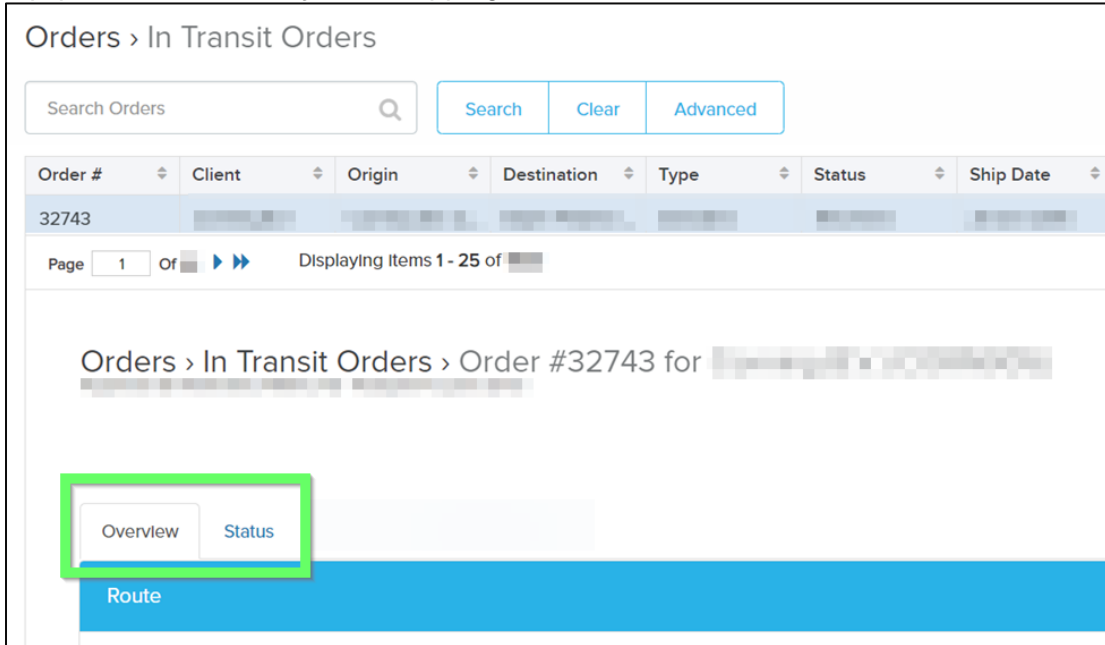
- h) Click the  button at bottom left corner. You will receive a message that the order was successfully submitted.

If you need assistance with placing an order, Cryoport Customer Service can be reached via [cs@cryoport.com](mailto:cs@cryoport.com) or +1 (949) 470-2305.

## 5. Monitoring In Transit Orders and Live View™

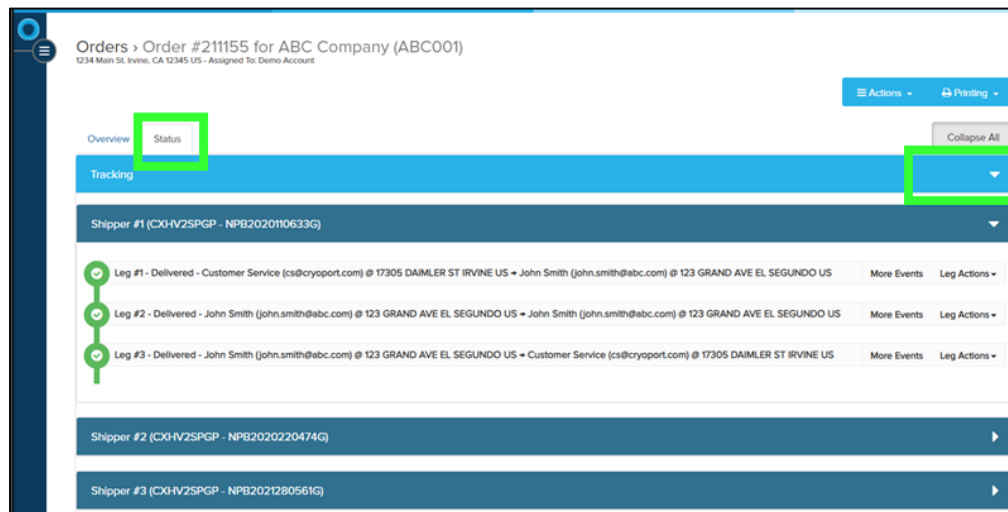
- a) Under the **Navigation** menu, go to the **Orders** tab, click **In Transit**. Refer to *Figure 1.4 Orders tab*.
- b) Select on the order number from the list of **In Transit Orders**.

- c) Click on the **Overview** tab for order details such as **Origin** site, **Destination** site, equipment, **Commodity**, and shipping schedule.



**Figure 6.0 Order Overview and Status Tabs**

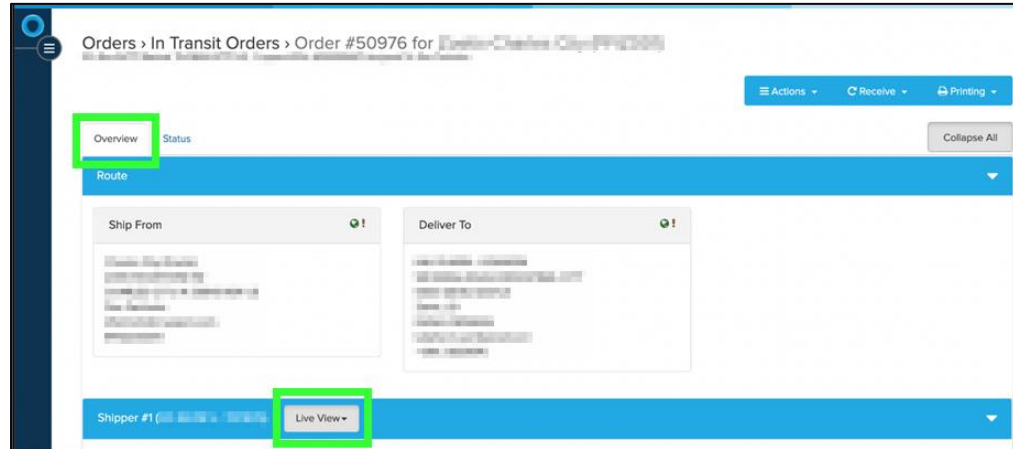
- d) To view shipment details such as tracking information, history, and other shipment events.
- Click on the **Status** tab. Refer to *Figure 6.0 Order Overview and Status Tabs*.
  - Click the **Tracking** dropdown fast tab.



**Figure 6.1 Shipper Tracking Overview**

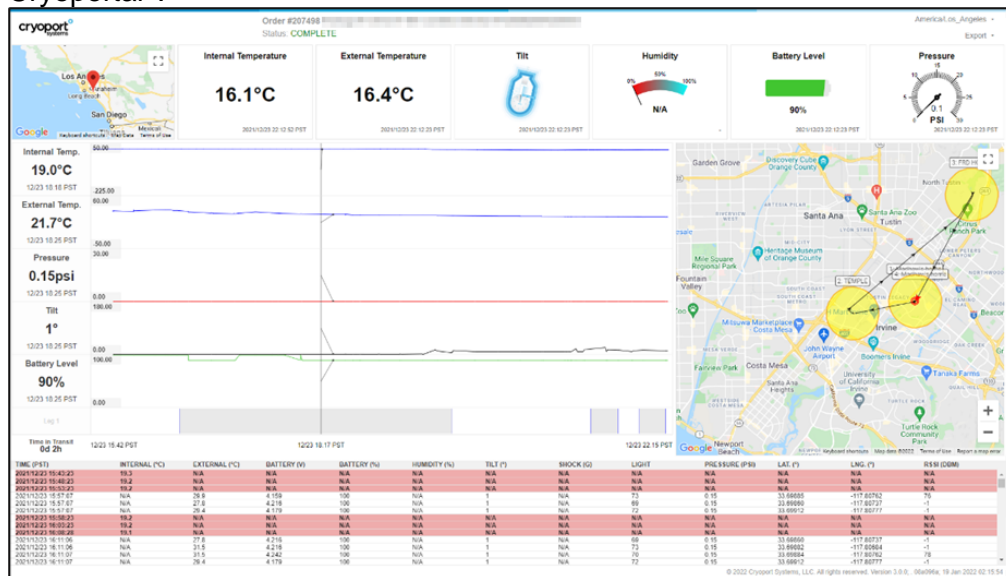


- e) To access Live View™
  - i. Click on the **Overview** tab. Refer to *Figure 6.0 Order Overview and Status tabs*.
  - ii. Click on the **Live View™** button.



**Figure 6.2 Shipper Tracking Details**

- iii. The Live View™ page will have the same layout as the previous version of Cryoport®.



**Figure 6.3 Live View™ Page**