

# **Cryoport<sup>®</sup> 2**

## **Logistics Management Platform**

### **Client User Manual**



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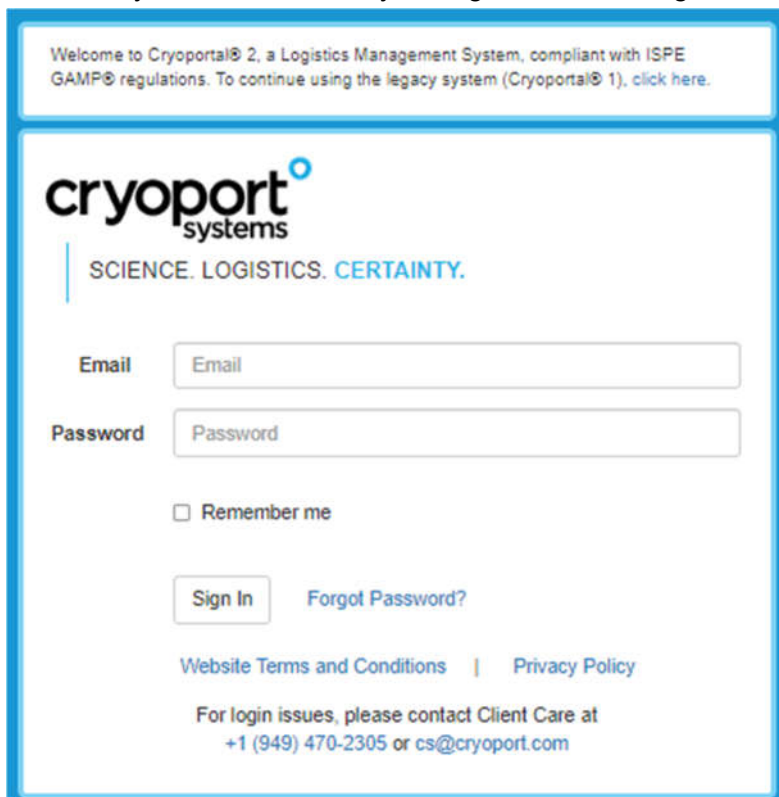
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## Cryoportal® 2 Introduction

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

## Login and Navigation

1. Once you have received your login credentials, go to [www.cryoportal.com](http://www.cryoportal.com) to log in.



Welcome to Cryoport® 2, a Logistics Management System, compliant with ISPE GAMP® regulations. To continue using the legacy system (Cryoportal® 1), [click here](#).

**cryoport**  
systems

SCIENCE. LOGISTICS. CERTAINTY.

Email

Password

☐ Remember me

[Forgot Password?](#)

[Website Terms and Conditions](#) | [Privacy Policy](#)

For login issues, please contact Client Care at  
+1 (949) 470-2305 or [cs@cryoport.com](mailto:cs@cryoport.com)

2. Enter your email address and password, then click **Sign In**. If you have changed your password and since forgotten it, click **Forgot Password?** to have a new one emailed to you.

- Upon logging into **Cryoport® 2** for the first time, you will be prompted to review and accept the New Terms and Conditions, the New Privacy Policy, and the New Change Log.

### Accept Terms and Conditions

Cryoport's Terms & Conditions were updated on "December 31, 2022". Click the following link to view the current Terms & Conditions:  
[Cryoport Terms & Conditions](#)

☒ I Have Read And Accept The New Terms And Conditions.

Cryoport's Privacy Policy was updated on "December 31, 2022". Click the following link to view the current Privacy Policy:  
[Privacy Policy](#)

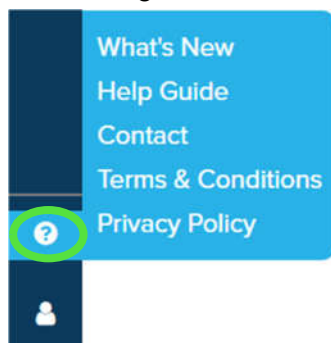
☒ I Have Read And Accept The New Privacy Policy.

Cryoport's ChangeLog was updated on "December 31, 2022". Click the following link to view the current ChangeLog:  
[ChangeLog](#)

☒ I Have Read And Accept The New Change Log.

Continue
Decline

- Hover over the **Help** icon to view and select additional information about Cryoport® 2, ranging from **What's New** to the **Help Guide** that includes the Client User Manual and training videos.



5. Once logged in, a **Navigation Bar (1)** with links to additional Cryoport® 2 modules, a **Content Panel (2)**, and a **Help and User Section (3)** will appear.

Orders > In Transit Orders

Search Orders  Search Clear Advanced

Export CSV + New Order

Order #	Client	Origin	Destination	Type	Status	Ship Date	Holding Time	Transit Time	Return Facility	Assigned To
				Standard	Leg 1 Enroute	11 Nov 2022	-9 days 12 h...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-7 days 23 ...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-9 days 21 h...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-10 days 6 h...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-11 days 11 h...	25 days	Cryoport M...	
				Standard	Leg 1 Await...	11 Nov 2022	-12 days 10 ...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-8 days 6 h...	25 days	Cryoport Inv...	
				Standard	Leg 2 Await...	11 Nov 2022	-10 days 5 h...	25 days	Cryoport Inv...	
				Standard	Leg 2 Await...	11 Nov 2022	-9 days 5 h...	25 days	Cryoport Inv...	
				Standard	Leg 1 Enroute	11 Nov 2022	-10 days 12 ...	25 days	Cryoport M...	
				Standard	Leg 1 Enroute	11 Nov 2022	-11 days 13 h...	25 days	Cryoport M...	
				Standard	Leg 2 Await...	11 Nov 2022	-9 days 4 h...	25 days	Cryoport Inv...	

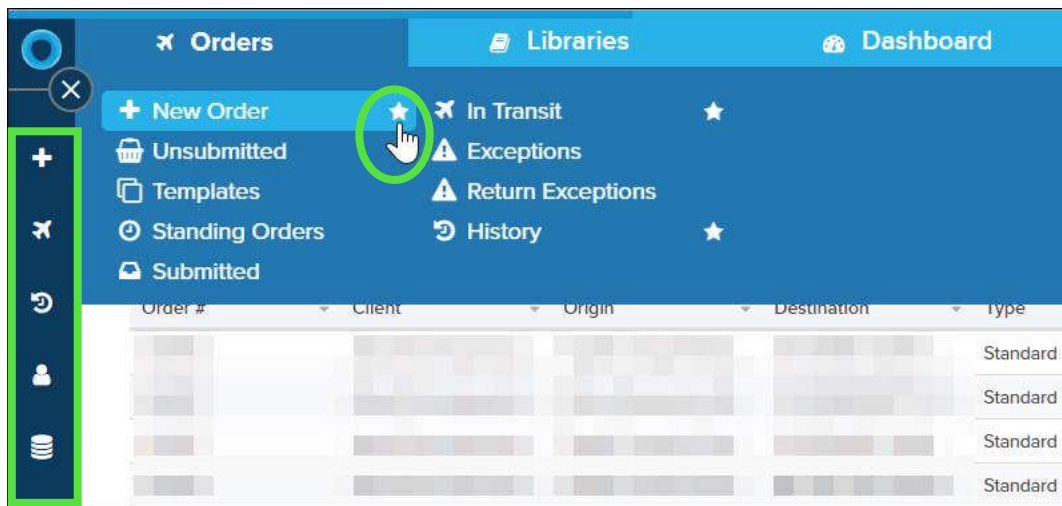
© 2022 Cryoport Systems. Version 2.0.0.ed3f204 6 Dec 2022 17:22:35 dbv.09703e167.2022.11.14

6. Click the **Navigation Bar** to access the **Orders**, **Libraries**, and **Dashboard** modules.

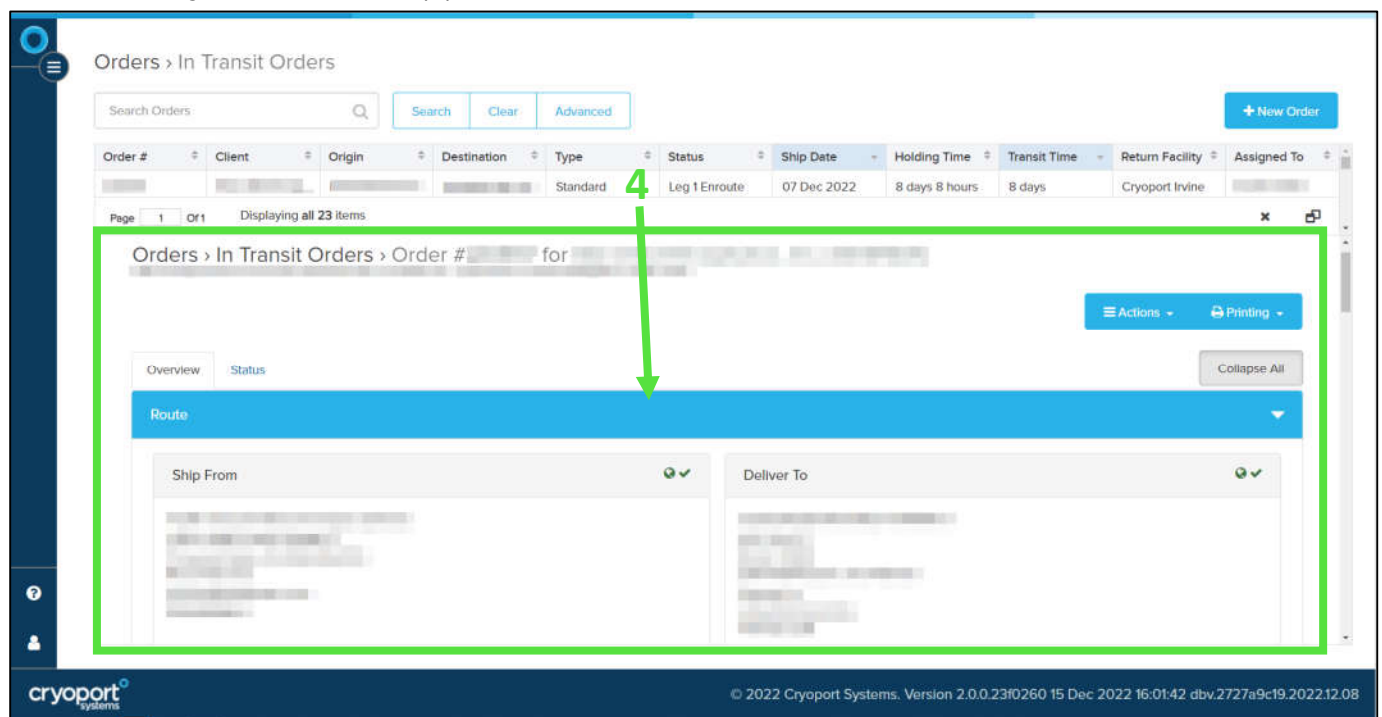
Orders Libraries Dashboard

- + New Order
- Unsubmitted
- Templates
- Standing Orders
- Submitted
- In Transit
- Exceptions
- Return Exceptions
- Receiving
- History

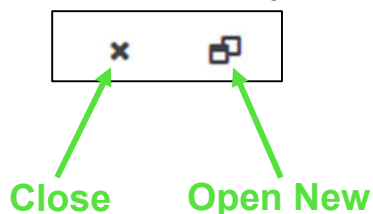
7. Users may create shortcuts to frequently used modules by clicking the **Star icon** next to each module. The favorited icons will appear on the left taskbar as shortcuts.



8. In several modules of the Cryoport® 2, selecting the **Content Panel** will open a **Secondary Content Panel** (4) with additional details below.



9. To open or close the **Secondary Content Panel** in a new tab, click the buttons in the above panel's upper-right corner as depicted here below.



10. Clicking the **Advanced** button will allow for a more refined search. The Advanced search lets you find an order by using the Tracking Number, Shipper, Shipment Type, Commodity Lot #/Serial Number, Origin and Destination, Start and End Facility, Date of Submission, Date of Invoice, and Date Shipped.

A horizontal search bar with a light gray background. On the left, it contains the text 'Search Orders' and a magnifying glass icon. To the right of the text are three buttons: 'Search' (light blue), 'Clear' (light blue), and 'Advanced' (light blue with a green border).

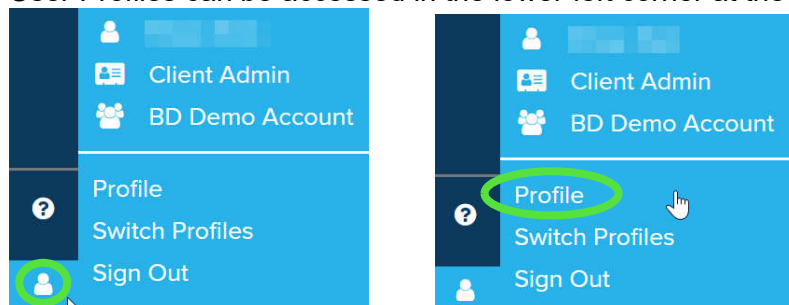
The 'Advanced Search' dialog box is divided into several sections. The 'Shipment Info' section includes fields for Tracking, Shipper (dropdown), Type (dropdown), Commodity Lot # / Serial Number, Active Leg (text), and Severity (dropdown). The 'Origin and Destination' section includes fields for Origin and Destination (both with a note 'This field is case-sensitive'), and multiple Start/End Facility dropdowns. The 'Date Range' section includes fields for Submitted After, Submitted Before, Invoiced After, Invoiced Before, Shipped After, and Shipped Before, each with a calendar icon. The 'Leg Exceptions' section includes an 'Is Deferred' dropdown. At the bottom, there is a 'Query' text field and 'Clear', 'Cancel', and 'Search' buttons. The 'Search' button is highlighted with a green border.

## Account Management

Cryoport System's Logistics Management Platform, Cryoport® 2, allows clients to view and manage shipping sites, commodities, and other order-related parameters.

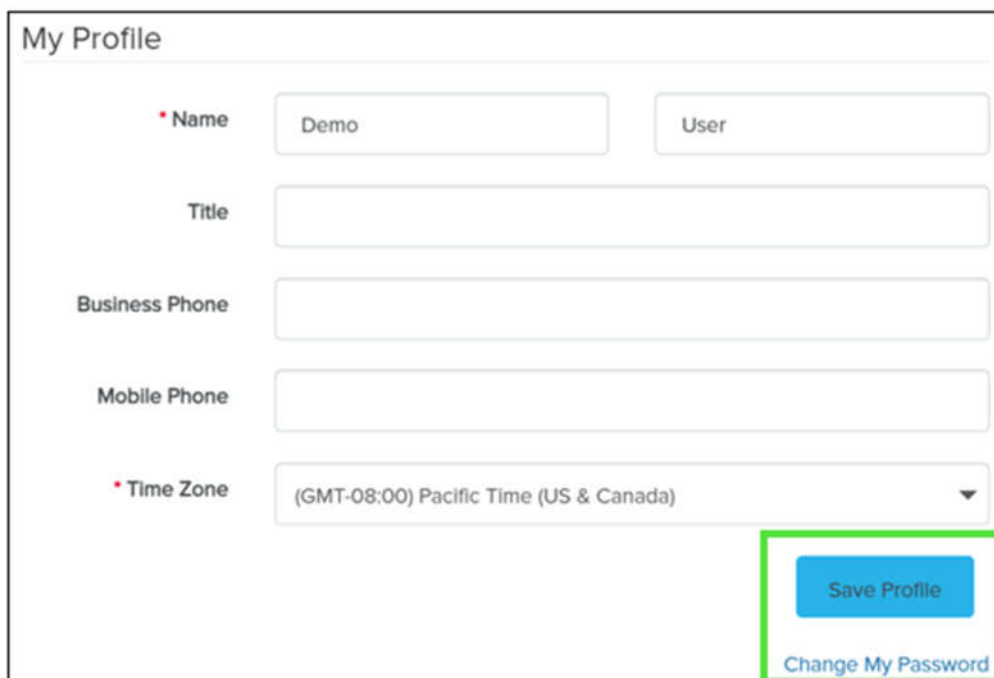
### Profile

User Profiles can be accessed in the lower-left corner at the **Help and User Section**.



11. Select the **Profile** option in the **Content Panel** to edit a profile.

11.1. The buttons in the lower-right corner allow you to save changes and alter your password.



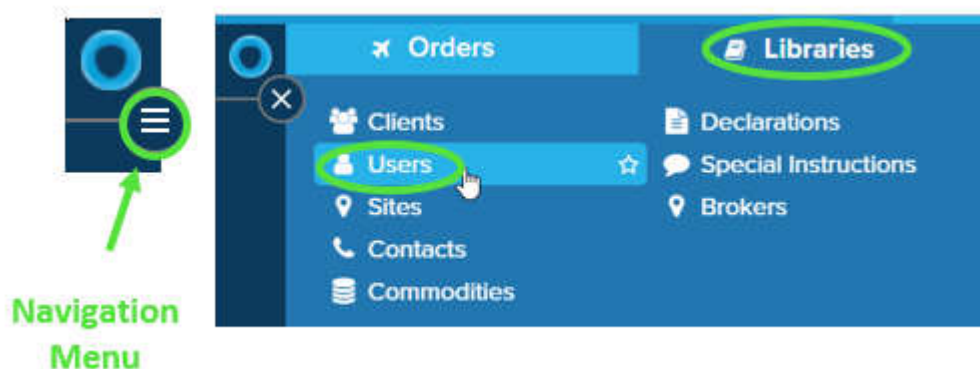
The image shows a screenshot of the 'My Profile' form. The form has a title 'My Profile' at the top. Below the title, there are several input fields: 'Name' (with a red asterisk), 'Title', 'Business Phone', 'Mobile Phone', and 'Time Zone' (with a red asterisk). The 'Name' field is split into two parts: 'Demo' and 'User'. The 'Time Zone' field is a dropdown menu showing '(GMT-08:00) Pacific Time (US & Canada)'. At the bottom right of the form, there is a blue button labeled 'Save Profile' and a link labeled 'Change My Password'. A green box highlights both the 'Save Profile' button and the 'Change My Password' link.



## Users

Individual Cryoport® 2 user accounts can be modified according to the user's role. These roles will determine who may view or edit data, place orders, run reports, and/or add new users.

12. Click on the **Navigation Menu** icon to access the **Libraries** tab. **Users** are featured below on the left.



- 12.1. A list of existing users will be displayed in the **Content Panel**. Identify existing users through the Search Users field. Using the **Search Users** and **Select Role** fields will allow for a more refined search.

Libraries > Client Users

Search Users  Select Role  Search Clear  CSV

Last Name	First Name	Email	Client/Roles	Status
5_last	5_first	5_obfuscated@cryoport.com	1_name/Client Admin	Enabled
7_last	7_first	7_obfuscated@cryoport.com	4_name/Client Admin	Disabled

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Libraries > Client Users > 5\_last

+ New User Lock Edit Reset Password

User

Email: 5\_obfuscated@cryoport.com  
 First Name: 5\_first  
 Last Name: 5\_last  
 Title: CUSTOMER SERVICE MANAGER  
 Business Phone: 18675309  
 Mobile Phone: 18675309  
 Status: Enabled

Clients and Roles

Role	Client	Global Logistics Center	Site
Client Admin	1_name (STE0001)	All Facilities	None

13. To review an existing user, click their name in the user list. Additional user information will appear in the **Secondary Content Panel**.

14. To edit the details of an existing user, click the **Edit** button. The ability to edit user information is restricted to Client Admins. The lock function disables a user from accessing their account.

- 14.1. Click the **Update User** button and a confirmation message will appear.

User was successfully updated.

15. To establish a new user, click the **New User** button. The ability to create a new user is restricted to Client Admins.

- 15.1. Complete the required fields, including the user's **Role**, **Client**, **Facility**, and **Site**.

**15.1.1.** There are five (5) available user roles, and each role has various functionalities based on the module.

User Role: Client Admin	
Modules	Functionality
User Management	User Roles
	Creating Users
	Editing and Existing User
	Locking and Unlocking Users
	Deleting Users
Site Management	Creating Sites
	Editing Existing Sites
	Deleting Sites
Contact Management	Creating Contacts
	Editing Existing Contacts
	Deleting Contacts
Commodity Management	Creating Commodity
	Deleting Commodity
Declaration Management	Creating Declaration
	Editing Existing Declaration
	Deleting Declaration
Special Instruction Management	Creating Special Instruction
	Editing Existing Special Instruction
	Deleting Special Instruction
Brokers Management	Creating Brokers
	Editing Existing Brokers
	Deleting Brokers
Process Controls	Viewing Process Controls
Shipping Account Mgt	Viewing Shipping Accounts and Routes
New Order Creation from Orders, Unsubmitted Orders and Order History. Execution of Template	New Order Creation
	View Approval
	View Processing
	View Ops Inspection
	View QA Final Inspection
	View In-Transit Orders
	View Exceptions
	Edit/Cancel Unsubmitted Orders
	View Templates
	Create/Edit/Delete Templates
	View Standing Orders
	Create/Edit/Delete Standing Orders
	View Receiving
	View History
Dashboards	View Customer Dashboard
Reports	View Client Specific Reports

User Role: Client Manager	
Modules	Functionality
Site Management	Creating Sites
	Editing Existing Sites
	Deleting Sites
Contact Management	Creating Contacts
	Editing Existing Contacts
	Deleting Contacts
Commodity Management	Creating Commodity
	Editing Existing Commodity
Declaration Management	Deleting Commodity
	Creating Declaration
	Editing Existing Declaration
Brokers Management	Deleting Declaration
	Editing Existing Special Instruction
	Deleting Special Instruction
New Order Creation from Orders, Unsubmitted Orders and Order History. Execution of Template	Creating Brokers
	Editing Existing Brokers
	Deleting Brokers
Order Management	New Order Creation
	View In-Transit Orders
	View Exceptions
	Edit/Cancel Unsubmitted Orders
	View Templates
	Create/Edit/Delete Templates
	View Standing Orders
	Create/Edit/Delete Standing Orders
	View History
Dashboards	View Customer Dashboard
Reports	View Client Specific Reports

User Role: Client User	
Modules	Functionality
Site Management	Creating Sites*
	Editing Existing Sites*
	Deleting Sites*
Contact Management	Creating Contacts*
	Editing Existing Contacts*
	Deleting Contacts*
Commodity Management	Creating Commodity*
	Editing Existing Commodity*
	Deleting Commodity*
Declaration Management	Creating Declaration*
	Editing Existing Declaration*
	Deleting Declaration*
Special Instruction Management	Creating Special Instruction*
	Editing Existing Special Instruction*
	Deleting Special Instruction*
Brokers Management	Creating Brokers*
	Editing Existing Brokers*
	Deleting Brokers*
New Order Creation from Orders, Unsubmitted Orders and Order History. Execution of Template	New Order Creation
Order Management	View In-Transit Orders
	View Exceptions
	Edit/Cancel Unsubmitted Orders
	View Templates
	Create/Edit/Delete Templates*
	View Standing Orders
	Create/Edit/Delete Standing Orders*
	Create/Edit/Delete Templates*
	View Standing Orders
	View History
Dashboards	View Customer Dashboard
Reports	View Client Specific Reports

\*Currently available, but will be removed after the next Cryoport® 2 update.

User Role: Client Viewer	
Modules	Functionality
Declaration Management	Creating Declaration Only view access
Special Instruction Management	Creating Special Instruction Only view access
Brokers Management	Creating Brokers Only view access
Order Management	View In-Transit Orders
	View Exceptions
	View Templates
	View Standing Orders
Reports	View History
	View Client Specific Reports

User Role: Client Site Viewer	
Modules	Functionality
Process Controls	Viewing Process Controls
Shipping Account Management	Viewing Shipping Accounts and Routes
Brokers Management	Creating Brokers Only view access
Order Management	View Ops Inspection
	View QA Final Inspection
	View In-Transit Orders
	View Exceptions
	View Templates
	View Standing Orders
	View Receiving
	View History

**15.2.** Click the **Create User** button and a confirmation message will appear.

Clients and Roles ?

Role

Client Viewer

Site

Select a site...

Enabled?

☒

Default?

☐

[Add Role](#)

Cancel

Create User

User was successfully created.



**17.1.** Once changes are made, click the **Update Site** button in the bottom-right to save the changes.



**17.2.** After that, a confirmation message will appear.



**18.** To create a new site, click the **+ New Site** button.



## 18.1. Complete the required fields.

Libraries › Sites › New Site

Site Nickname

\* Company Name

\* Street Address 1

Please enter physical street address only

Street Address 2

Please enter Room/Lab/Dept/any other additional information

\* City/Locality

State/Province

Zip/Postal Code

\* Time Zone

Select a time zone... ▼

☐ Residential

\* Country

Select a country... ▼

19. Existing contacts in your library can be selected as the primary contacts for each site. If creating a new contact for the site, mark the **Create New Contact** box.

Contact

Select an option...

☒ Create New Contact
 ☐ Update Contact

\* First Name

First Name

\* Last Name

Last Name

Title

Title

Type

Site

\* Phone Number

Phone Number

Mobile Number

Mobile Number

Fax Number

Fax Number

\* Email

Email

- 19.1. Based on the address details, Cryoport® 2 will attempt to geofence the site. If successful, the user will see a green pin on the map. However, if the pin is red, please move the pin to the appropriate location and move on to the next step.

- 19.2. To save changes, click the Create Site button in the lower-right corner of the page.

Cancel

Create Site

- 19.3. After that, a confirmation message will appear.

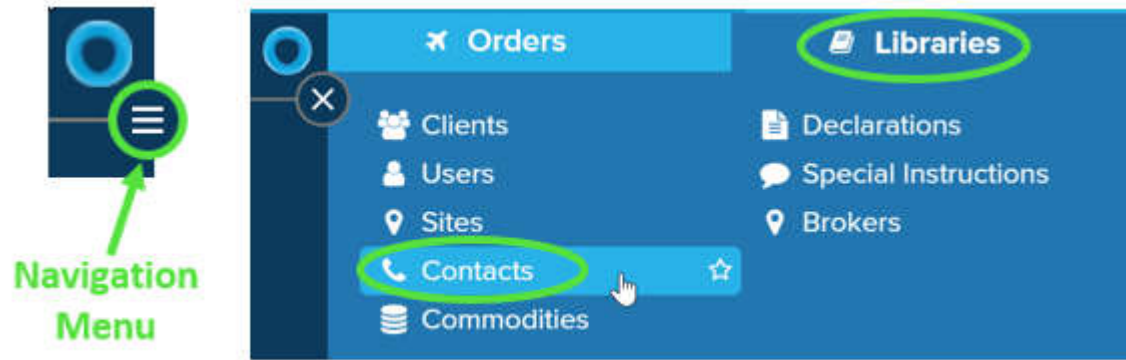
Site was successfully created.



## Contacts

Contacts who are created in the **Sites** module are also saved in the **Contacts** module. Additional contacts can also be created directly in the **Contacts** module to be used in any shipment.

20. Click on the **Navigation Menu** icon to view the **Libraries** tab. From there you will be able to access the **Contacts**.



- 20.1. A list of existing contacts will be displayed. Identify existing contacts through the **Search Contacts** field. Using the **Search Contacts** field will allow for a more refined search.

Libraries > Contacts

Name	Title	Type	Phone	Fax	Email	Actions
Arce-Rivera, Angle	-	Site	949-470-2300	-	aarcerivera@cryoport...	Delete
Tran, Binh	-	Client POC	949-470-2300	-	btran@cryoport.com	Delete
Contact, Test	-	Site	949-470-2305	-	cs@cryoport.com	Delete

Page 1 Of 1    Displaying all 3 Items

21. To review the details of an existing contact, click on the contact's name in the list. The details will be displayed in the secondary content panel.

Libraries > Contacts > Contact

First Name	Test
Last Name	Contact
Title	-
Type	Site
Phone Number	949-470-2305
Mobile Number	-
Fax Number	-
Email	cs@cryoport.com
Client	BD Demo Account

**21.1.** Changes can be made as needed and saved by clicking the **Edit** button located on the upper right corner of the secondary panel.



**22.** To create a new contact, click the **+ New Contact** button located on the upper right corner of the secondary panel.



**22.1.** Complete the required fields.

Libraries > Contacts > New Contact

* First Name	* Last Name
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Title	Type
<input type="text" value="Title"/>	<input type="text" value="Site"/> x ▼
* Phone Number	Mobile Number
<input type="text" value="Phone Number"/>	<input type="text" value="Mobile Number"/>
Fax Number	* Email
<input type="text" value="Fax Number"/>	<input type="text" value="Email"/>

**22.2.** To save changes, click the **Create Contact** button in the lower right corner of the page.



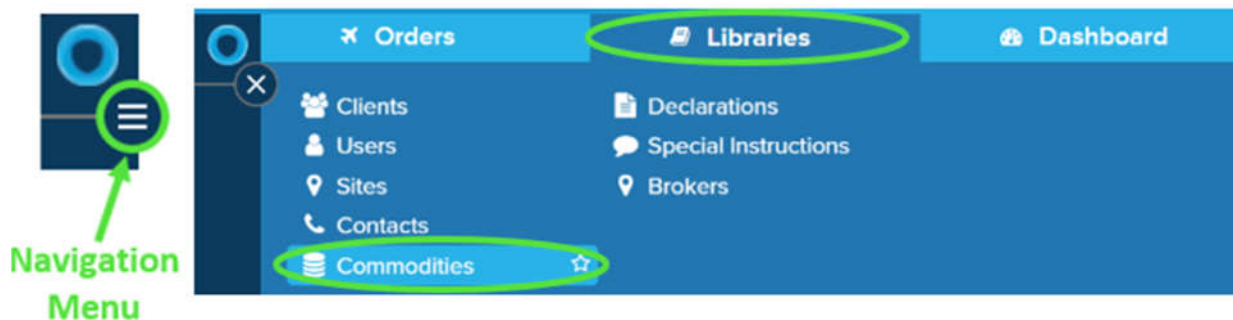
**22.3.** A confirmation message will appear, and the new contact will be saved in the **Contact Library**.



## Commodities

Commodities are created to save and manage different types of products that will be shipped between sites. Once the commodities are saved in Cryoport® 2, they can be used to create new shipments.

- 23.** Click on the **Navigation Menu** icon to view the **Libraries** tab. From there you will be able to access the **Commodities**.



- 23.1.** A list of existing Commodities will be displayed. Identify existing commodities through the **Search Commodities** field. Using the **Search Commodities** will allow for a more refined search.

Libraries > Commodities				
Search Commodities		Search	Clear	
Name	Client	Category	Biological Substance	Alarm Bands
Test	Cryoport General Demo Account	EXEMPT	No	No

- 24.** To review an existing **Commodity** along with the corresponding details, click on the Commodity's name in the list.

Libraries > Commodities > Commodity	
Commodity Information	
Client	Cryoport General Demo Account
Name	Test
Description	test
Primary Container	OTHER
Primary Container Description	
Primary Container Size	
Estimated Value	\$1.00
Commodity Group	Other (Other)
Commodity Category	EXEMPT
Harmonized Code	N/A
Country Of Origin	US
Biological Substance	No

**24.1.** Changes can be made by clicking the **Edit** button to the right.

 Clone	 New Commodity	 Edit	 Disable
---	---	--	---

**24.2.** Make your changes as needed and click **Update Commodity**.

Libraries > Commodities > Edit Commodity for Cryoport General Demo Account

**\* Name**

**\* Commodity Description**

**\* Primary Container**

**25.** To create a new **Commodity**, click the **+ New Commodity** button to the right.



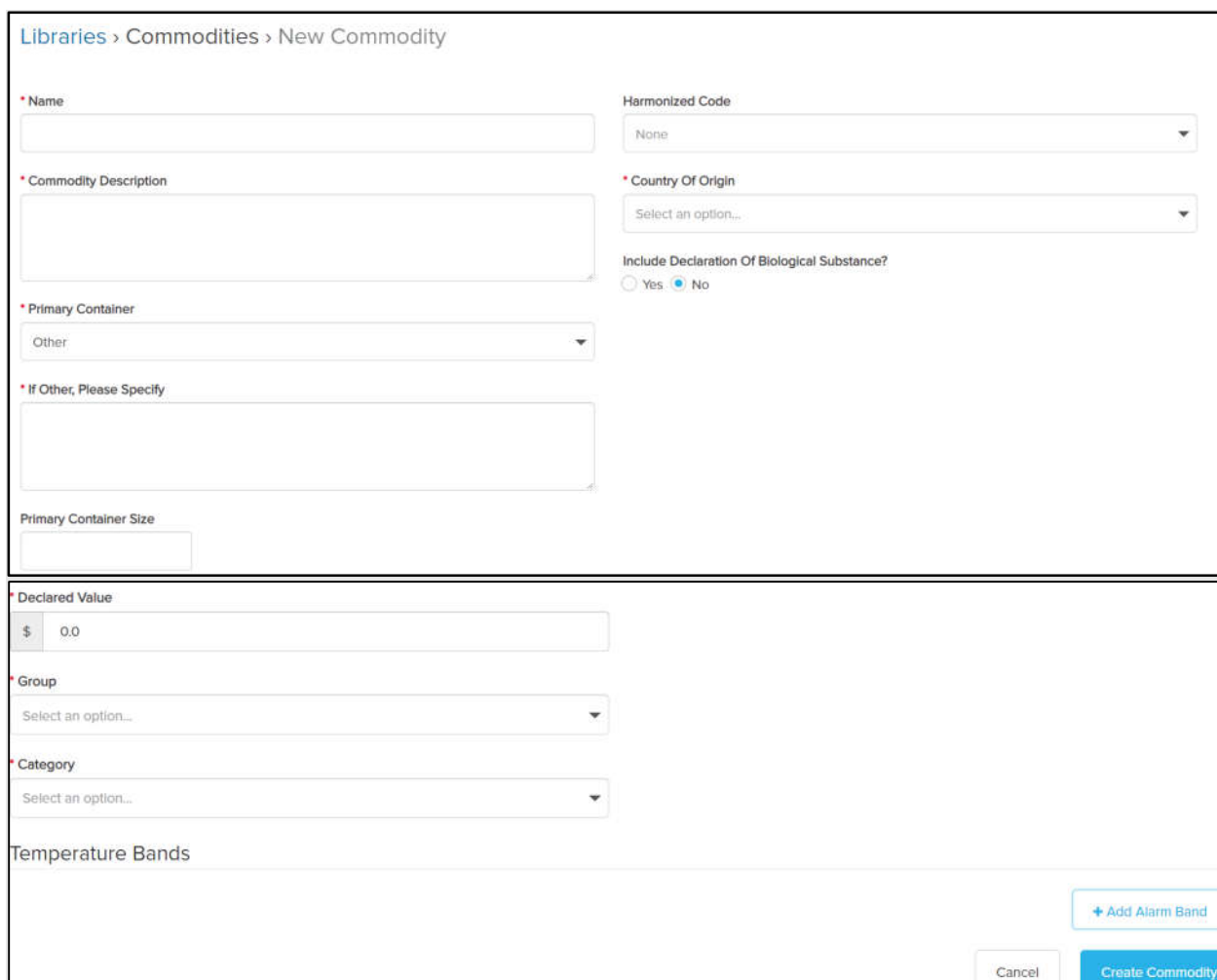
**25.1.** Complete the required fields. For the Commodity Description, please include:

**25.1.1.** A layman description of the sample (e.g., Human Blood, Murine Cells, etc.)

**25.1.2.** The primary container type and size (e.g., 2 mL vial, 500 mL bag, etc.)

**25.1.3.** A statement of use (e.g., “For research purposes only.”)

**25.1.4.** Declared value, Group, and Category (use dropdown menu)



**26.** Set **Alarm Bands** if needed. Alarm Bands will post an alert on the temperature stability report if a set threshold is crossed during transit.

**26.1.** To create a new Alarm Band, click the **+ Add Alarm Band** button.



**26.2.** Select the parameters:

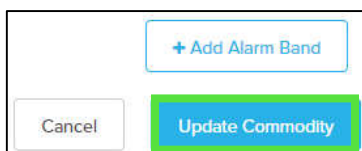
**26.2.1.** When to Trigger Alarm

**26.2.2.** Temperature Parameters (Above, Below, or Between)

**26.2.3.** Temperature Value(s)

A form titled 'Temperature Bands' with a light gray background. It contains two rows of configuration options. The first row is labeled '\* Trigger Alarm' and has a dropdown menu with 'immediately' selected. The second row is labeled '\* When Temperature Is...' and has a dropdown menu with 'above' selected. Below the second dropdown is a text input field with a temperature unit selector set to '°C'.

**26.3.** Click the **Update Commodity** button.



**26.3.1.** After that, a confirmation message will appear.



**26.3.2.** Repeat the steps **26.1** to **26.2** as needed to create more alarm bands for the same commodity.

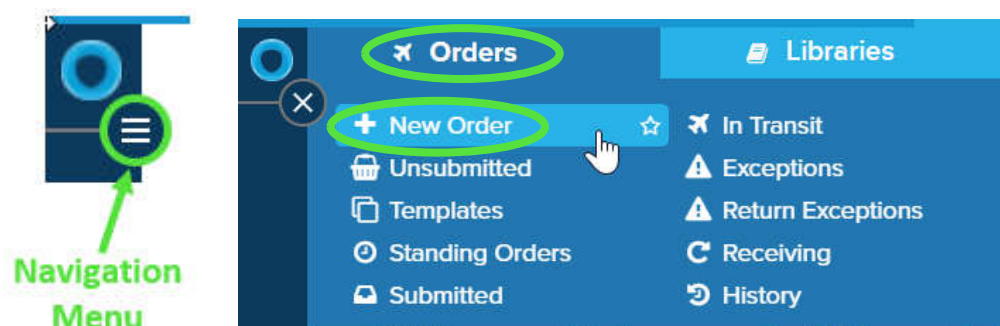
## Order Creation and Management

The Cryoport® 2 allows clients to place, view, and manage their orders with many of the same tools and options utilized by Cryoport System's 24/7/365 Logistics Management team.

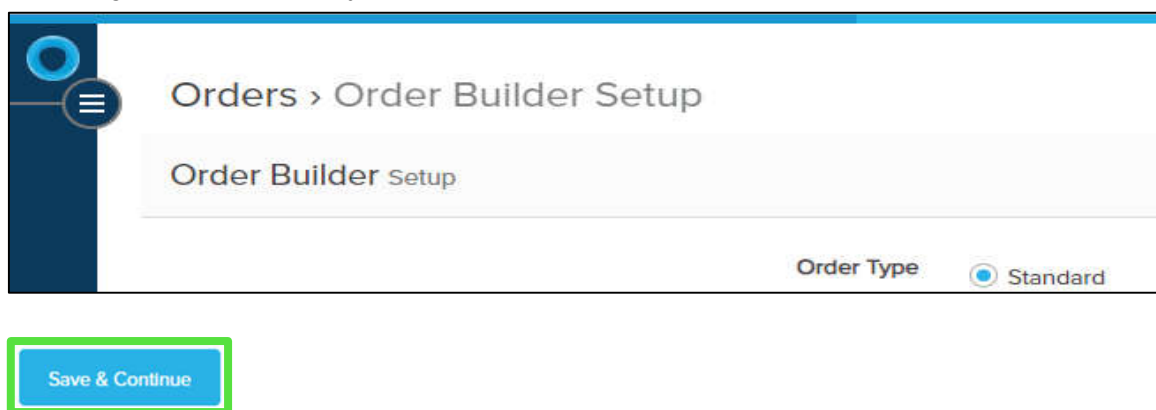
### Order Entry

Only **Client Users**, **Client Managers**, and **Client Admins** can create orders in Cryoport® 2. Once an order is created, the shipment will be reviewed and approved by Cryoport Systems' Logistics Management team for processing by a Cryoport Systems Logistics Center.

27. Go to the **Navigation Menu** icon. On the **Orders** tab, click on **+ New Order** to create a new order.



28. **Order Type:** Choose the type of **Order** and click the **Save & Continue** button.



## 29. Step 1 of 6

**Shipping Route:** Sites should be previously created and saved to provide the address and contact information for the locations where commodities are being shipped to and/or from. For more information, please see the Sites section (**page 13**) of Account Management.

**29.1.** Select the **Origin** from the **Site** drop-down list.

Orders > Order Builder Setup

Order Builder Step 1 of 6 - Route

**Origin**

Site
ABC Company (ABC Company)
ABC Company (ABC Company) Test Contact (cs@cryoport.com) 19000 MacArthur Blvd Irvine, CA 92612
Cryoport Bioservices Morris Plains (Cryoport Bioservices Morris Plains) Angie Arce-Rivera (aarcerivera@cryoport.com) 900 The American Rd. Morris Plains, NJ 07950
DEF Company (DEF Company) Test Contact (cs@cryoport.com) Dorchester 181 Leafddorp 2122 MS



- 29.1.1. This will populate the additional fields with the required information from the existing site.

Origin

Site

ABC Company (ABC Company)

Select a site or fill out the fields below.

\* Company Name

ABC Company

\* Street Address

19000 MacArthur Blvd

Please enter physical street address only

Street Address #2

Suite 800

Please enter Room/Lab/Dept/any other additional information

\* City/Locality

Irvine

State/Province

CA

\* Zip/Postal Code

92612

\* Country Code

United States

\* Time Zone

(GMT-08:00) Pacific Time (US & C...

☐ Residential

Contact

Test Contact (cs@cryoport.com)

\* Contact Email

cs@cryoport.com

\* Contact Phone

949-470-2305

**29.1.2.** Scroll down to Destination

**29.1.3.** Select the **Destination** from the **Site** drop-down list.



The screenshot shows a web form titled "Destination". On the left, there are three required fields: "Company Name", "Nickname", and "Street Address", each marked with a red asterisk. To the right of these fields is a "Site" dropdown menu. The dropdown is open, displaying a search bar at the top and a list of entries below. The entries are: "DEF Company (DEF Company)", "Test Contact (cs@cryoport.com)", "Parellaan 18 Hoofddorp, 2132 WS", "ABC Company (ABC Company)", "Test Contact (cs@cryoport.com)", "19000 MacArthur Blvd Irvine, CA 92612", and "XYZ Company (XYZ Company)". The "XYZ Company (XYZ Company)" entry is highlighted in blue, and a mouse cursor is pointing at it.

**29.1.3.1.** This will populate the additional fields with the required information from the existing site.

Destination

Site
XYZ Company (XYZ Company)
x
▼

Select a site or fill out the fields below.

\* Company Name
XYZ Company

\* Street Address
17305 Daimler St

Please enter physical street address only

Street Address #2

Please enter Room/Lab/Dept/any other additional information

\* City/Locality
Irvine

State/Province
CA

\* Zip/Postal Code
92614-5510

\* Country Code
United States
▼

\* Time Zone
(GMT-08:00) Pacific Time (US & C...
▼

☐ Residential

Contact
Test Contact (cs@cryoport.com)
x
▼

\* Contact First Name
Test

\* Contact Last Name
Contact

\* Contact Email
cs@cryoport.com

\* Contact Phone
949-470-2305

Cryoport Systems, LLC | 17305 Daimler Street | Brentwood, TN 37027 | [cryoport.com](http://cryoport.com)

UM-004, Rev. B Effective Date: 04/20/2023

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**29.1.3.2.** For international shipments, the destination site will be designated as the Importer of Record. If there is a separate Importer of Record, please check the box and enter the required information below.

### Importer of Record

By default, the destination information you entered above will be designated as the importer of record. If you have a separate importer of record, please check the box and enter the information below.

☒ There Is A Separate Importer Of Record

Site

None

Select a site or fill out the fields below.

\* Company Name

\* Street Address

Please enter physical street address only

Street Address #2

Please enter Room/Lab/Dept/any other additional information

\* City/Locality

State/Province

\* Zip/Postal Code

\* Country Code

Select a country...

\* Time Zone

Select a time zone...

☐ Residential

Contact

None

\* Contact First Name

\* Contact Last Name

\* Contact Email

\* Contact Phone

☒ Return Package From The Importer Of Record
 

By default, the express shipper(s) will return from the Destination site. If the shippers will return from the Importer of Record site, please check the box above.

Save & Continue

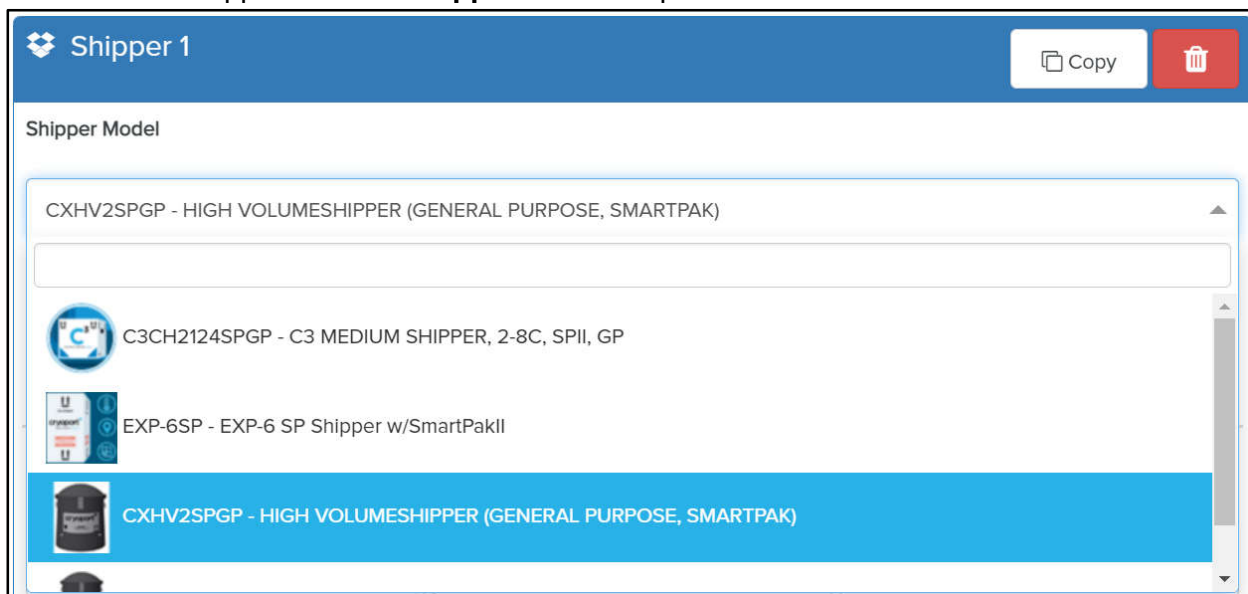
**29.1.3.3.** Click the Save & Continue button to proceed.



### 30. Step 2 of 6

**Shippers & Commodities:** Cryoport Systems **Shippers** and **Accessories** are used to safely transport Commodities from the origin to the destination site. If you have any questions about which solutions will best meet your needs, please contact Cryoport System's 24/7/356 Customer Service and Logistics Management team by phone (+1 949-470-2305) or email ([cs@cryoport.com](mailto:cs@cryoport.com)).

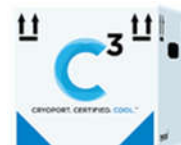
**30.1.** Select the Shipper from the **Shipper Model** drop-down list.



The screenshot shows a web interface for selecting a shipper model. At the top, there's a blue header bar with a "Shipper 1" label, a "Copy" button, and a delete icon. Below the header, the "Shipper Model" section contains a search bar with the text "CXHV2SPGP - HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK)". Below the search bar, there's a list of shipper models. The first item is "C3CH2124SPGP - C3 MEDIUM SHIPPER, 2-8C, SPII, GP" with a small icon. The second item is "EXP-6SP - EXP-6 SP Shipper w/SmartPakII" with a small icon. The third item, "CXHV2SPGP - HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK)", is highlighted in blue and has a small icon. The list is scrollable, as indicated by a vertical scrollbar on the right.

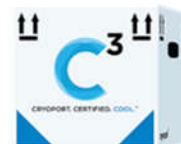
**30.1.1.1.** C3 Medium Shipper General Purpose, 2-8°C (C3CH2124SPGP)

- Payload size: 8.9" x 8.9" x 8.9"
- 96 hour holding time
- 2-8°C holding temperature



**30.1.1.2.** C3 Medium Shipper Advanced Therapy Shipper™, 2-8°C (C3CH2124SPHU)

- Payload size: 8.9" x 8.9" x 8.9"
- 96 hour holding time
- 2-8°C holding temperature



**30.1.1.3.** C3 Medium Shipper Advanced Therapy Shipper™, 15-25°C (C3RT1124SPHU)

- Payload size: 8.9" x 8.9" x 8.9"
- 72 - 96 hour holding time
- 15-25°C holding temperature



**30.1.1.4.** Standard LN2 Dry Vapor Shipper (EXP6-SP)

- Payload size: 3" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.5.** Standard LN2 Dry Vapor Shipper (CXST1SPGP)

- Payload size: 3" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.6.** Combo LN2 Dry Vapor Shipper (CXCB1SPGP)

- Payload size: 3" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.7.** High Volume LN2 Dry Vapor Shipper, General Purpose (CXHV2SPGP)

- Payload size: 8.5" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.8.** High Volume LN2 Dry Vapor Shipper, Advanced Therapy Shipper™ (CXHV2SPHU)

- Payload size: 8.5" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.9.** Slide Rite LN2 Dry Vapor Shipper, General Purpose (CXSR2SPGP)

- Palletized version of the CXHV2SPGP. The unit is equipped with retractable wheels for ease of movement.
- Payload size: 8.5" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.10.** Slide Rite LN2 Dry Vapor Shipper, Advanced Therapy Shipper™ (CXSR2SPHU)

- Palletized version of the CXHV2SPHU. The unit is equipped with retractable wheels for ease of movement.
- Payload size: 8.5" diameter x 11" tall
- Up to 10 days holding time
- -150°C holding temperature



**30.1.1.11.** Cryoport Elite Ultra Cold 28L Shipper, General Purpose (ELUC128SPGP)

- Specimen Chamber: 8"L x 8"W x 5.375"H
- 5+ days of holding time
- -60°C holding temperature



**30.1.1.12.** Cryoport Elite Ultra Cold 28L Shipper, Advanced Therapy Shipper™ (ELUC128SPHU)

- Specimen Chamber: 8"L x 8"W x 5.375"H
- 5+ days of holding time
- -60°C holding temperature



**30.1.1.13.** Cryoport Elite Ultra Cold 56L Shipper, General Purpose Shipper™ (ELUC156SPGP)

- Specimen Chamber: 12.75"L x 12.5"W x 9"H
- 7+ days of holding time
- -60°C holding temperature



**30.1.1.14.** Cryoport Elite Ultra Cold 56L Shipper, Advanced Therapy Shipper™ (ELUC156SPHU)

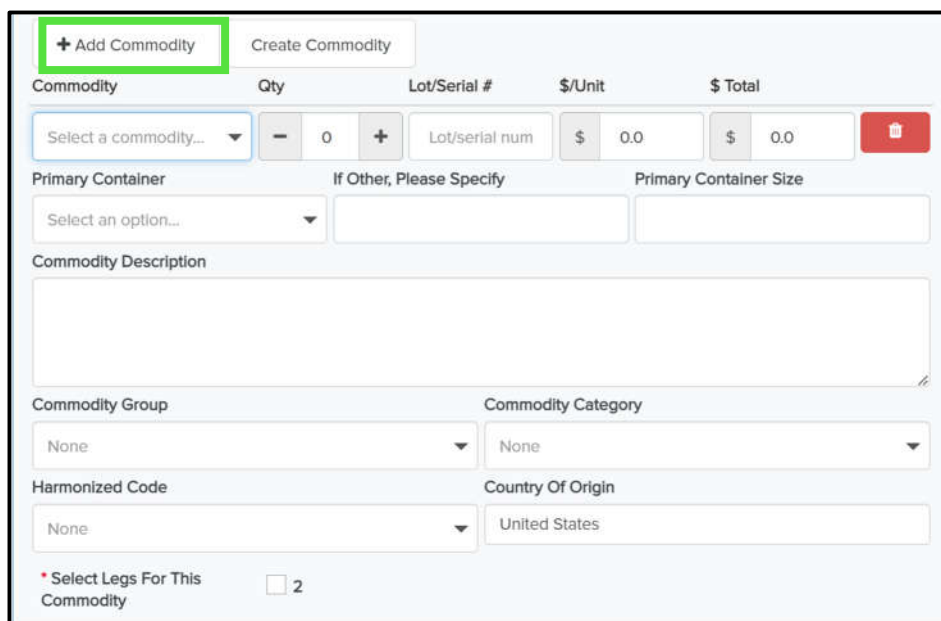
- Specimen Chamber: 12.75"L x 12.5"W x 9"H
- 7+ days of holding time
- -60°C holding temperature



**To customize the list of available shippers to your account, please contact Cryoport Systems' Customer Service and Logistics Management team.**

**30.2.** Select the Commodity by clicking on **+ Add Commodity**.

**30.2.1.** The Commodity section will expand for the entry of commodities to be shipped in this unit.



**30.2.2. Commodities** should be previously created and saved to provide the description, declared value, and classifications of the product. For more information, please see the **Commodities** section (**pages 19-22**) of Account Management.



**30.3.** Select the Commodity from the Commodity drop-down list.

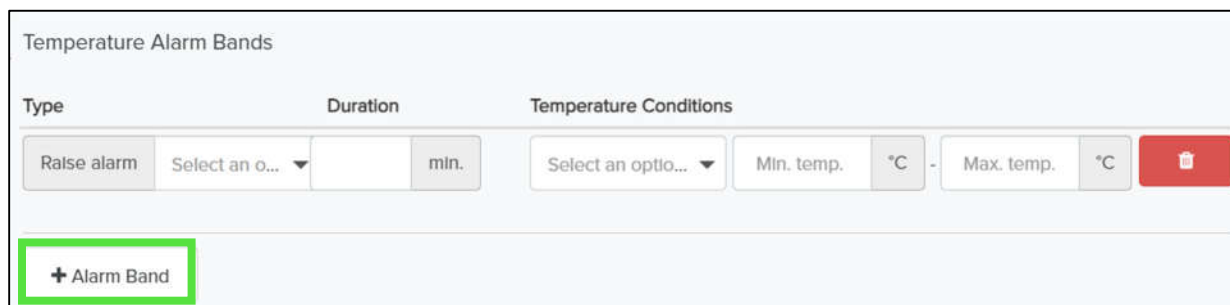
**30.3.1.** Adjust the Quantity and \$/Unit as needed.

**30.3.2.** Add a Lot/Serial # as needed.

**30.3.3.** Update other values as needed.

**30.3.4.** Click +Add Commodity and repeat steps **30.2** and **30.3** as needed to add more commodities to the shipper.

**30.3.5.** For 4-Leg Shipments:  
Repeat steps **30.2** and **30.3**, using the +Add Commodity.



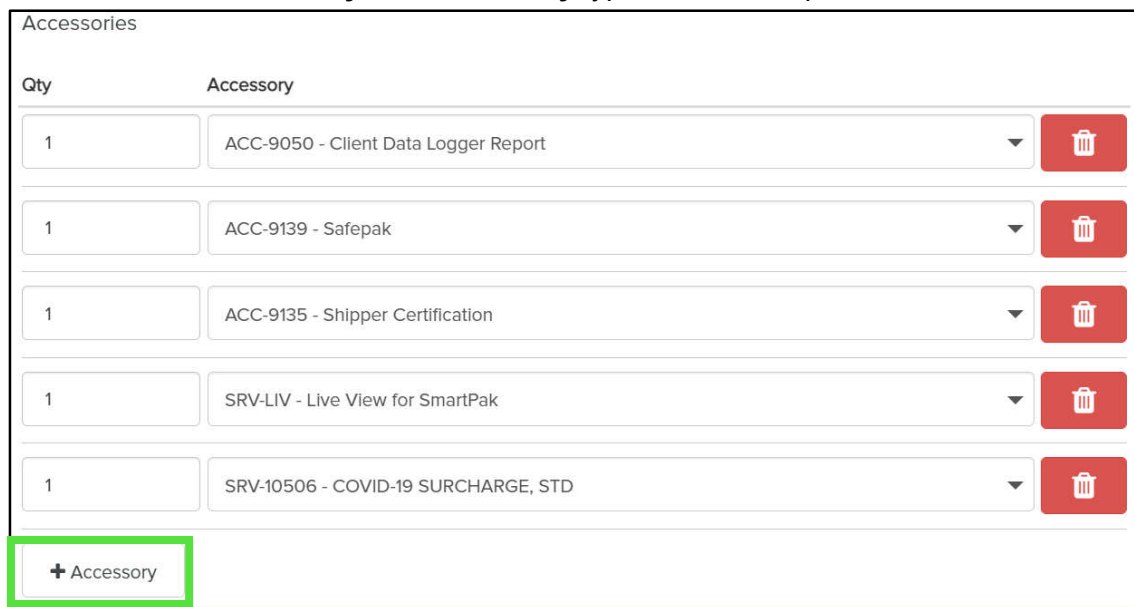
**30.4.** Add any Temperature Alarm Bands by clicking on **+ Alarm Band**. Use as needed.

**30.4.1.** The Temperature Alarm Bands section allows users to select when to **Raise Alarm**, **Duration**, and **Temperature Conditions** from the drop-down lists.

**30.4.2.** Click **+ Alarm Band** and repeat steps **30.4** as needed to add more Temperature Alarm Bands to the shipper.

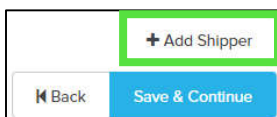
**30.5.** To include additional **Accessories** for the Shipper, click **+ Accessory**.

**30.5.1.** Select the **Quantity** and **Accessory** type from the drop-down lists.



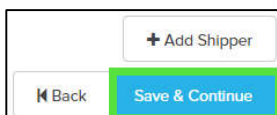
**30.5.2.** Click **+ Accessory** and repeat steps **30.5** as needed to add different types of Accessories to the shipper.

**30.6.** If additional shippers are needed for this order, click **+ Add Shipper** located in the lower right corner. Repeat steps **30.1** to **30.5**.



A screenshot of a web interface showing a button labeled '+ Add Shipper' highlighted with a green border. Below it are two buttons: 'Back' and 'Save & Continue'.

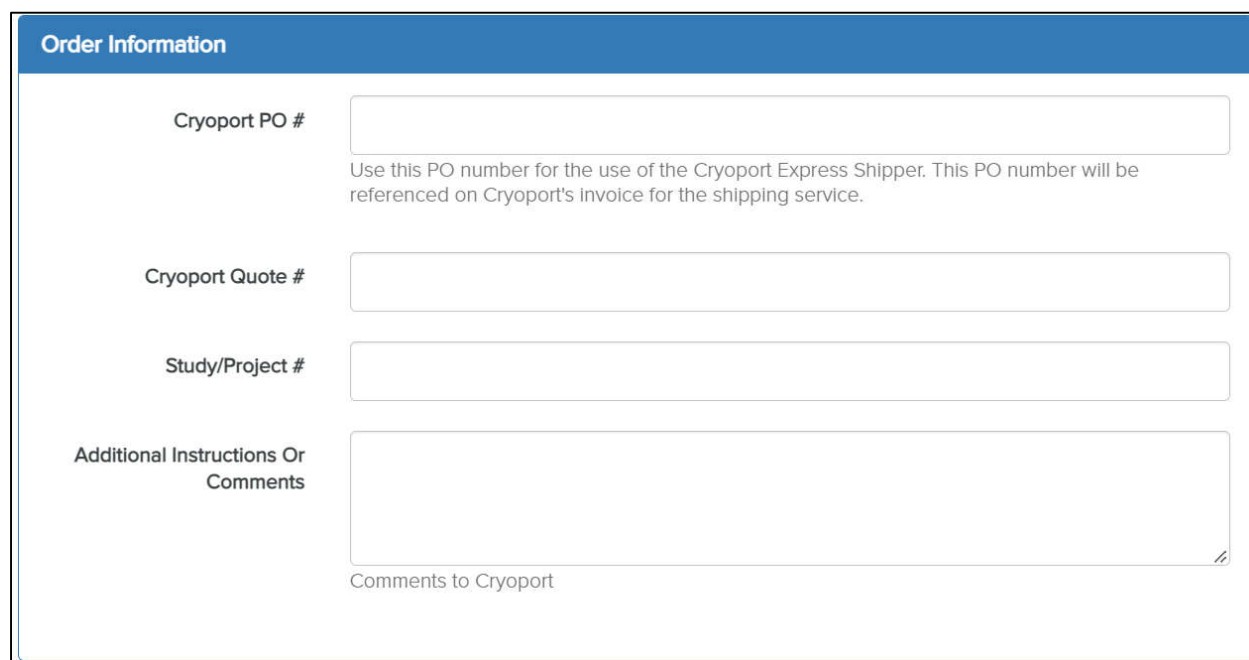
**30.7.** Once finished, click **Save & Continue** located in the lower right corner to proceed.



A screenshot of a web interface showing a button labeled '+ Add Shipper' and a button labeled 'Save & Continue' highlighted with a green border. A 'Back' button is also visible.

### 31. Step 3 of 6

#### Documentation: Order Information



A screenshot of a web form titled 'Order Information'. It contains four input fields: 'Cryoport PO #', 'Cryoport Quote #', 'Study/Project #', and 'Additional Instructions Or Comments'. Below the 'Cryoport PO #' field is a note: 'Use this PO number for the use of the Cryoport Express Shipper. This PO number will be referenced on Cryoport's invoice for the shipping service.' Below the 'Additional Instructions Or Comments' field is a note: 'Comments to Cryoport'.


**31.1.** Within the **Cryoport PO #** field, enter your purchase order or other reference number to appear on Cryoport Systems' invoice, which will be sent to your accounts payable department.

**31.2.** If you received a quote from Cryoport Systems, enter the Quote # to ensure the order is billed accordingly within the **Cryoport Quote #** field.

**31.3.** Enter any additional reference numbers/names in the **Study/Project #** field.

- 31.4. Enter any special notes/instructions for the Cryoport Systems Logistics Management team and/or the Logistics Center Operations team in the **Additional Instructions Or Comments** field.
- 31.5. In the **Leg 2 Documentation** section, enter the reference number that will be used on the shipping documents for this leg under **Shipment Reference #** field.
- 31.6. In the **Documents** section, use the **+ Document** button to upload any documents associated with the order such as manually-created waybills, import/export permits, certificates, product spec sheets, etc.

Leg 2 Documentation **ABC Company (ABC Company)** → **XYZ Company (XYZ Company)**

 Back
Save & Continue

This reference number will be used on the shipping documents for this leg. Use this field for any reference number between the ship from and ship to locations.

Documents

ETD?	Type of ETD	File	Pri...	
<input type="checkbox"/>	-	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Choose File</div> <span>No file chosen</span>	<input checked="" type="checkbox"/>	<span style="background-color: red; color: white; padding: 2px 5px;">✕</span>

+ Document

Electronic trade documents (ETDs) are currently only accepted by FedEx. An ETD does not get printed. Uploaded documents are viewable at order details. ETD uploads are limited to 1MB.

Non-ETDs selected to print will be printed and shipped with built shippers.

- 31.7. Once completed, click Save & Continue located on the bottom right corner.

## 32. Step 4 of 6

**Notifications:** The Cryoport® 2 will send automated emails to the user-selected recipients for up to 8 separate events.

Notifications

Recipient	All	Submit	Approve	Cancel	Leg 1	Leg 2	Return ...	Data	Shippe...	
Test Contact (cs@cryoport.co... ▼)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<span style="background-color: red; color: white; padding: 2px 5px;">✕</span>
ktran@cryoport.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<span style="background-color: red; color: white; padding: 2px 5px;">✕</span>

+ Contact

+ Email

- 32.1. All:** Confirmation and Notification for all eight (8) separate events of the shipments.
- 32.2. Submit:** Confirmation of the order submission, which is the final step of this instruction.
- 32.3. Approve:** After the order is submitted and before it is shipped from Cryoport Systems, a member of Cryoport Systems' Customer Service and Logistics Management team will review the order and approve the shipment. Any changes made to the details and any tracking numbers generated will appear in a notifications email.
- 32.4. Cancel:** A confirmation of order cancellation.
- 32.5. Leg 1 and Leg 2:** Confirmation of the scheduled pickup and delivery of these legs as well as any shipping exceptions which occur in between.
- 32.6. Return Leg:** Confirmation of scheduled pickup date/time for Leg 3. If the pickup is missed, a weekly reminder will also be sent for the re-coordination of the collection.
- 32.7. Data Logger:** A copy of the Temperature Stability Report will be sent after the Leg 2 delivery.
- 32.8. Shipper Certification:** A copy of the Shipper Certification showing the identifiers, conditioning data, and calibration data of the equipment will be available once the order is processed.
- 32.9.** Add **Notification** recipients by using the **+ Contact** and **+ Email** buttons in the lower left corner. Select/Deselect **Notifications** as needed.



- 32.9.1.** Clicking the **+ Contact** button will allow you to select email addresses from your existing contacts list.
- 32.9.2.** Clicking the **+ Email** will require the email addresses to be entered manually.

- 32.10.** Once completed, click **Save & Continue** located in the bottom right corner to proceed.



### 33. Step 5 of 6

**Schedule Transportation:** Cryoport Systems' standard order model includes three (3) shipment legs.

- 33.1. Leg 1: Arrival of the equipment at the origin site.**



-

### 33.4. Leg 3: Return empty equipment to Cryoport Systems.

#### 33.4.1. Request shipper(s) pickup from the Destination site (**Leg 3 pickup**).

Pickup from XYZ Company (XYZ Company)

\* Pickup Date

19 Sep 2022

Total shipment duration will be restricted to 10 days, governed by the holding time of the selected shippers.

Pickup Between

12:00 PM

-

1:00 PM

(Time Zone: Pacific Time (US & Canada))

Pickup Location / Instructions

**33.4.2.** By default, Cryoport Systems will ship Leg 3 via a standard courier with priority service. For sites that are within driving distance from a Cryoport Systems logistics center, Cryoport Systems may collect the equipment via the **Cryoshuttle®** instead. For other courier options or any special requests on the Leg 3 service, please enter your instructions in the **Additional Instructions or Comments** field located on **Step 3 – Documentation Order Information** (see page 34).

**33.4.3.** Select the **Pickup Date** and **Pickup Time**. To help ensure that the equipment is returned to Cryoport Systems in a timely manner and to avoid extended lease fees, we recommend scheduling the Leg 3 pickup one business day after the Leg 2 delivery. Please note that all commodities should be removed from the shipper(s) as soon as possible after Leg 2 delivery.

**33.4.4.** Once completed, click **Save & Continue** to proceed.

Back

Save & Continue





### 34. Step 6 of 6



#### Review and Submit Order:

## Order #249562 for BD Demo Account (ZZZZ001) Standard

### Route

**Ship From**  

ABC Company  
19000 MacArthur Blvd  
Suite 800  
Irvine CA, 92612  
**Contact:** Contact, Test - 949-470-2305 - [cs@cryoport.com](mailto:cs@cryoport.com)

**Ship To**  

XYZ Company  
17305 Daimler St  
Irvine CA, 92614-5510  
**Contact:** Contact, Test - 949-470-2305 - [cs@cryoport.com](mailto:cs@cryoport.com)

### Schedule

Leg	Pickup Date	Pickup Time	Delivery	Account	Ser...	Sig...	Pri...
1	- Cryoport Morris Plains	12:00 - 16:00 Eastern Time (US & Ca...	14 Sep 2022 ABC Company (ABC Co...	Cryoport - ...	1 D...	Yes	Ena...
2	15 Sep 2022 ABC Company (ABC Co...	12:00 - 13:00 Pacific Time (US & Can...	16 Sep 2022 XYZ Company (XYZ Co...	Cryoport - ...	1 D...	Yes	Ena...
3	19 Sep 2022 XYZ Company (XYZ Co...	12:00 - 13:00 Pacific Time (US & Can...	- Cryoport Morris Plains	Cryoport - ...	1 D...	Yes	Not...

### Shippers & Commodities

Shipper #1: HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK) (CXHV2SPGP)

Leg 2 Commodities	Quantity	Value
<b>Test Commodity</b> Primary Container Type Vials Primary Container Description Human Cells in 2 ml vial. For research purposes only test Primary Container Volume 2 ml Harmonized Code N/A - N/A Commodity Category EXEMPT Lot / Serial Number No number provided	1	\$1.00

**Temperature Alarm Bands**

Raise alarm after 15 consecutive minutes when temperature is above -150.0 °C.

Accessories	Quantity
ACC-9135 - Shipper Certification	1
SRV-LIV - Live View for SmartPak	1
ACC-9140 - SafepakXL	1



**Documentation**

**Order**

Cryoport PO #	-
Cryoport Quote #	-
Study/Project #	-
Additional Instructions or Comments	-

**Leg**

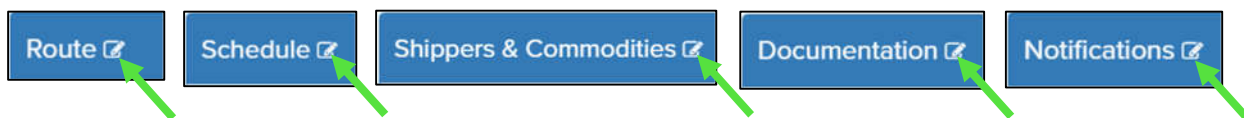
Shipment Reference #	-
Customer Provides Documentation	No

**Notifications**

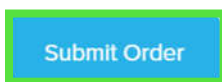
Contact	Submit	Approve	Cancel	Leg 1	Leg 2	Return L...	Data	Shipper ...
Test Con...	✗	✓	✓	✗	✓	✓	✗	✗
ktran@cr...	✓	✓	✓	✓	✓	✓	✗	✓

**34.1.** Review the order details to ensure accuracy of the **Route, Schedule, Shippers & Commodities, Documentation, and Notifications** before submitting the order for approval.

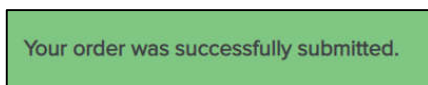
**34.2.** Make any corrections by clicking the **Edit Icon** on the right of the appropriate section.



**34.3.** Once all details are confirmed, click **Submit Order**.



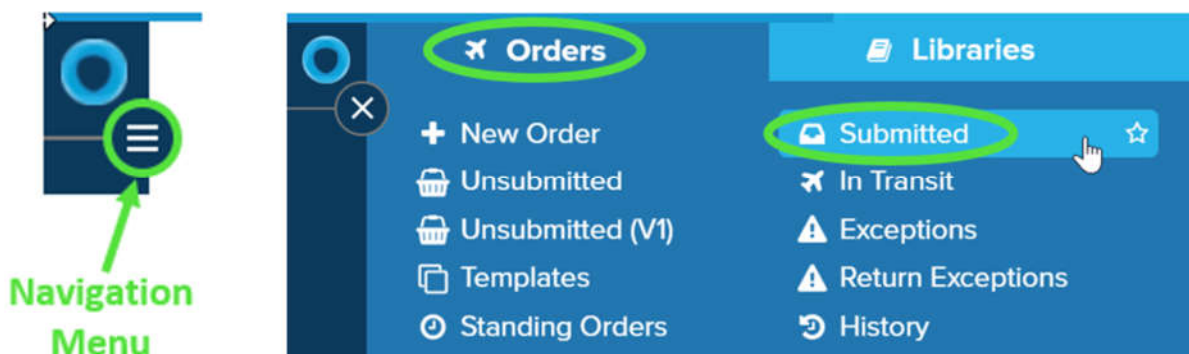
**34.4.** A confirmation will appear on screen to indicate the completion of the order submission process.



## Submitted and Unsubmitted Orders

**Submitted** orders that have gone through the six-step **Order Builder Setup** process and are awaiting approval are considered completed.

35. To view Submitted order(s), click on the **Navigation Menu** icon to view the **Orders** tab. From there, you will be able to access the Submitted order(s).



36. A list of existing submitted orders will be displayed. Using the **Search** field will allow for a more refined search when looking for submitted orders.

Orders > Submitted Orders

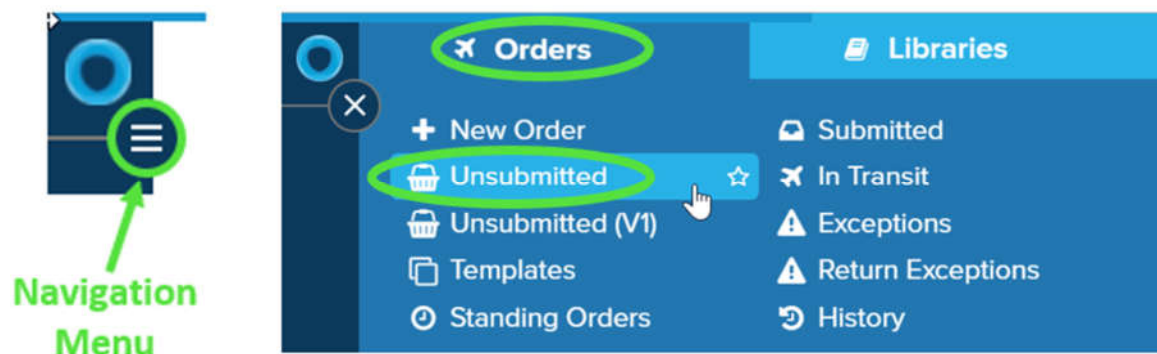
Order #	Type	Created
<a href="#">274047</a>	Standard	22 Feb 2023 11:57 AM PST
<a href="#">274677</a>	Standard	27 Feb 2023 09:12 AM PST
<a href="#">274688</a>	Standard	27 Feb 2023 09:55 AM PST
<a href="#">274763</a>	Standard	27 Feb 2023 01:41 PM PST

37. To review the details of an existing submitted order, click on the **Order #** in the list. The details of the submitted order will be displayed in the secondary content panel. A status update of the order will also be displayed here.



**Unsubmitted** orders have not been completed and submitted for approval. However, **Unsubmitted** orders are assigned an Order Number once the Order Builder Setup process has begun.

38. To view Unsubmitted order(s), click on the **Navigation Menu** icon to view the **Orders** tab. From there, you will be able to access the **Unsubmitted** order(s).



39. A list of existing unsubmitted orders will be displayed. Using the **Search** field will allow for a more refined search when looking for unsubmitted orders.

Orders > Unsubmitted Orders

Search...

Order #	Client	Type	Created
274869	Cryoport Demo Account	Standard	17 Mar 2023 10:57 AM PDT
222996	Cryoport Demo Account	Standard	14 Mar 2022 11:33 AM PDT
242510	Cryoport Demo Account	Standard	27 Jul 2022 12:22 PM PDT
245630	Cryoport Demo Account	Standard	16 Aug 2022 01:35 PM PDT

40. To review the details of an existing unsubmitted order, click on the **Order #** in the list. The details of the unsubmitted order will be displayed in the secondary content panel. Here, you will be able to review the details of the unsubmitted order. Click the **Continue** button to proceed with the Order Builder process.

Orders > Unsubmitted Orders > Order #274869 for Cryoport Demo Account (ZZZZ001)  
17305 Daimler St Irvine, CA 92614 US

Actions ▾

Continue

Print ▾

Cancel ▾

**Order #274869** Standard

Cryoport Demo Account (ZZZZ001)

Order is not yet submitted, [continue order](#).

Details

Process Controls

Documentation

Notifications

Notes

#### Route

Ship From 🌐 ✓

ABC Company (ABC Company)  
19000 MacArthur Blvd  
Irvine, CA 92614 US

Ship To 🌐 ✓

XYZ Company (XYZ Company)  
17305 Daimler St  
Irvine, CA 92614 US

#### Shipment Contents

Shipper #1: {}

Leg 2 Commodities

Quantity

Value

None

Temperature Alarm Bands

None

Accessories

Quantity

None

#### Transaction Details

Declarations: -

Inco Description:

Shipment Reference #: -

#### Schedule

Leg	Pickup Date	Pickup Time	Delivery	Account	Servic...	Signat...	Priorit...
1	- CRYOPDP Sydney	12:00 - 16:00 Sydney	20 Mar 2023 ABC Company (ABC Company)	-	-	Yes	Enabled
2	21 Mar 2023 ABC Company (ABC Company)	12:00 - 16:00 Pacific Time (US & Canada)	XYZ Company (XYZ Company)	-	-	Yes	Enabled
3	- XYZ Company (XYZ Company)	12:00 - 16:00 Pacific Time (US & Canada)	- CRYOPDP Sydney	-	-	Yes	Not En...

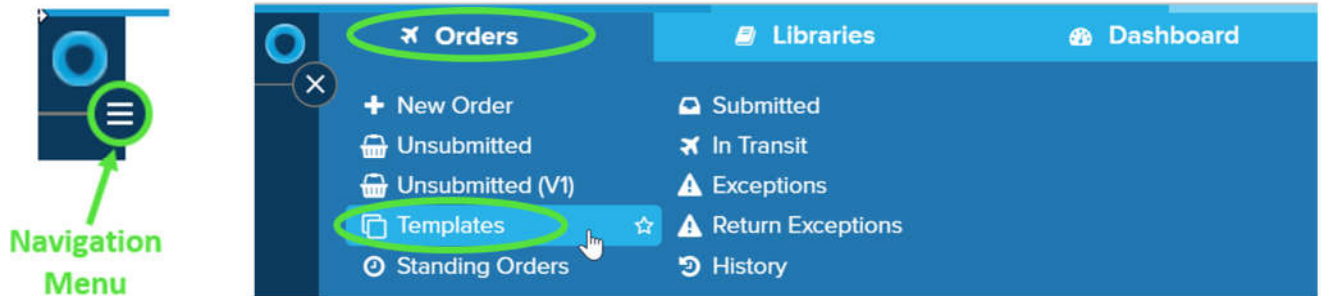
**40.1.** Once the six (6) step Order Builder setup is complete, click the **Submit Order** button.

Submit Order

## Template Creation and Management

The Cryoport® 2 allows clients to utilize templates to place orders with many of the same tools used by Cryoport Systems' 24/7/365 Logistics Management team and as available through the Order Builder Setup.

41. Click on the **Navigation Menu** icon to access the **Orders** tab. From there, you will be able to access the **Templates**.



42. A list of existing templates will be displayed in the tab. To review an existing template along with the corresponding details, click on the template number or name in the list. Using the **Search Order Template** field will allow for a more refined search.

Orders > Templates

Template #	Name	Client	Type	Shipper(s)	Submittable?	Created	Updated
150945	New Template (1509...	ZZZZ001 - Cryoport...	Standard	CXHV2SPGP	✗	2020-09-11T16:51:48...	2023-02-28T10:39:3...

Page 1 Of 1    Displaying 1 Item

43. The details of the template will be displayed in the Secondary Content Panel.

Orders > Templates > New Template (150945)

Template: New Template (150945)

**Route**

Ship From

ABC Company  
Test Contact  
3000 AIRWAY AVE  
Costa Mesa CA, 92626

Ship To

XYZ Company  
Test Contact  
Parellaan 28  
Hoofddorp, 2132

## Shippers & Commodities [🔗](#)

Shipper #1: HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK) (CXHV2SPGP)			Shipper #2: HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK) (CXHV2SPGP)			Shipper #3: HIGH VOLUMESHIPPER (GENERAL PURPOSE, SMARTPAK) (CXHV2SPGP)		
Leg 2 Commodities	Quantity	Value	Leg 2 Commodities	Quantity	Value	Leg 2 Commodities	Quantity	Value
Test Commodl...	1	\$10.00	Test Commodl...	1	\$10.00	Test Commodl...	1	\$10.00
Accessory	Quantity		Accessory	Quantity		Accessory	Quantity	
SRV-10507 - C...	1		ACC-9030 - U...	1		ACC-9123 - S...	1	
ACC-9140 - Sa...	1		ACC-9050 - CL...	1		ACC-9135 - Shi...	1	
ACC-9135 - Shi...	1		ACC-9140 - Sa...	1		ACC-9127 - ZIP...	4	
ACC-9127 - ZIP...	4		SRV-LIV - Live ...	1		ACC-9050 - CL...	1	
SRV-LIV - Live ...	1		SRV-10507 - C...	1		ACC-9030 - U...	1	
ACC-9123 - S...	1		ACC-9135 - Shi...	1		SRV-10507 - C...	1	
ACC-9050 - CL...	1		ACC-9127 - ZIP...	4		SRV-LIV - Live ...	1	
ACC-9030 - U...	1		ACC-9123 - S...	1		ACC-9140 - Sa...	1	


## Documentation [🔗](#)

Order	Leg	International Leg
Cryoport PO #	Shipment Reference #	EEI Information
QA Test	-	EXEMPT
Cryoport Quote #	Customer Provides Documentation	Broker
-	No	-
Study/Project #		Reason For Order
-		Sold
Additional Instructions or Comments		Incoterms
-		Use Default Incoterms
		Special Instructions
		-
		Declarations
		-

## Schedule [🔗](#)

Leg	Pickup	Delivery	Account	Service Lvl.
1	day 2 Cryoport Irvine	day 3 ABC Company (ABC Company)	-	-
2	day 3 ABC Company (ABC Company)	day 4 XYZ Company (XYZ Company)	CryoPort FedEx	PRIORITY_OVERNIGHT
3	day 4 XYZ Company (XYZ Company)	day 5 Cryoport Irvine	-	-

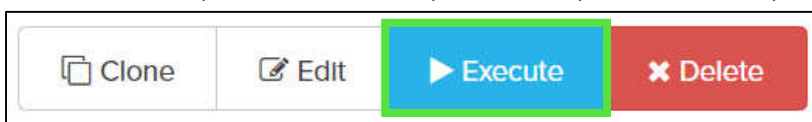


Notifications 								
Contact	Submit	Approve	Cancel	Leg 1	Leg 2	Return Leg	Data	Shipper Certific...
arodriguez@cry...	✓	✓	✓	✓	✓	✓	✓	✓
btran@cryoport...	✓	✓	✓	✓	✓	✓	✓	✓
gamano@cryop...	✓	✓	✓	✓	✓	✓	✓	✓
cs@cryoport.com	✗	✗	✗	✓	✓	✓	✗	✗

Change Log		
Changed By	Changed At	Changes
Khoa Tran <ktran@cryoport.com>	16 Mar 2023 12:14 PM PDT	<p>Changed content documentation.leg_1.cio_freight_price: '0.0' → 0.0</p> <p>Changed content documentation.leg_1.cio_handling_price: '0.0' → 0.0</p> <p>Changed content documentation.leg_1.cio_insurance_price: '0.0' → 0.0</p> <p>Changed content documentation.leg_1.cio_packing_price: '0.0' → 0.0</p> <p>Changed content documentation.leg_1.documents: ' ' → []</p>

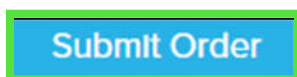
44. In the secondary content panel, you will be able to review the **Route, Shippers & Commodities, Documentation, Schedule, Notifications, and Change Log.**



45. Click the **Execute** button on the right of the secondary content panel to move forward with the order building process. The majority of the information will prepopulate. As you work through the order building process, there will be opportunities to edit and update the details in each step of the order. Click the **Save & Continue** button after each step to continue.



46. Once you have reviewed and confirmed all the information, click the **Submit Order** button at the bottom left of the last step.





47. When the order is submitted, you will be brought to the customary confirmation page with the green banner confirming the order was successfully submitted. A yellow banner will indicate that the submitted order is awaiting approval.

Orders > Order #277888 for Cryoport Demo Account (ZZZZ001)  
17305 Daimler St Irvine, CA 92614 US · Cryoport PO #:

Your order was successfully submitted. ×

≡ Actions ▾

**Order #277888** Standard  
Cryoport Demo Account (ZZZZ001)

Order is awaiting approval, you should receive a notice when the order has been approved. Revisit this page to check on the status of your order.

Details Process Controls Documentation Notifications Notes

Additional Instructions or Comments

-

Process Controls

Order Controls

1. Pricing Template: ZZZZ Cryoport Demo Account -> Concierge Pricing Template -> International Concierge Pricing Template -> Global Accessories

48. To create a new template, click the **+ New Order Template** button located on the upper right corner of the content panel.

Orders > Templates

Search Order Templates 🔍 Search Clear Advanced + New Order Template

Template #	Name	Client	Type	Shipper(s)	Submittable?	Created	Updated
150945	New Template (1509...	ZZZZ001 - Cryoport...	Standard	CXHV2SPGP	✗	2020-09-11T16:51:48...	2023-02-28T10:39:3...

Page 1 Of 1 Displaying 1 Item

#### 49. Step 1 of 6

**Template Name & Description:** Complete the required fields and click the **Save & Continue** button on the bottom right.

#### 50. Step 2 of 6

**Shipping Route:** Sites should be previously created and saved to provide the address and contact information for the locations where commodities are being shipped to and/or from. For more information, please see the Sites section (**page 13**) of Account Management.

**50.1.** Select the **Origin** from the **Site** drop-down list.

**50.1.1.** This will populate the additional fields with the required information from the existing site.

Origin

Site

ABC Company (ABC Company)

Select a site or fill out the fields below.

\* Company Name

ABC Company

\* Street Address

19000 MacArthur Blvd

Please enter physical street address only

Street Address #2

Suite 800

Please enter Room/Lab/Dept/any other additional information

\* City/Locality

Irvine

State/Province

CA

\* Zip/Postal Code

92612

\* Country Code

United States

\* Time Zone

(GMT-08:00) Pacific Time (US & C...

☐ Residential

Contact

Test Contact (cs@cryoport.com)

\* Contact Email

cs@cryoport.com

\* Contact Phone

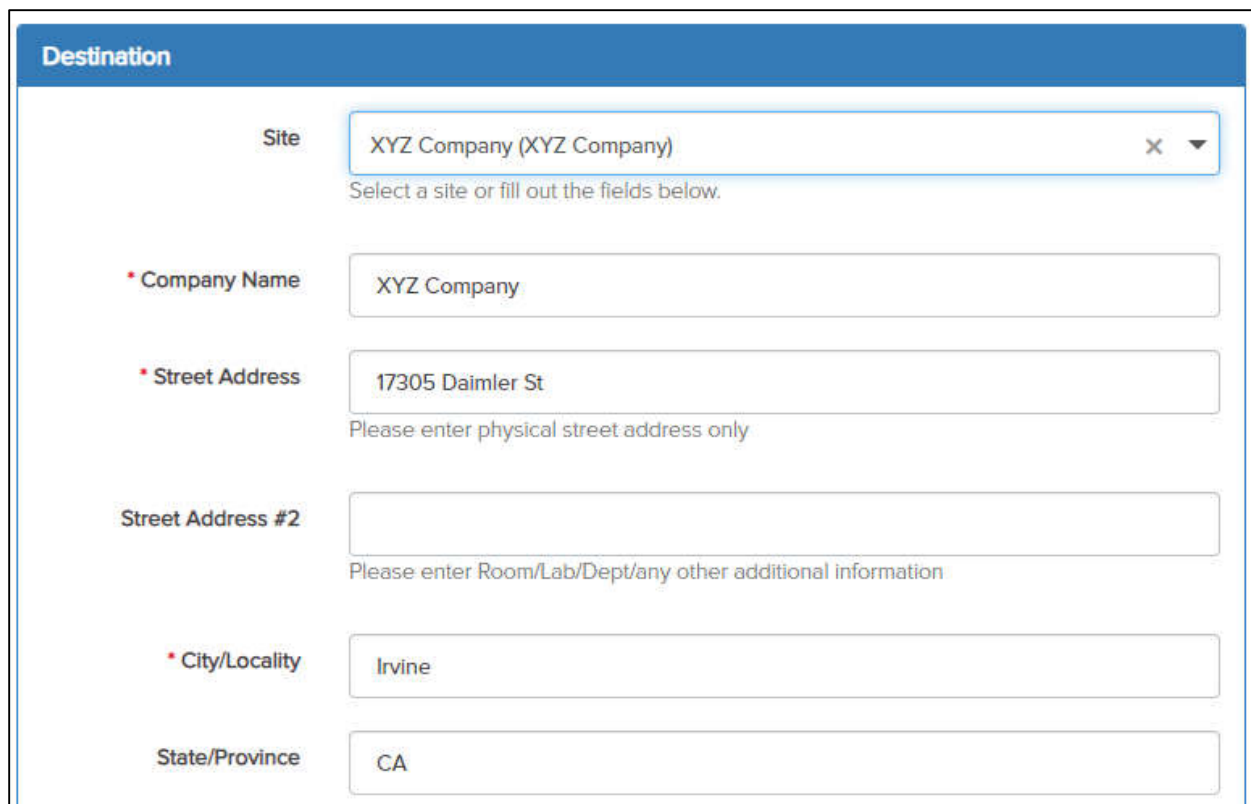
949-470-2305

**50.1.2.** Select the **Destination** from the **Site** drop-down list.



The screenshot shows a web form titled "Destination". It has a "Site" dropdown menu that is open, displaying a list of options. The first option is "XYZ Company (XYZ Company)". Below it, there are two options with red asterisks: "\* Company Name" and "\* Nickname". The "\* Company Name" option shows "DEF Company (DEF Company)" and "Test Contact (cs@cryoport.com)". The "\* Nickname" option shows "ABC Company (ABC Company)" and "Test Contact (cs@cryoport.com)". Below these, there is a "Street Address" field with the value "19000 MacArthur Blvd Irvine, CA 92612". The dropdown menu is currently showing the "XYZ Company (XYZ Company)" option, which is highlighted in blue. A mouse cursor is pointing at the bottom of the dropdown menu.

**50.1.3.** This will populate the additional fields with the required information from the existing site.



The screenshot shows the "Destination" form with the "Site" dropdown menu set to "XYZ Company (XYZ Company)". Below the dropdown, there is a text input field for "Company Name" with the value "XYZ Company". Below that, there is a text input field for "Street Address" with the value "17305 Daimler St". Below the "Street Address" field, there is a text input field for "Street Address #2" with the value "Please enter physical street address only". Below the "Street Address #2" field, there is a text input field for "City/Locality" with the value "Irvine". Below the "City/Locality" field, there is a text input field for "State/Province" with the value "CA".

* Zip/Postal Code	<input type="text" value="92614-5510"/>
* Country Code	<input type="text" value="United States"/>
* Time Zone	<input type="text" value="(GMT-08:00) Pacific Time (US &amp; C..."/>
	<input type="checkbox"/> Residential
Contact	<input type="text" value="Test Contact (cs@cryoport.com)"/>
* Contact First Name	<input type="text" value="Test"/>
* Contact Last Name	<input type="text" value="Contact"/>
* Contact Email	<input type="text" value="cs@cryoport.com"/>
* Contact Phone	<input type="text" value="949-470-2305"/>

**50.1.3.1.** For international shipments, the destination site will be designated as the Importer of Record. If there is a separate Importer of Record, please check the box and enter the required information below. Once complete, click the **Save & Continue** button to proceed.

## Importer of Record

By default, the destination information you entered above will be designated as the importer of record. If you have a separate importer of record, please check the box and enter the information below.

☒ There Is A Separate Importer Of Record

Site

None

Select a site or fill out the fields below.

\* Company Name

\* Street Address

Please enter physical street address only

Street Address #2

Please enter Room/Lab/Dept/any other additional information

\* City/Locality

State/Province

\* Zip/Postal Code

\* Country Code

Select a country...

\* Time Zone

Select a time zone...

☐ Residential

Contact

None

\* Contact First Name

\* Contact Last Name

\* Contact Email

\* Contact Phone

☒ Return Package From The Importer Of Record

By default, the express shipper(s) will return from the Destination site. If the shippers will return from the Importer of Record site, please check the box above.

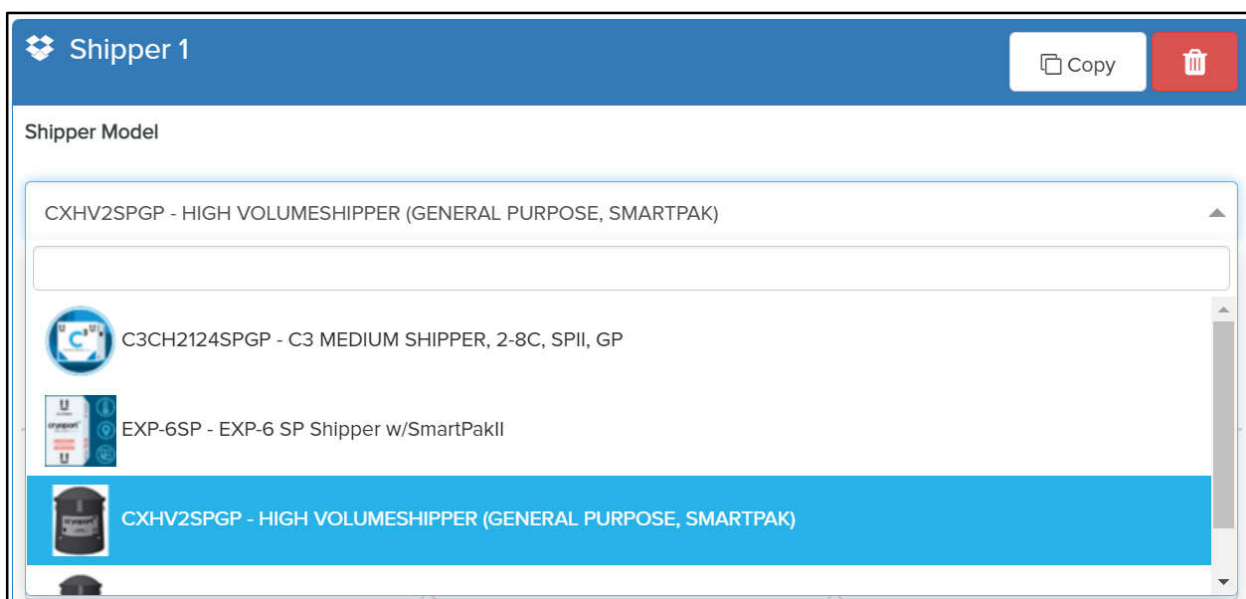
Save & Continue

- 50.2.** For 4-Leg Shipments:  
Repeat steps **50.1.2** and **50.1.3**, for the Final Destination site. If applicable.

**51. Step 3 of 6**

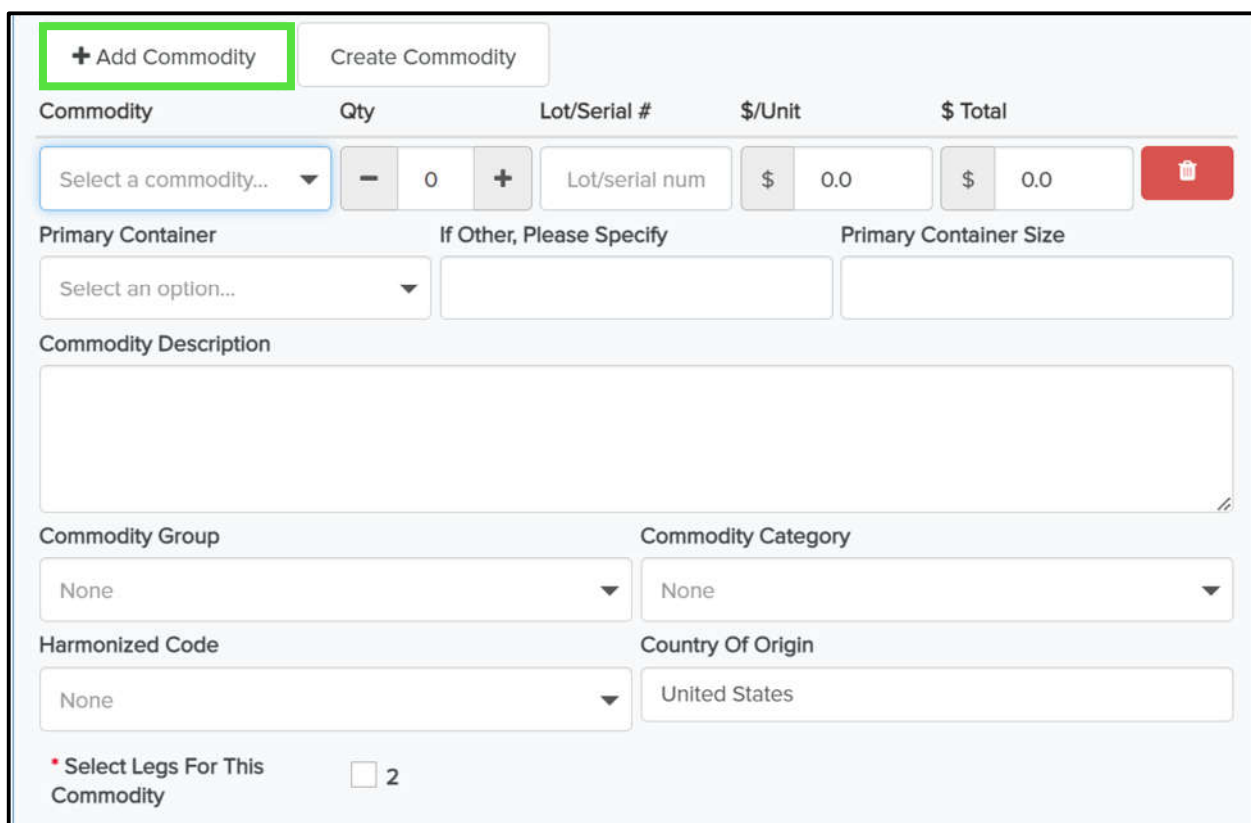
**Shippers & Commodities:** Cryoport Systems' **Shippers** and **Accessories** are used to safely transport Commodities from the origin to the destination site. If you have any questions about which solutions will best meet your needs, please contact Cryoport System's 24/7/356 Customer Service and Logistics Management team by phone (+1 949-470-2305) or email ([cs@cryoport.com](mailto:cs@cryoport.com)).

- 51.1.** Select the Shipper from the **Shipper Model** drop-down list.



- 51.2.** Select the Commodity by clicking on **+ Add Commodity**.

**51.2.1.1.** The Commodities section will expand in order for the information on the entry of commodities to be shipped in this unit.



**+ Add Commodity** Create Commodity

Commodity	Qty	Lot/Serial #	\$/Unit	\$ Total
Select a commodity...	- 0 +	Lot/serial num	\$ 0.0	\$ 0.0

Primary Container: Select an option... If Other, Please Specify: Primary Container Size:

Commodity Description:

Commodity Group: None Commodity Category: None

Harmonized Code: None Country Of Origin: United States

\* Select Legs For This Commodity ☐ 2

**51.3.** Commodities should be previously created and saved to auto-populate the description, declared value, and classifications of the product. For more information, please see the Commodities section (**pages 19-22**) of Account Management.

**51.3.1.1.** Select the Commodity from the Commodity drop-down list.

**51.3.1.2.** Adjust the Quantity and \$/Unit as needed.

**51.3.1.3.** Add a Lot/Serial # as needed.

**51.3.1.4.** Update other values as needed.

**51.3.1.5.** Click **+ Add Commodity** and repeat steps **51.2** and **51.3** as needed to add more commodities to the shipper.

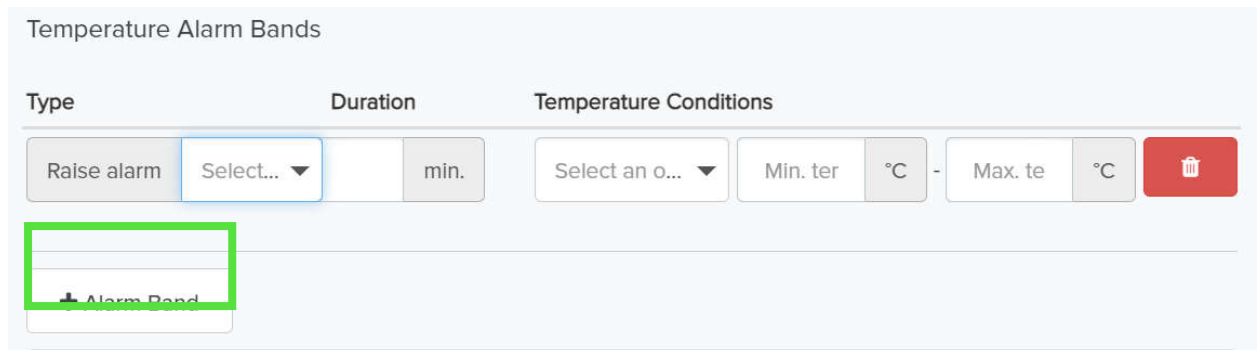
**51.3.1.6.** For 4-Leg Shipments:  
Repeat steps **51.2** and **51.3** using the **+ Add Commodity** if applicable.



**51.4.** Add Temperature Alarm Bands by clicking on **+ Alarm Band**. Use as needed.

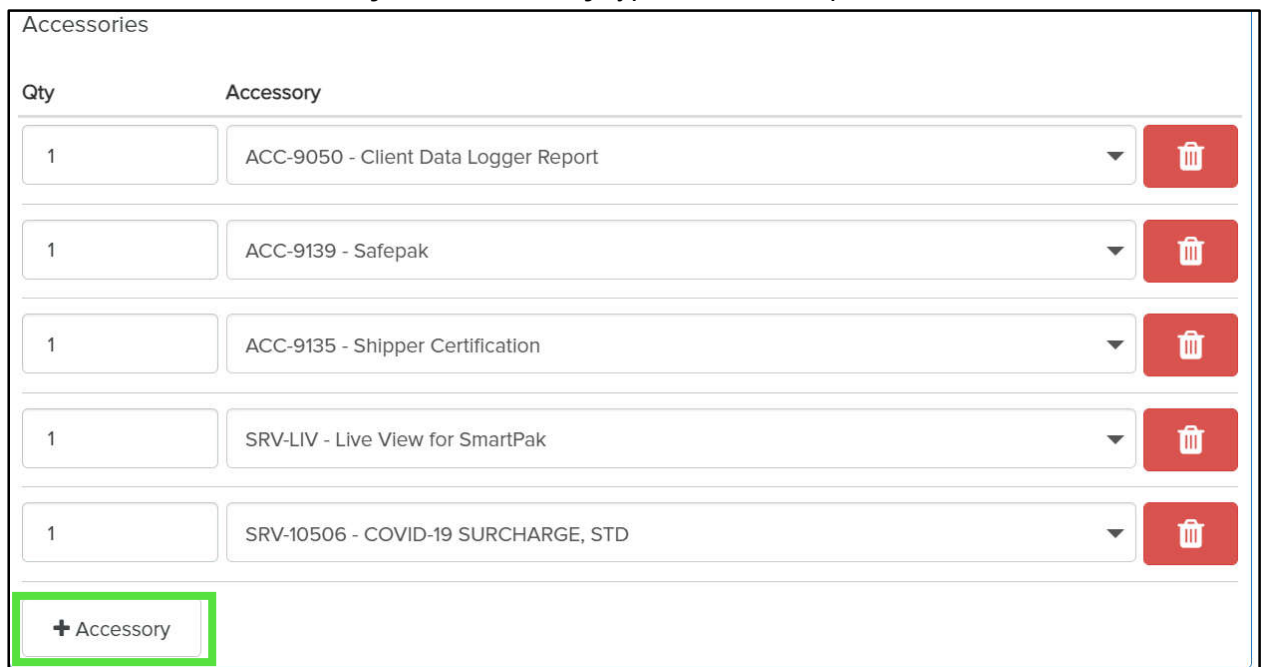
**51.4.1.1.** The Temperature Alarm Bands section allows users to select **Raise Alarm**, **Duration**, and **Temperature Conditions** from the drop-down lists.

**51.4.1.2.** Click **+ Alarm Band** and repeat steps **51.4** as needed to add more Temperature Alarm Bands to the shipper.



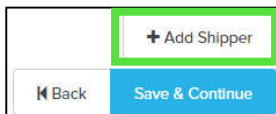
**51.5.** To include additional **Accessories** for the Shipper, click the **+ Accessory**.

**51.5.1.** Select the **Quantity** and **Accessory** type from the drop-down lists.

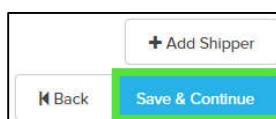


**51.5.2.** Click **+ Accessory** and repeat steps **51.5** as needed to add different types of Accessories to the shipper.

- 51.6.** If additional shippers are needed for this order, click **+ Add Shipper** located in the lower right corner. Repeat steps **51.1** to **51.5**.

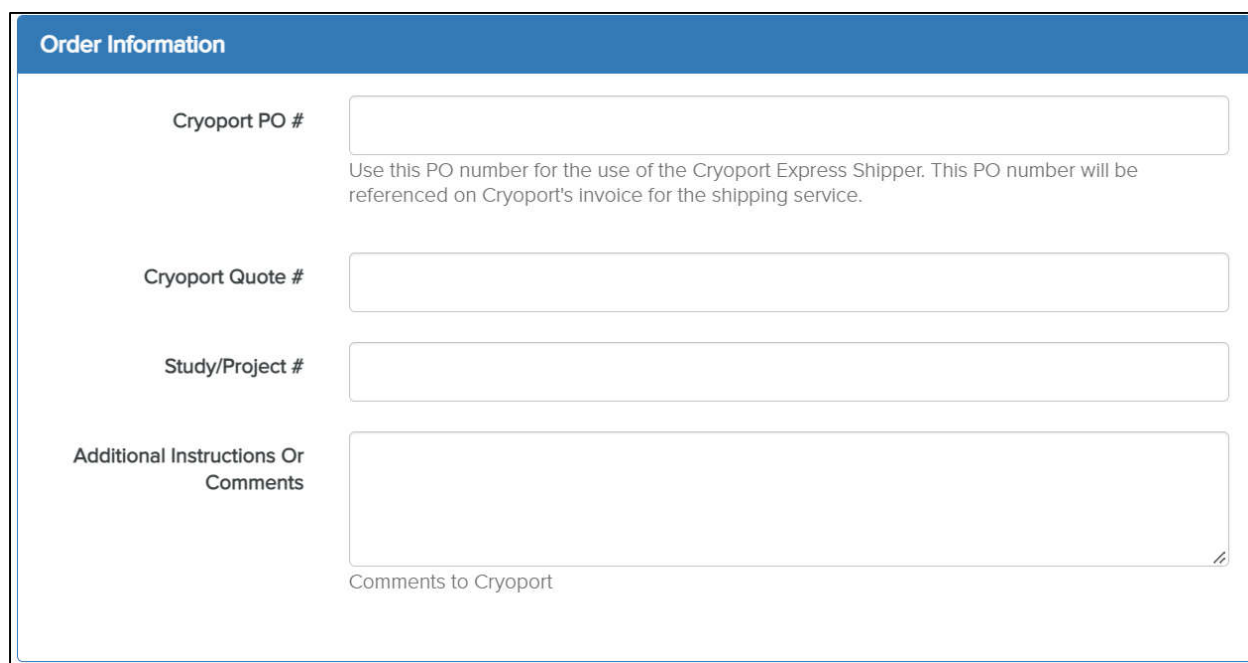


- 51.7.** Once finished, click **Save & Continue** located in the lower right corner to proceed.



## 52. Step 4 of 6

### Documentation: Order Information



**Order Information**

Cryoport PO #

Use this PO number for the use of the Cryoport Express Shipper. This PO number will be referenced on Cryoport's invoice for the shipping service.

Cryoport Quote #

Study/Project #

Additional Instructions Or Comments

Comments to Cryoport

- 52.1.** In the **Cryoport PO #** field, enter your purchase order or other reference number to appear on Cryoport Systems' invoice, which will be sent to your Accounts Payable department.
- 52.2.** If you received a quote from Cryoport Systems, enter the Quote # in the Cryoport Quote # field to ensure the order is billed accordingly.

- 52.3. Enter any additional reference numbers/names in the **Study/Project #** field.
- 52.4. Include special notes/instructions for the Cryoport Systems Logistics Management team and/or the Logistics Center Operations team in the **Additional Instructions Or Comments** field.
- 52.5. In the **Leg 2 Documentation** section, enter the reference number that will be used on the shipping documents for this leg in the **Shipment Reference #** field.
- 52.6. In the **Documents** section, use the **+ Document** button to upload any documents associated with the order such as manually-created waybills, import/export permits, certificates, product spec sheets, etc.
- 52.7. In the International Order Requirements section, **Electronic Export Information** and **Reason For Shipment** is required. Additional instructions, declarations, and customs broker information can be provided to assist with the customs clearance process

Leg 2 Documentation ABC Company (ABC Company) → XYZ Company (XYZ Company)

Shipment Reference #

This reference number will be used on the shipping documents for this leg. Use this field for any reference number between the ship from and ship to locations.

☐ I Will Provide All Required Documentation For This Leg

Documents

ET...	Type of ETD	File	Pri...
<div>+ Document</div> <div>Electronic trade documents (ETDs) are currently only accepted by FedEx. An ETD does not get printed. Uploaded documents are viewable at order details. ETD uploads are limited to 1MB.</div> <div>Non-ETDs selected to print will be printed and shipped with built shippers.</div>			

International Order Requirements

\* EEI Information

☐ My Shipment Contents Do Not Require An Electronic Export Information/Shipper's Export Declaration
 ☐ My Shipment Requires An AES Citation (ITN Number)
 ☐ My Shipment Allows Post Departure AES Filing
 ☐ My Shipment Is Exempt From An AES Citation
 ☐ My Shipment Requires An ITN Number And I Authorize Cryoport To Process The EEI Filing On Our Behalf. An EEI Filing Service Fee Will Be Added To Your Order
 ☐ The Courier Will Provide The Required AES Citation (ITN Number)

☐ Commercial Invoice Overrides

**Special Instructions**

Start by selecting a set of saved special instructions below. Changes can be made after a set of special instructions is selected.

Choose special instructions...

**Declarations**

Start by selecting a set of saved declarations below. Changes can be made after a set of declarations is selected.

Choose declarations...

**Customs Broker**

None

Contact Cryoport to establish a Broker

**\* Reason For Shipment**

Please Choose...

**Incoterms**

Use Default Incoterms

**52.7.1.** Once completed, click **Save & Continue** located on the bottom right corner.

Back

Save & Continue

### 53. Step 5 of 6

**Notifications:** The Cryoport® 2 will send automated emails to the user selected recipients for up to 8 separate events.

Notifications

Recipient	All	Submit	Approve	Cancel	Leg 1	Leg 2	Return ...	Data	Shippe...	
Test Contact (cs@cryoport.co... ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ktran@cryoport.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

+ Contact

+ Email

**53.1. All:** Confirmation and Notification for all eight (8) separate events of the shipments.

- 53.2. Submit:** Confirmation of the order submission. This is the final step of this instruction.
- 53.3. Approve:** After the order is submitted but before it is shipped from Cryoport Systems, a member of Cryoport Systems' Customer Service and Logistics Management team will review the order and approve the shipment. Any changes made to the details and any tracking numbers generated will appear in a notifications email.
- 53.4. Cancel:** A confirmation of order cancellation.
- 53.5. Leg 1 and Leg 2:** Confirmation of the scheduled pickup and delivery of these legs as well as any shipping exceptions which occur in between.
- 53.6. Return Leg:** Confirmation of scheduled pickup date/time for Leg 3. If the pickup is missed, a weekly reminder will be sent for the re-coordination of the collection.
- 53.7. Data Logger:** A copy of the Temperature Stability Report will be sent after the Leg 2 delivery.
- 53.8. Shipper Certification:** A copy of the Shipper Certification showing the identifiers, conditioning data, and calibration data of the equipment will be available once the order is processed.
- 53.9.** Add **Notification** recipients by using the **+ Contact** and **+ Email** buttons in the lower left corner. Select/Deselect **Notifications** as needed.



- 53.9.1.** Clicking the **+ Contact** button will allow you to select email addresses from your existing contacts list.
- 53.9.2.** Clicking the **+ Email** will require the email addresses to be entered manually.

- 53.10.** Once completed, click **Save & Continue** located in the bottom right corner to proceed.



## 54. Step 6 of 6

**Schedule Transportation:** Cryoport Systems' standard order model includes three (3) shipment legs.

- 54.1. Leg 1:** Arrival of the equipment at the origin site.
- 54.2.** Requested shipper(s) arrival at the Origin site (**Leg 1 delivery**).

Order Template Builder Step 6 of 6 - Schedule	
Arrival at ABC Company (ABC Company)	
Expect Delivery After Submission	<input type="text" value="1"/> day(s)

**54.2.1.** Select the amount of days the shipper(s) needs to arrive after the submission date of the template to the Origin site. Orders placed by 12:00PM local time from one of the Cryoport Systems Logistics Centers or Cryoport Systems Global Supply Chain Centers can arrive the next business day at the earliest or later if selected. For sites that are within driving distance from a Cryoport Systems Logistics Center or Cryoport Global Supply Chain Center, same-day delivery options via **Cryoshuttle®** service may be available. Please contact Cryoport Systems' Customer Service and Logistics Management team for more information.

**54.2.2.** By default, Cryoport Systems will ship Leg 1 via a standard courier with priority service. For US domestic shipments, delivery is usually made by 10:30AM. For remote and international sites, transit and delivery times may vary. For any special requests on the Leg 1 service, please enter your instructions in the **Additional Instructions or Comments** field located on **Step 3– Documentation Order Information (see page 58)**. For shipments starting at the beginning of the week, we recommend selecting Tuesday as the arrival date. This will maximize the holding time of the Shipper by avoiding the additional transit time over the weekend.

**54.2.3. Leg 2: Transport of the loaded product from origin to destination.**

Request shipper(s) pickup from the Origin site (Leg 2 pickup).

ABC Company (ABC Company) to XYZ Company (XYZ Company)	
* Pickup After	<input type="text" value="0"/> day(s)
Pickup Method	<input checked="" type="radio"/> Automatically Schedule Pickup <input type="radio"/> Do Nothing. I Will Drop Off At Courier Or Schedule The Pickup Myself
Pickup Between (Time Zone: Pacific Time (US & Canada))	<input type="text" value="1:00 PM"/> - <input type="text" value="4:00 PM"/>
Pickup Location / Instructions	<input type="text"/>
* Shipping Account	<input type="text" value="Select an option..."/>
* Service Level	<input type="text"/>

- 54.2.3.1. Select the amount of days the shipper(s) needs to be picked up after it arrives at the Origin site. Then, select the **Pickup Method** and **Pickup Time** of day for the collection from the Origin site (**Leg 2 pickup**) after the commodity has been loaded. If there are any specific **Pickup Location/Instructions** fill, out this information in the field provided. To minimize the overall transit time, we recommend scheduling the Leg 2 pickup during the same afternoon as the Leg 1 delivery.
  - 54.2.3.2. For standard courier service, select “Cryoport FedEx” for the **Shipping Account** and “Priority Overnight” or “International Priority” for the **Service Level**.
  - 54.2.3.3. For specialty courier services, select the appropriate specialty courier for the **Shipping Account** and the corresponding transit time for the **Service Level**.
  - 54.2.3.4. Select Shipment Service Level to the Destination site (**Leg 2 shipment**). Cryoport Systems recommends the use of a specialty courier (e.g. CRYOPDP) for Leg 2 shipments. **Please note that international shipments using a specialty courier require advance notice to allow for pre-clearance and booking processes. International Leg 2 shipments sent via a standard courier require that the exporter and importer have confirmed the documentation and other regulatory requirements in advance.**
- 54.3. For **4 Leg Shipments**: Repeat step **54.2.3** for Leg 3 as prompted.
  - 54.4. **Leg 3**: Return empty equipment to Cryoport Systems.
  - 54.5. Request shipper(s) pickup from the Destination site (**Leg 3 pickup**).

Pickup from XYZ Company (XYZ Company)

\* Pickup After

1
day(s)

Total order duration will be restricted to 14 days, governed by the holding time of the selected shippers.

Pickup Method

☒ Automatically Schedule Pickup
☐ Do Nothing. I Will Drop Off At Courier Or Schedule The Pickup Myself

Pickup Between  
(Time Zone: Amsterdam)

1:00 PM - 4:00 PM

Pickup Location / Instructions

**54.5.1.** By default, Cryoport Systems will ship Leg 3 via a standard courier with priority service. For sites that are within driving distance from a Cryoport Systems logistics center, Cryoport Systems may collect the equipment via the **Cryoshuttle®** instead. For other courier options or any special requests for the Leg 3 service, please enter your instructions in the **Additional Instructions or Comments** field located on **Step 3 – Documentation Order Information** (see page 58).

**54.5.2.** Select the amount of days the shipper(s) needs to be picked up after it arrives at the Destination site. Then, select the **Pickup Method** and **Pickup Time**. To help ensure that the equipment is returned to Cryoport Systems in a timely manner and to avoid extended lease fees, we recommend scheduling the Leg 3 pickup one business day after the Leg 2 delivery. Please note that all commodities should be removed from the shipper(s) as soon as possible after Leg 2 delivery.

**54.5.3.** Once completed, click **Save & Continue** to proceed.



**54.5.4.** The Order Template is now created for review and execution.



Orders > Templates > TEST 1

Template: TEST 1

Clone Edit Execute Delete

### Route

#### Ship From

ABC Company  
Test Contact  
3000 AIRWAY AVE  
Costa Mesa CA, 92626

#### Ship To

XYZ Company  
Test Contact  
Parellaan 28  
Hoofddorp, 2132

### Shippers & Commodities

Shipper #1: EXPRESS STANDARD SHIPPER  
W/SP, GP (CXST1SPGP)

Leg 2 Commodities	Quantity	Value
Test Commodit...	1	\$456.00
Accessory	Quantity	
ACC-10602 - C...	1	
ACC-9052 - Sie...	1	

### Documentation

Order
Cryoport PO #
Cryoport Quote #
Study/Project #
Additional Instructions or Comments
-

Leg
Shipment Reference #
Customer Provides Documentation

International Leg
EEl Information
Broker
Reason For Order
Incoterms
Special Instructions
Declarations

### Schedule

Leg	Pickup	Delivery	Account	Service Lvl.
1	day 1	day 2 ABC Company (ABC Company)	-	-
2	day 3 ABC Company (ABC Company)	day 3 XYZ Company (XYZ Company)	Cryoport - CryoPDP	SAME_DAY_DELIVERY
3	day 4 XYZ Company (XYZ Company)	day 5	-	-

### Notifications

Contact	Submit	Approve	Cancel	Leg 1	Leg 2	Return Leg	Data	Shipper Certifica...
vcCook@cryoport...	✓	✓	✓	✓	✓	✓	✗	✗

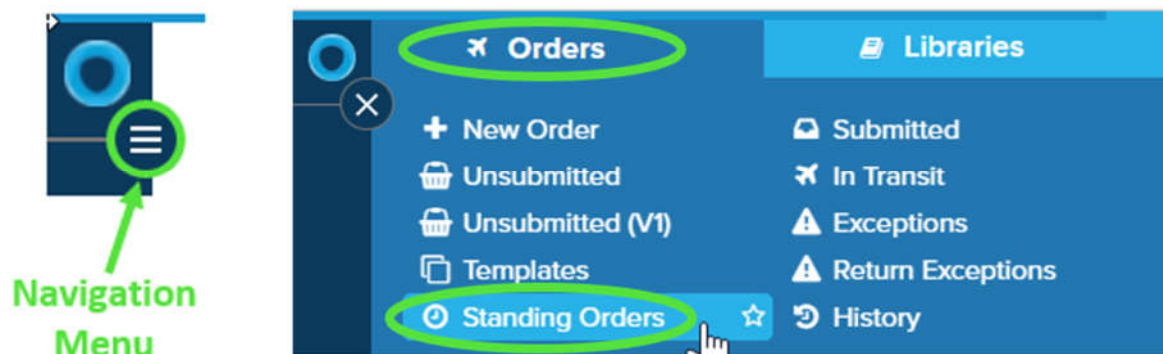
### Change Log

Changed By	Changed At	Changes
------------	------------	---------

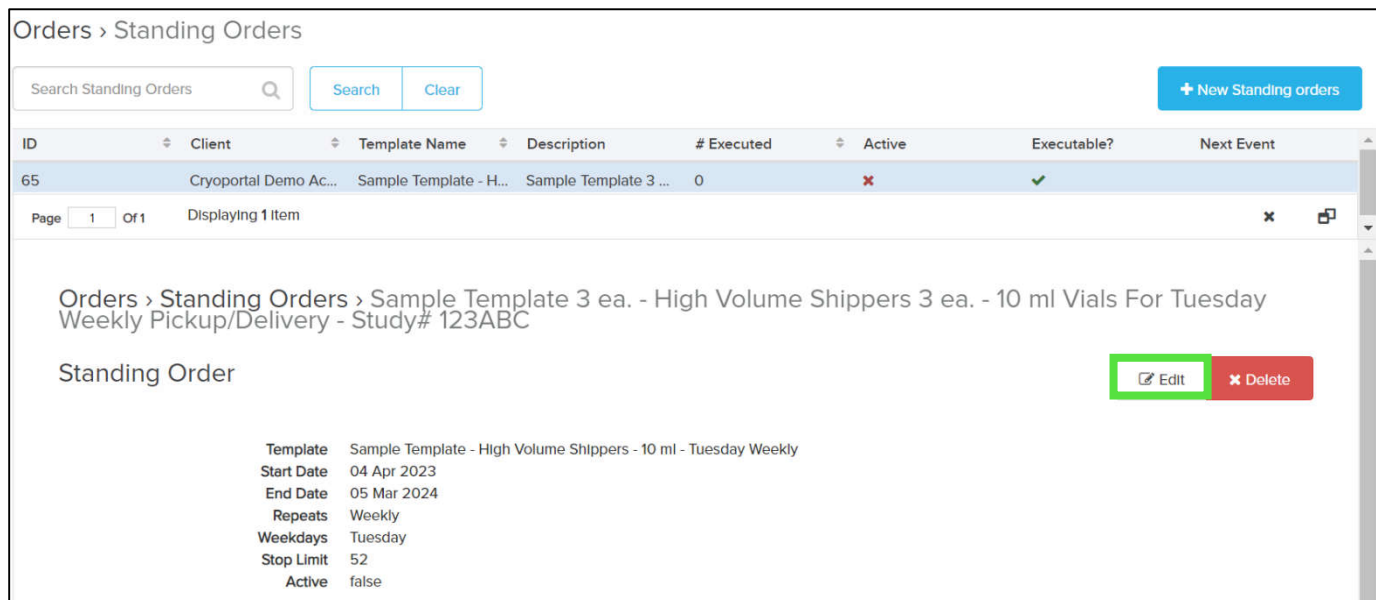
## Standing Orders

**Standing Orders** can be created to automatically execute templates at predetermined times based on user preferences.

55. To view **Standing Orders**, click on the **Navigation Menu** icon to view the **Orders** tab. From there you will be able to access the **Standing Orders**.

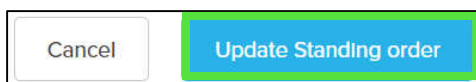


56. A list of existing Standing Orders will be displayed. Using the **Search Standing Order** field will allow for a more refined search.



57. To review the details of an existing Standing Order, select the **Standing Order** from the list. The details of the Standing Order will be displayed in the secondary content panel. Here, you will be able to review the details of the Standing Order. Click the **Edit** button to make any changes to the Standing Order.

- 57.1. Once changes are made, click the **Update Standing order** button in the bottom right to save the changes.



Buttons: Cancel, Update Standing order

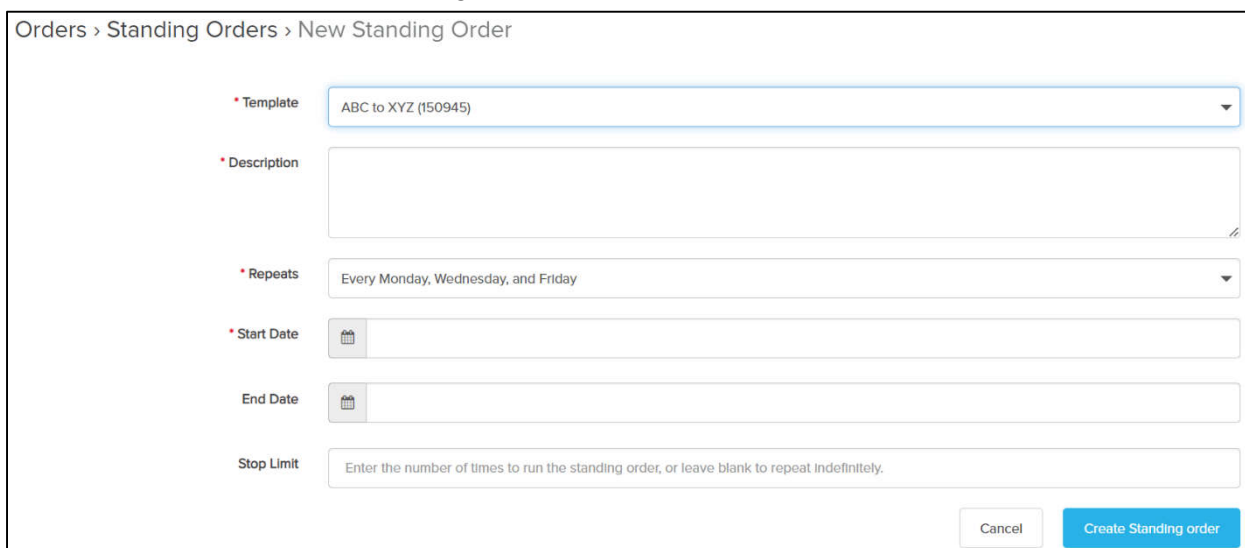
58. To create a new Standing Order, click on the **+ New Standing order** button.



Orders > Standing Orders

Search Standing Orders [Search] [Clear] + New Standing orders

- 58.1. Complete the required fields. Existing order templates can be selected from the drop-down to create a new standing order.



Orders > Standing Orders > New Standing Order

\* Template: ABC to XYZ (150945)

\* Description: [Text Area]

\* Repeats: Every Monday, Wednesday, and Friday

\* Start Date: [Calendar Icon]

End Date: [Calendar Icon]

Stop Limit: Enter the number of times to run the standing order, or leave blank to repeat indefinitely.

Buttons: Cancel, Create Standing order

- 58.2. To save changes, click the **Create Standing order** button in the lower right corner of the page.



Buttons: Cancel, Create Standing order

- 58.3.** A confirmation message will appear, and the new standing order will be saved in the Standing Order list.

Orders > Standing Orders > 3 ea. High Volume Shipper 3 ea. 10 ml vials

Standing Order was successfully created. ✕

Standing Order Edit Delete

Template	ABC to XYZ (150945)
Start Date	04 Apr 2023
End Date	02 Apr 2024
Repeats	Weekly
Weekdays	Tuesday
Stop Limit	52
Active	false

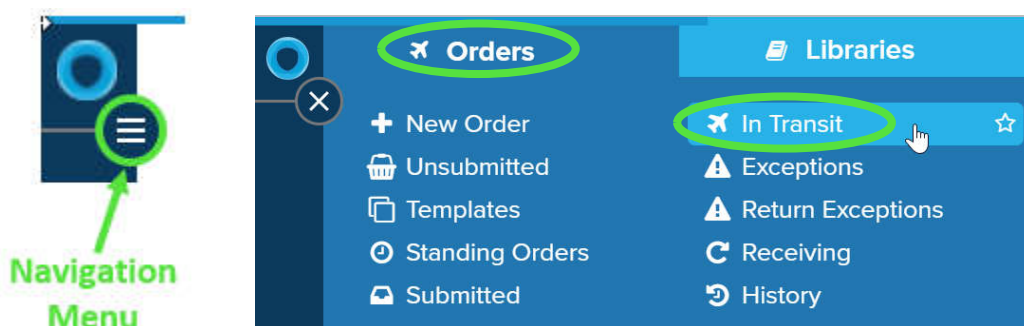
## Shipment Tracking and Management

Cryoport Systems' Logistics Management Platform, Cryoport® 2, allows clients to track and manage their shipments with many of the same tools and options that are utilized by Cryoport Systems' 24/7 Logistics Management team.

### Tracking Shipments

Shipments can be viewed in the Cryoport® 2 by **Client Managers**, **Client Users**, and **Client Admins**. Once orders have been submitted, the user's shipment will be reviewed by Cryoport Systems' Logistics Management team and approved for processing at a Cryoport Systems Logistics Center.

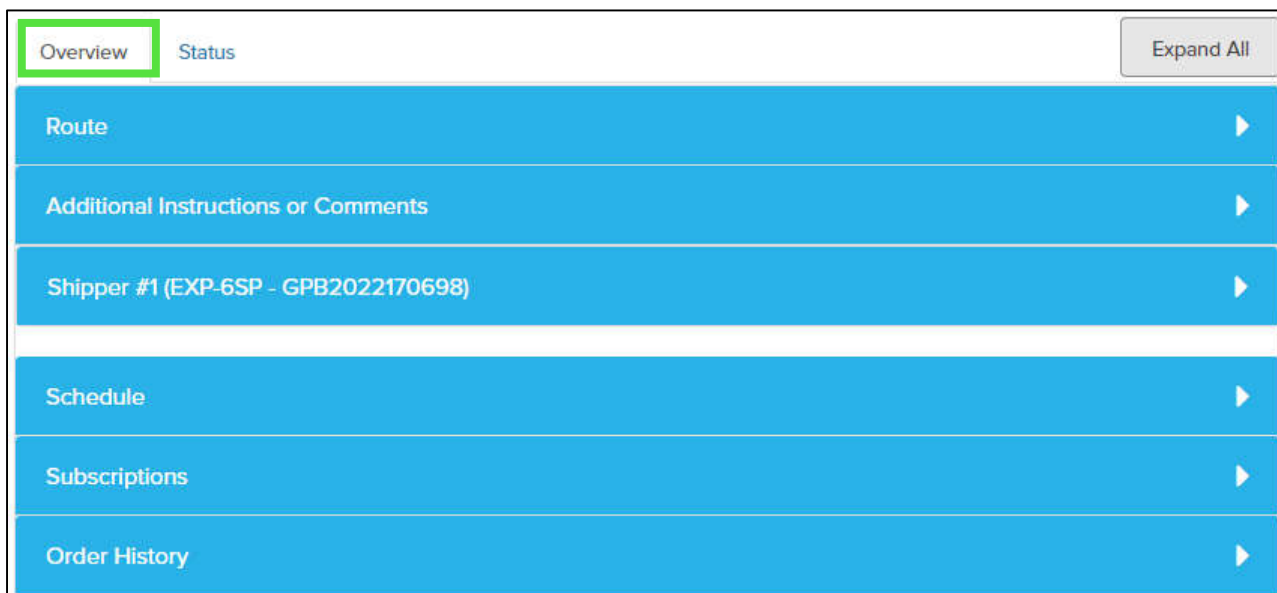
- 59.** Click on the **Navigation Menu** icon to gain access to the **Orders** tab. From there, you will be able access shipments that are **In Transit**.



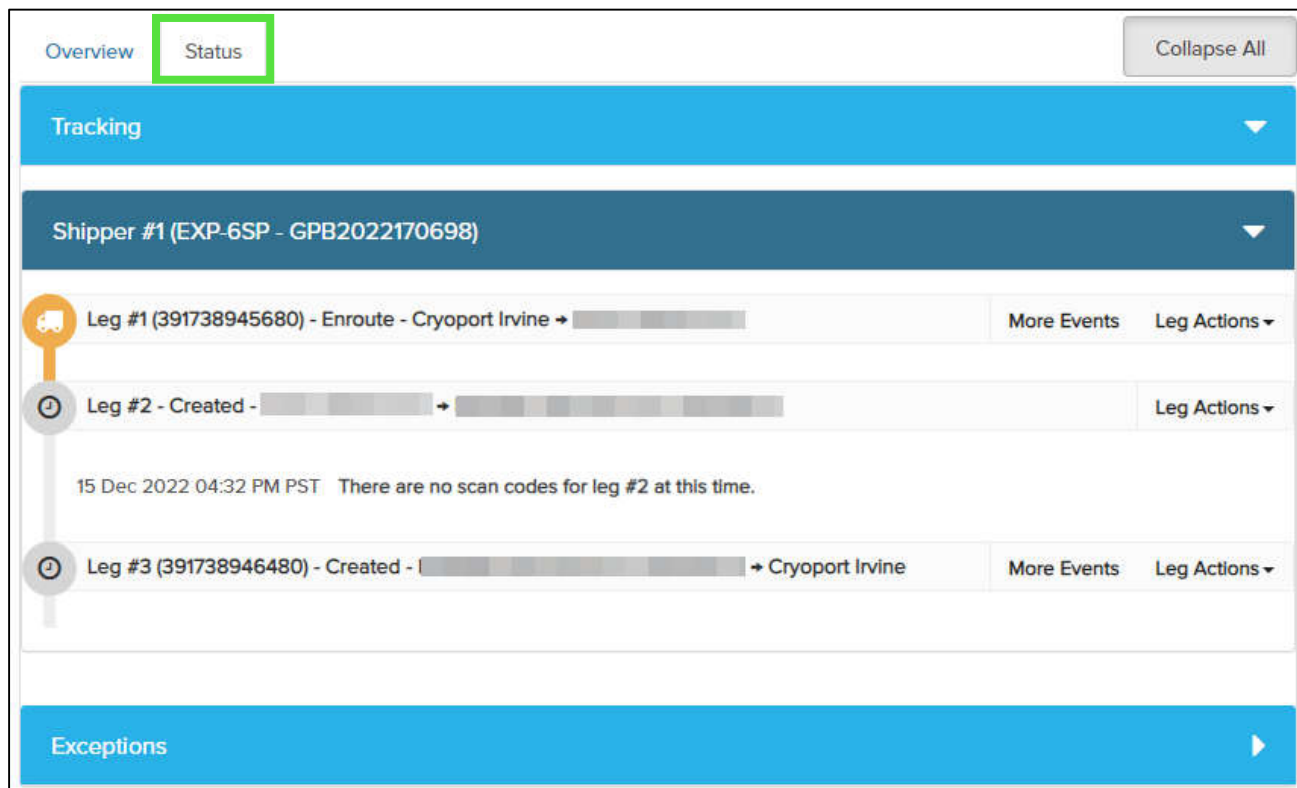
60. Click on the Order # from the list of In Transit orders to view additional information in the Secondary Content Panel. Using the **Search Orders** field will allow for a more refined search.

61. The **Secondary Content Panel** will allow you to review the shipment details in the **Overview** and **Status** tabs.

- 61.1. The **Overview** tab will provide information on the shipment such as the **Route**, **Additional Instructions or Comments**, **Shipper(s)** details (**Commodities**, **Alarm Bands**, **Documentation**, and **Accessories**), **Schedule**, **Subscriptions**, and **Order History**.

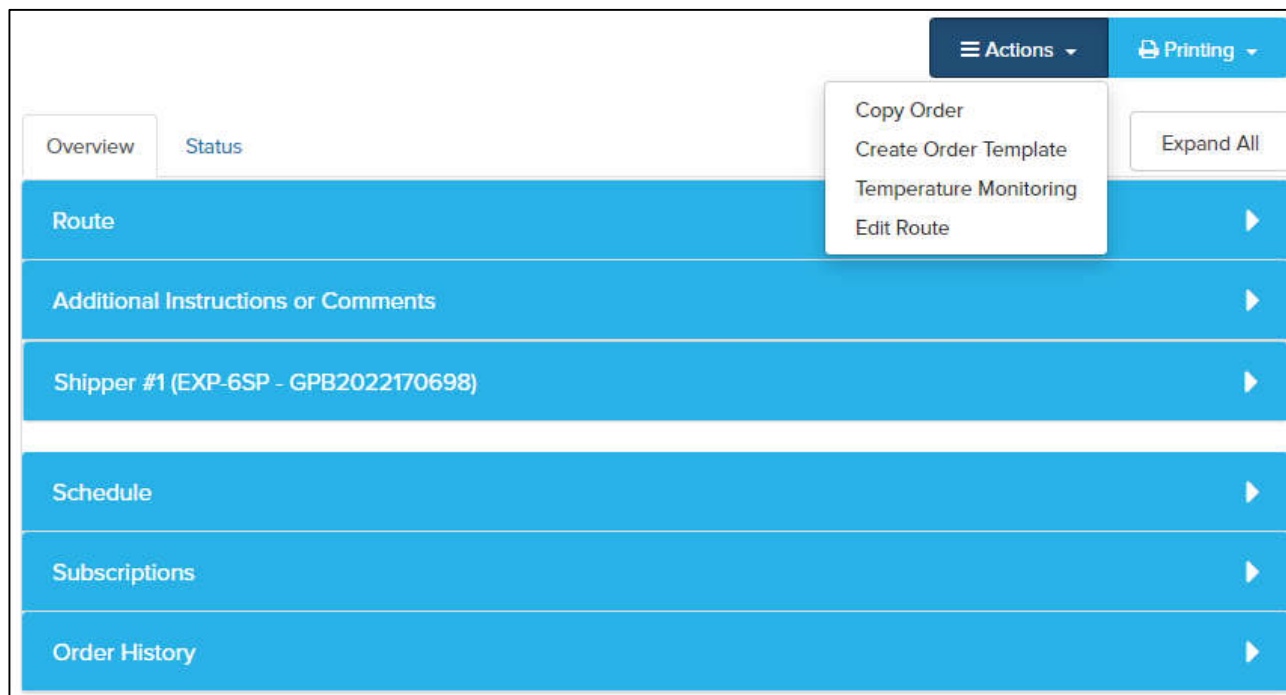


- 61.2. The **Status** tab will provide the **Tracking** details and monitored events of the shipper(s) throughout the shipment.



**61.2.1.** The **Secondary Content Panel** will provide additional actions and documents regarding the shipment.

**61.3.** The **Actions** drop-down list will feature options to **Copy Order**, **Create Order Template**, and **Edit Route**. The **Temperature Monitoring** will provide additional data and information regarding the shipment.



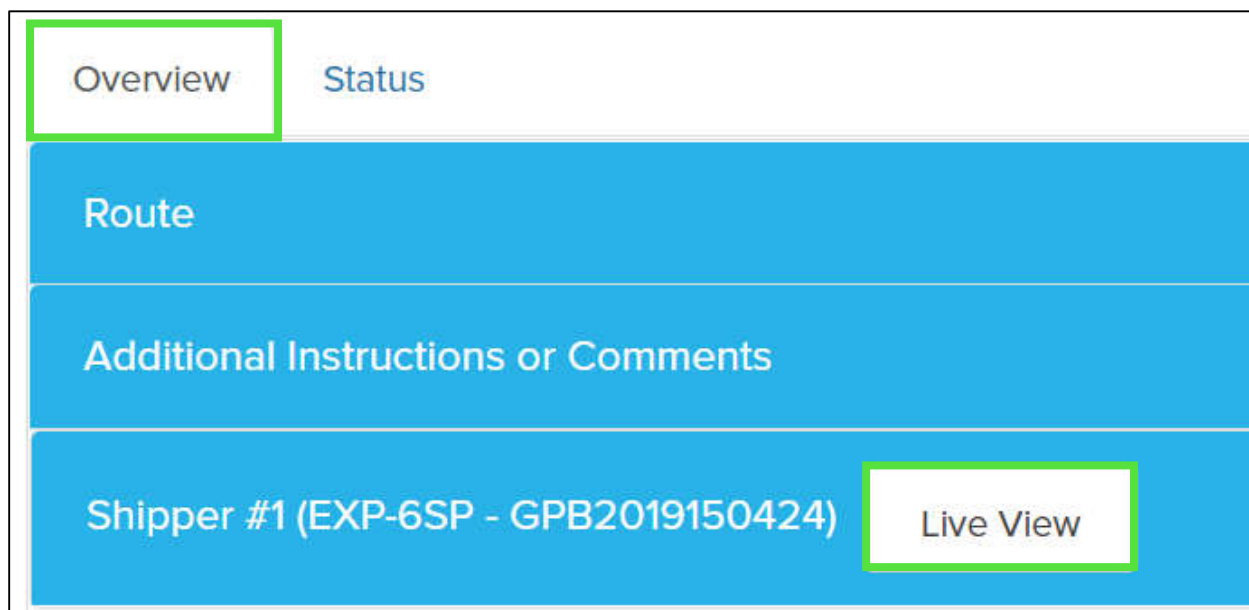
- 61.4. The **Printing** drop-down list will provide documentation such as **Waybills, Packing Slips, Commercial Invoice, Bill of Lading, Ordering Report, Pick Lists, Order Details, Pricing, All Shipper Barcodes, All Shipper Certifications, Shipping Labels, Package Leg Labels, Shipment Report, Shipping Plan Intelligence, Package Details, Temperature Stability Reports, and Print Dangerous Goods Consignee.**

The screenshot displays the Cryoport Systems web interface. On the left, there is a sidebar with tabs for 'Overview' and 'Status'. Below these tabs are several blue buttons: 'Route', 'Additional Instructions or Comments', 'Shipper #1 (EXP-6SP - GPB2022170698)', 'Schedule', 'Subscriptions', and 'Order History'. On the right, there is a 'Printing' dropdown menu. The menu is open, showing a list of options: 'Waybills', 'Packing Slips', 'Bill of Lading', 'Inspections', 'Order Report', 'Pick Lists', 'Order Details', 'Pricing', 'All Shipper Barcodes', 'All Shipper Certifications', 'Shipping Labels', 'Package#1 Leg Labels:', 'Leg 1', 'Leg 2', 'Leg 3', 'Shipment Report', 'Shipping Plan Intelligence', 'Package Details', 'Temperature Stability Reports:', 'Print Temperature Stability Report', 'Print Temperature Stability Report with Data', and 'Print Dangerous Goods Consignee'.

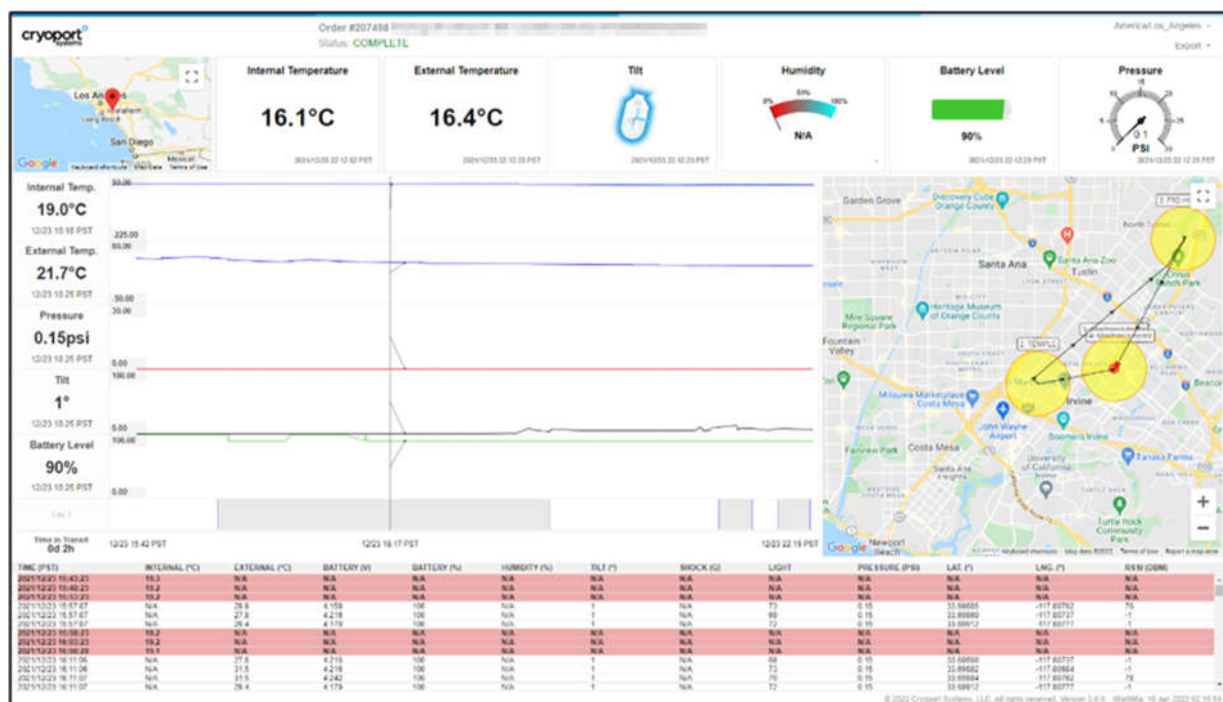
- 61.5. The **Live View™** feature will provide data and information about the shipper(s) such as **Location, Shock, Internal Temperature, External Temperature, Tilt, Humidity, and Pressure** throughout its shipment journey.



**61.5.1.** To access **Live View™**, click the **Overview** tab and scroll down to the Shipper Information area.

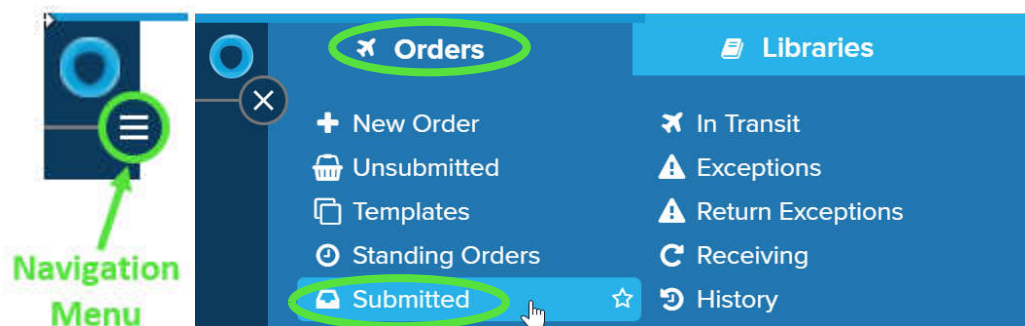


**61.5.2.** Click the **Live View™** button, and the page will open in a separate tab.



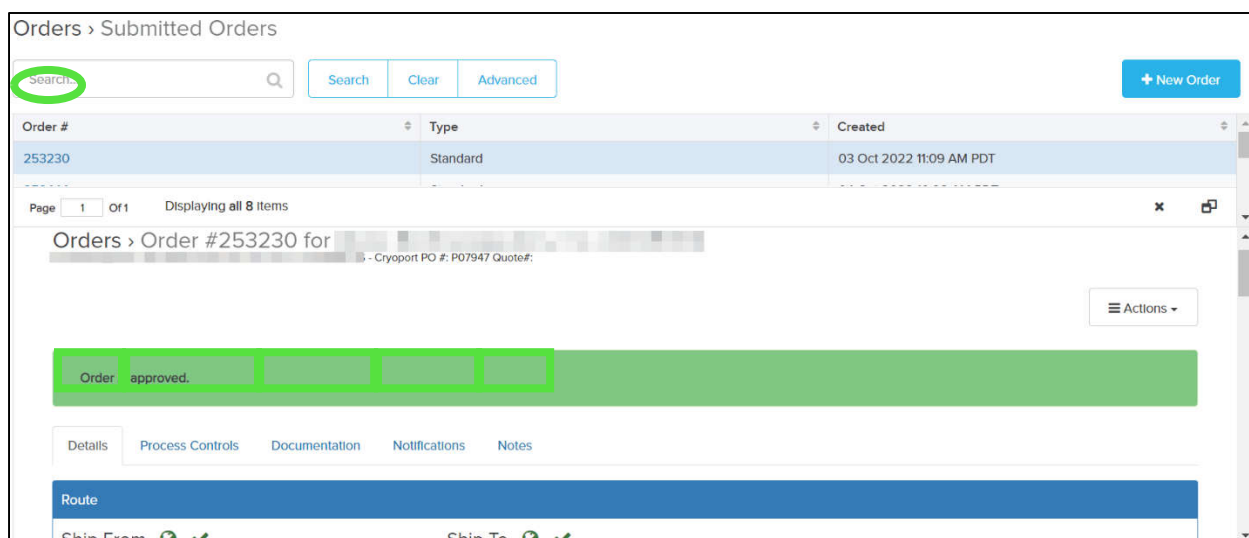
## Submissions Overview

Submitted orders can be viewed in the Cryoport® 2 by going to the **Navigation Menu** and selecting the **Orders** tab. From there, you will be able to view **Submitted** orders.

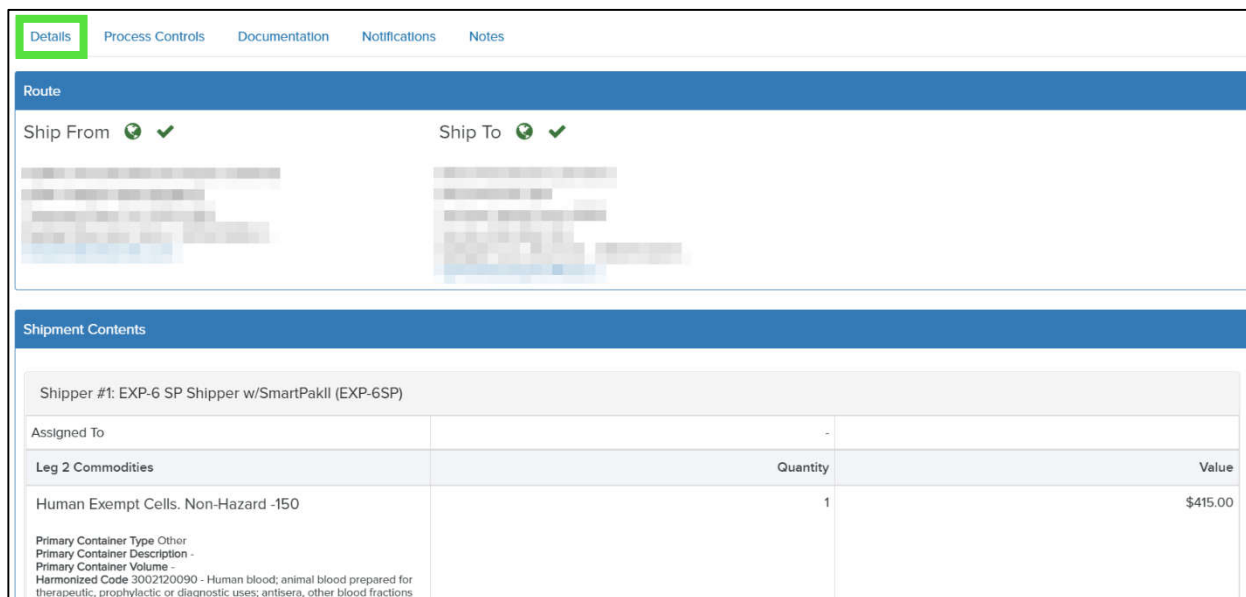


62. Click on the **Order #** from the list of **Submitted Orders** to view additional details in the **Secondary Content Panel**.

63. The **Secondary Content Panel** will feature the shipment information in the **Details**, **Process Controls**, **Documentation**, **Notifications** and **Notes** tabs.







**63.1.** The **Details** tab will provide information regarding the **Route**, **Shipment Contents** (**Shipper(s)**, **Commodities**, **Alarm Bands**, and **Accessories**), **Transaction Details**, and **Schedule**.



**Details** | Process Controls | Documentation | Notifications | Notes

**Route**

Ship From   Ship To  

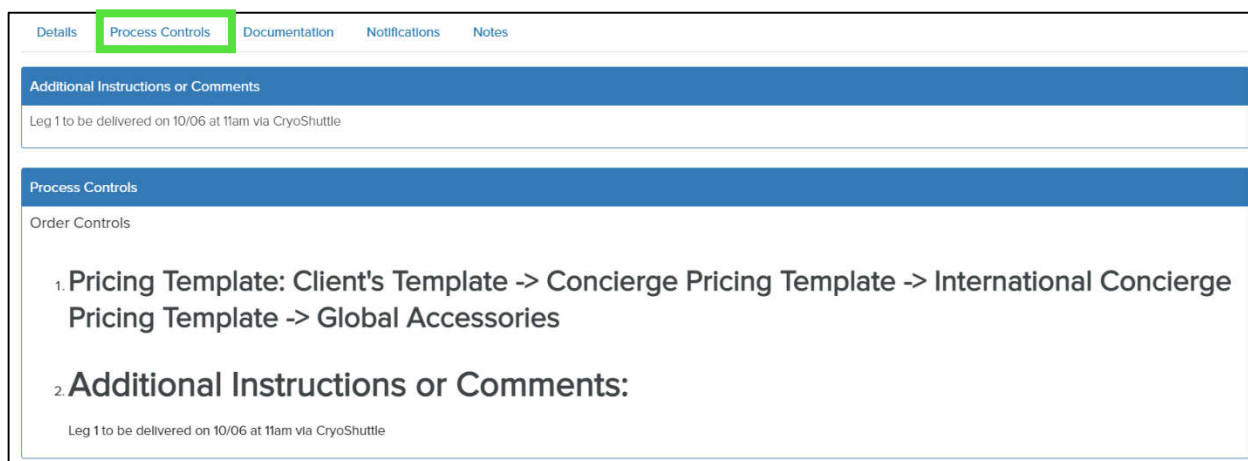
**Shipment Contents**

Shipper #1: EXP-6 SP Shipper w/SmartPakII (EXP-6SP)

Assigned To	Quantity	Value
Leg 2 Commodities		
Human Exempt Cells. Non-Hazard -150	1	\$415.00

Primary Container Type Other  
 Primary Container Description -  
 Primary Container Volume  
 Harmonized Code 3002120090 - Human blood; animal blood prepared for therapeutic, prophylactic or diagnostic uses; antisera, other blood fractions

**63.2.** The **Process Controls** tab will provide the **Additional Instructions or Comments** and **Process Controls** for the assigned shipper(s).



**Details** | **Process Controls** | Documentation | Notifications | Notes

**Additional Instructions or Comments**

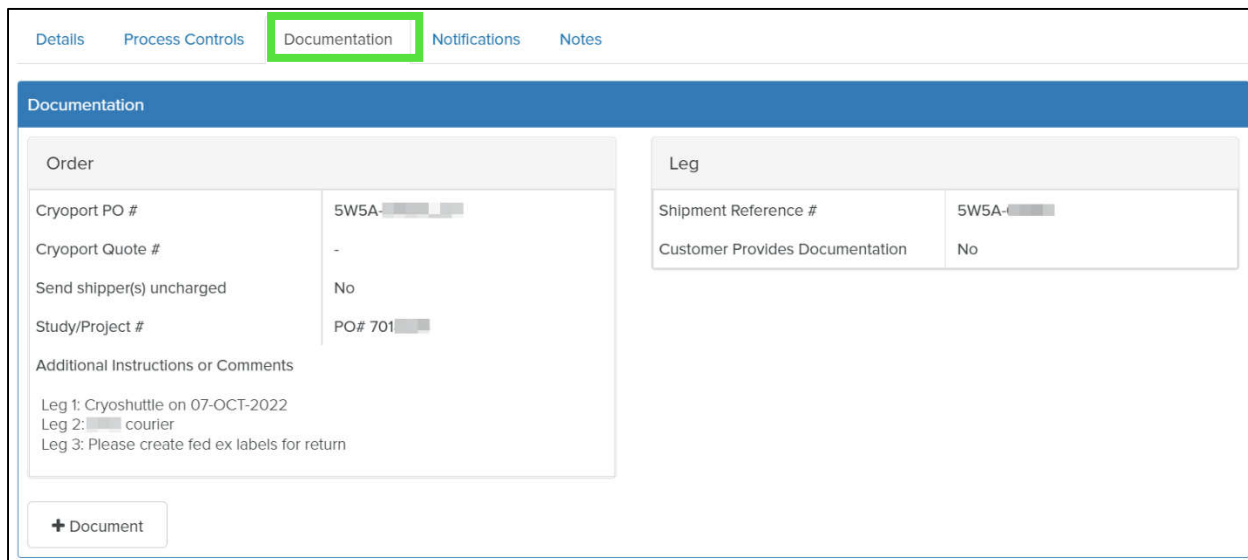
Leg 1 to be delivered on 10/06 at 11am via CryoShuttle

**Process Controls**

Order Controls

1. Pricing Template: Client's Template -> Concierge Pricing Template -> International Concierge Pricing Template -> Global Accessories
2. Additional Instructions or Comments:  
 Leg 1 to be delivered on 10/06 at 11am via CryoShuttle

**63.3.** The **Documentation** tab will provide all **Order** and **Leg** details. Additional documents included in the order will also appear in this tab.



**Documentation**

**Order**

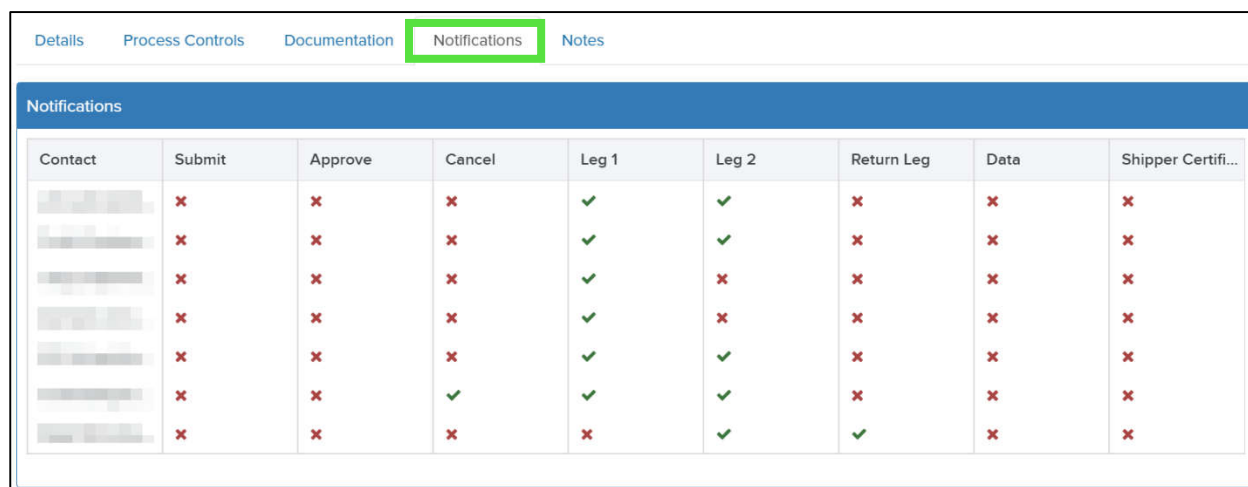
Cryoport PO # 5W5A-  
Cryoport Quote # -  
Send shipper(s) uncharged No  
Study/Project # PO# 701  
Additional Instructions or Comments  
Leg 1: Cryoshuttle on 07-OCT-2022  
Leg 2: courier  
Leg 3: Please create fed ex labels for return

**Leg**

Shipment Reference # 5W5A-  
Customer Provides Documentation No

+ Document

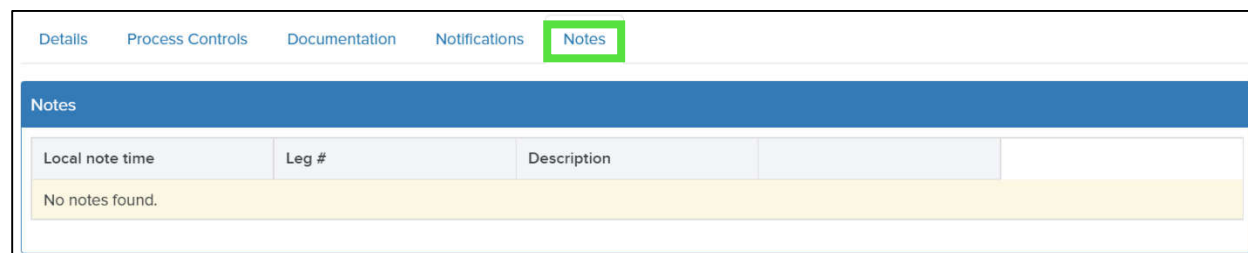
**63.4.** The **Notifications** tab will display all the contacts that will receive notification emails.



**Notifications**

Contact	Submit	Approve	Cancel	Leg 1	Leg 2	Return Leg	Data	Shipper Certi...
	X	X	X	✓	✓	X	X	X
	X	X	X	✓	✓	X	X	X
	X	X	X	✓	X	X	X	X
	X	X	X	✓	X	X	X	X
	X	X	X	✓	✓	X	X	X
	X	X	✓	✓	✓	X	X	X
	X	X	X	X	✓	✓	X	X

**63.5.** The **Notes** tab will display any additional **Local note time**, **Leg information**, and **Description** information.

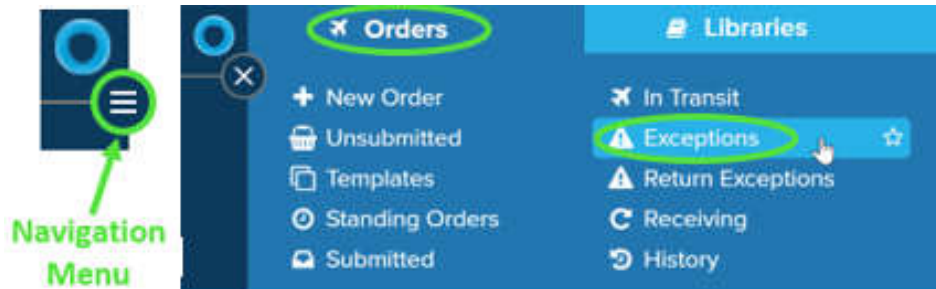


**Notes**

Local note time	Leg #	Description
No notes found.		

## Active Exceptions

Active Exceptions can be viewed in Cryoport® 2 by going to the **Navigation Menu** and selecting the **Orders** tab. From there, you will be able to access **Exceptions**.



64. A list of **Active Exceptions** will appear on the screen. From this view, you will be able to see each **Order** on the list and its **Severity**. Using the **Search** field will allow for a more refined search when looking for **Active Exceptions**.

Orders > Active Exceptions

Search...

Severity	Order #	Client	Origin	Destination	Type	Status
CRITICAL	253429				Standard	Leg
CRITICAL	252285				Standard	Leg
MAJOR	251726				Standard	Leg
CRITICAL	252195				Standard	Leg
CRITICAL	253241				Standard	Leg
CRITICAL	253665				Standard	Leg

- 64.1. When you click on the **Severity** of an order, a new window will open with the information regarding the package.

253429: Package #1: Leg #1: Exception 1044734

CRITICAL: Active

Date: 20 Oct 2022 05:09 AM PDT

Cleared: -

Cleared By: -

Deferred At: -

Deferred Until: -

Deferred By: -

Scan Code: HTE

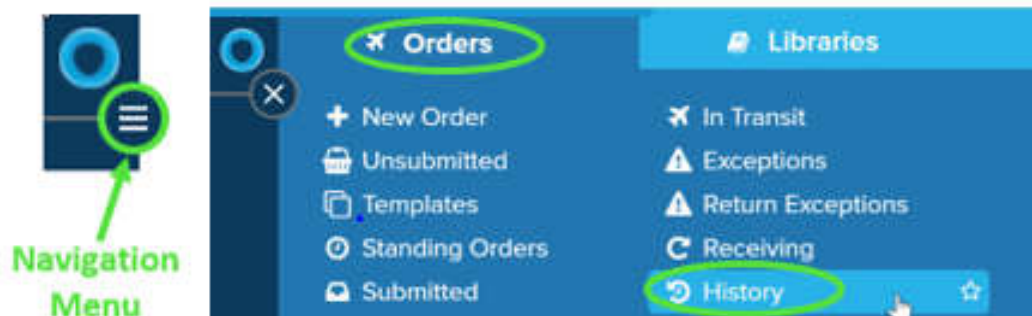
Description: Holding Time Warning - The shipper has less than 2 days of holding time left. As of 20 Oct 2022 05:09 AM PDT, the holding time left for this shipment is 1 days (based on charged date of 05 Oct 2022 06:33 AM PDT, capacity of 8.715, NER of 0.52 and dynamic NER factor of 0.71). The expected delivery date is 06 Oct 2022 10:30 AM PDT. The shipper should last until 22 Oct 2022 12:46 AM PDT.

Exception Code: CRITICAL

Shipper Status: As of 28 Oct 2022 05:01 PM PDT, the holding time left for this shipment is -6 days 16 hours (based on recharged/reconditioned date of 05 Oct 2022 06:33 AM PDT, capacity of 8.715 kg, NER of 0.52 kg/day and dynamic NER factor of 0.71). The expected delivery date is 07 Oct 2022 05:00 PM PDT. The shipper should last until 22 Oct 2022 12:46 AM PDT.

## Order History

Order History can be viewed in the Cryoport® 2 by going to the **Navigation Menu** and selecting the **Orders** tab. From there, you will be able to view existing **History**.



65. Click on the Order # from the Order History list to view additional details in the Secondary Content Panel. Using the **Search Orders** field will allow for a more refined search.

Orders > Order History

Search Orders

Q

Search

Clear

Advanced

+ New Order

Order #	Client	Ordered By	Assigned To	Order Subm	Origin	Destination	Status	Order Shipp	Invoiced	Order Type	Shippers	Quantity...
108718				10 Jul 2019			Complete	11 Jul 2019	14 Jul 2019	Standard	EXP-6 SP...	1
108585				09 Jul 20...			Complete	10 Jul 2019	11 Jul 2019	Standard	EXP-6 Sh...	1
108582				09 Jul 20...			Complete	10 Jul 2019	15 Jul 2019	Standard	EXP-6 Sh...	1
108575				09 Jul 20...			Complete	09 Jul 20...	12 Jul 2019	Standard	EXP-6 SP...	1
108478				08 Jul 20...			Complete	09 Jul 20...	11 Jul 2019	Standard	EXP-6 SP...	1
108477				08 Jul 20...			Complete	09 Jul 20...	11 Jul 2019	Standard	EXP-6 SP...	1
108476				08 Jul 20...			Complete	09 Jul 20...	11 Jul 2019	Standard	EXP-6 SP...	1
108474				08 Jul 20...			Complete	09 Jul 20...	11 Jul 2019	Standard	EXP-6 SP...	1



66. The **Secondary Content Panel** will allow you to review the shipment details in the **Overview** and **Status** tabs.

Orders > Order History

Search Orders

Order #	Client	Ordered	Assigned	Order Sub	Origin	Destination	Status	Order Ship	Invoiced	Order Type	Shipp...	Quanti...
108718	[redacted]	[redacted]	[redacted]	10 Jul ...	[redacted]	[redacted]	Com	11 Jul 2...	14 Jul ...	Standa...	EXP-6 ...	1
108585	[redacted]	[redacted]	[redacted]	09 Jul	[redacted]	[redacted]	Com	10 Jul	11 Jul 2	Standa	EXP-6	1

Page 1 Of 230 Displaying items 1 - 25 of 5748

Orders > Order #108718 for [redacted]

**Route**

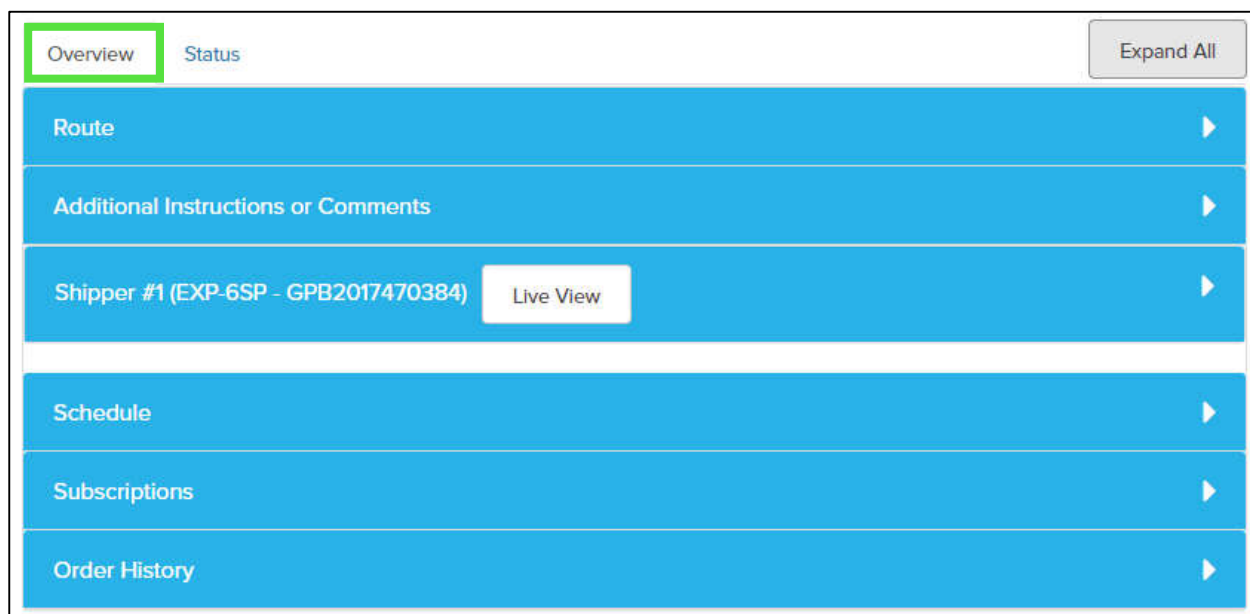
Ship From

[redacted]

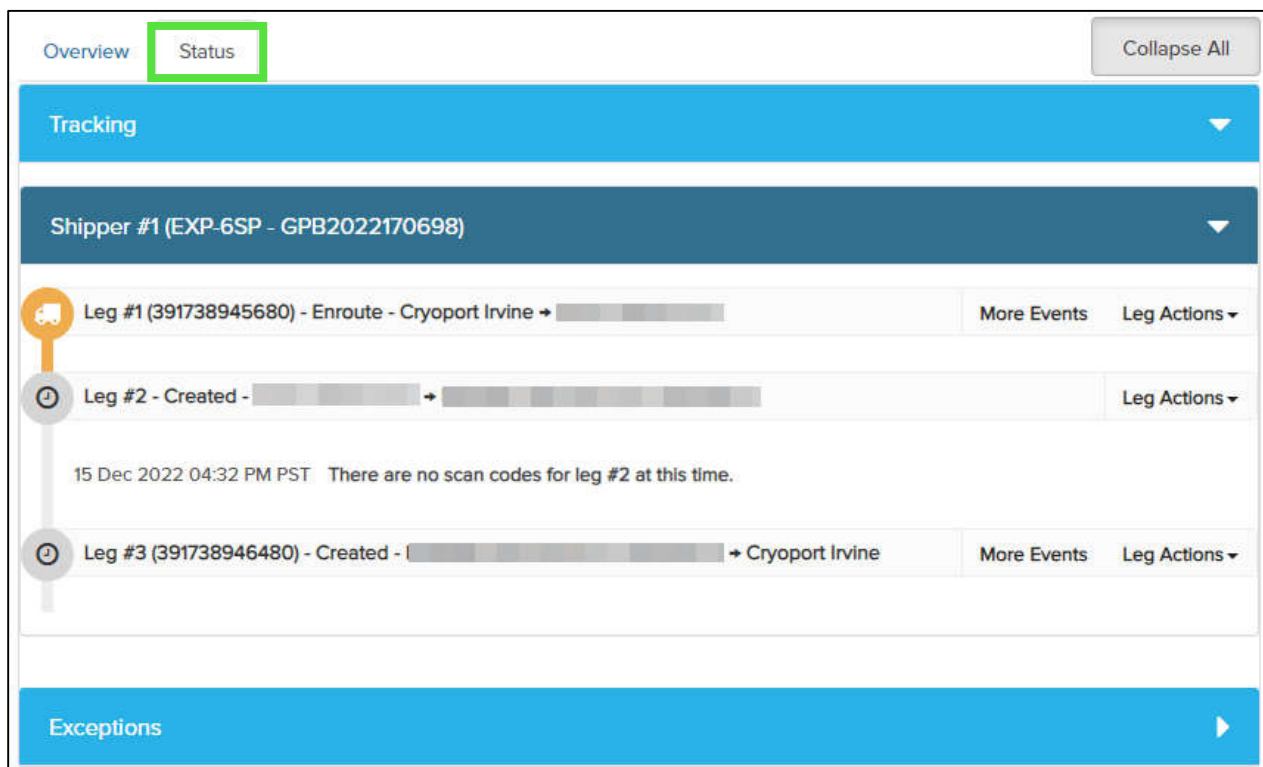
Deliver To

[redacted]

- 66.1. The **Overview** tab will provide information regarding the **Route**, **Additional Instructions or Comments**, **Shipper(s) details (Commodities, Alarm Bands, Documentation, and Transaction Details)**, **Schedule**, **Subscriptions**, and **Order History**.



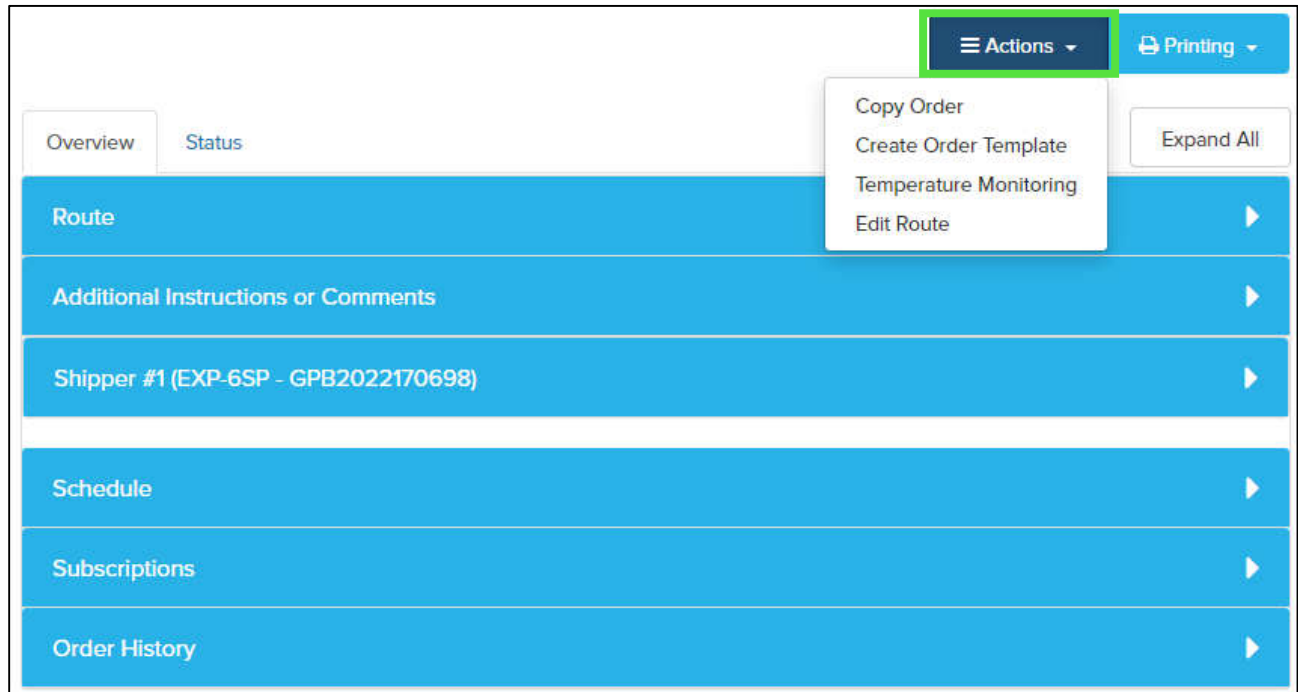
**66.2.** The **Status** tab will provide the **Tracking** details and events of the shipper(s) throughout the shipment.





**67.** The **Secondary Content Panel** will provide additional actions and documents.

**67.1.** The **Actions** drop-down list will feature options to **Copy Order**, **Create Order Template**, and **Edit Route**. The **Temperature Monitoring** will provide additional data and information regarding the shipment.



- 67.2.** The **Printing** drop-down list will provide documentation such as **Waybills, Packing Slips, Commercial Invoice, Bill of Lading, Ordering Report, Pick Lists, Order Details, Pricing, All Shipper Barcodes, All Shipper Certifications, Shipping Labels, Package Leg Labels, Shipment Report, Shipping Plan Intelligence, Package Details, Temperature Stability Reports, and Print Dangerous Goods Consignee.**

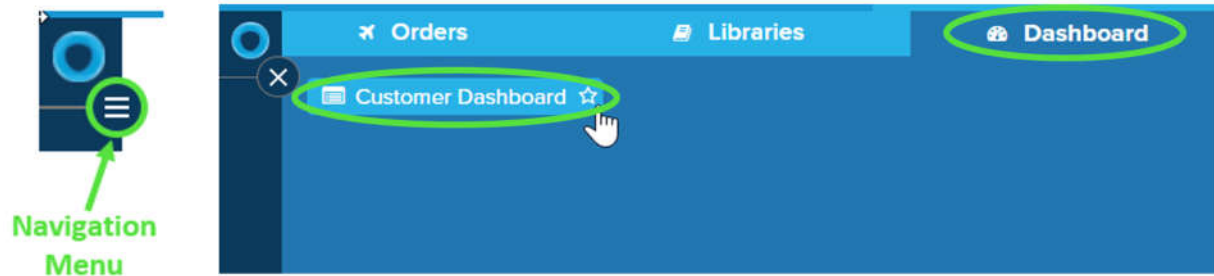
The screenshot displays the Cryoport Systems web interface. On the left, a sidebar contains navigation links: Overview, Status, Route, Additional Instructions or Comments, Shipper #1 (EXP-6SP - GPB2022170698), Schedule, Subscriptions, and Order History. The main content area on the right features a top navigation bar with 'Actions' and 'Printing' dropdown menus. The 'Printing' menu is currently open, revealing a list of options: Waybills, Packing Slips, Bill of Lading, Inspections, Order Report, Pick Lists, Order Details, Pricing, All Shipper Barcodes, All Shipper Certifications, Shipping Labels, Package#1 Leg Labels (with sub-items Leg 1, Leg 2, and Leg 3), Shipment Report, Shipping Plan Intelligence, Package Details, Temperature Stability Reports (with sub-items Print Temperature Stability Report and Print Temperature Stability Report with Data), and Print Dangerous Goods Consignee.



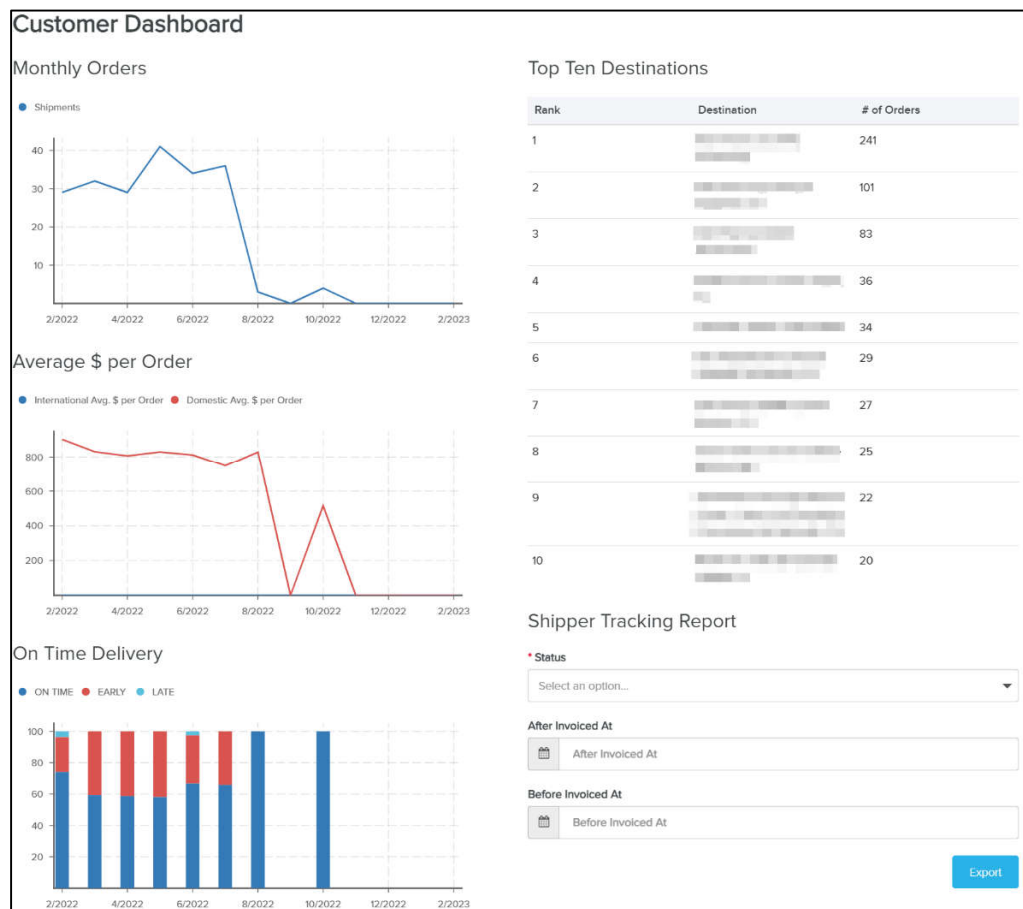
## Account Data

Cryoport System's Logistics Management Platform, Cryoport® 2, allows clients to view account data through the Customer Dashboard.

- 68.** Click on the **Navigation Menu** icon to access the **Dashboard** tab. From there, you will be able to access the **Customer Dashboard**.



- 68.1.** Once selected, the **Customer Dashboard** will provide graphs and information on **Monthly Orders**, **Average \$ per Order**, **On Time Delivery**, and **Top Ten Destinations**. There will be an option to export a Shipper Tracking Report of **Active**, **Closed**, **Canceled**, and **Noncancelled** shipments from a specific date range based on user roles.



## **Customer Support**

Please contact Cryoport's 24/7/356 Customer Service and Logistics Management team if you have any questions or concerns.

**Email:** [cs@cryoport.com](mailto:cs@cryoport.com)

**Phone:** +1 (949) 470-2305