



Submitting Samples

USER GUIDE

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SHIPPING SAMPLES

Samples can be shipped to any of our locations (shown at right), dependent on type of testing.

For services conducted at multiple sites, WuXi AppTec will re-route your samples to the appropriate locations.

If you have questions about submitting samples, contact your Account Manager or Project Manager for guidance.

PHILADELPHIA

WuXi AppTec
4751 League Island Blvd • Philadelphia, PA 19112
215-218-5500

General Biologics Testing Services
Cell Banking / Characterization
Lot Release
Viral Clearance
Biologics Manufacturing Programs

ST. PAUL

WuXi AppTec
2540 Executive Drive • St. Paul, MN 55120
651-675-2000

General Medical Device Testing Services
In Vivo Studies
Biocompatibility Testing
Analytical Chemistry:
 Materials Characterization
 Extractables/Leachables (E/L)
Tissue Manufacturing Programs
Mycoplasma Testing for Biologics

ATLANTA

WuXi AppTec
1265 Kennestone Circle • Marietta, GA 30066
770-514-0262

Microbial Testing Services
Sterility / Endotoxin / Bioburden
Custom Microbial Programs
Standard/Compendial Chemistry
Package / Container Closure Testing Services
Cleaning & Re-use Studies
Disinfectant Efficacy
Sterilization Validation
Environmental Monitoring



SHIPPING SAMPLES

IMPORTANT TO KNOW

Account Number

- You must have an assigned **Account Number** to submit samples. If you do not have an Account Number, contact your Account Manager.

Payment Method

- A Purchase Order (P.O.) or other **Payment Method** is required when you submit your samples. (See Page 6.)

Forms

- A hard copy of a **WuXi AppTec Sample Submission Form / Test Request Form**, or a print-out of our **Client Portal online form** must be included in every shipment of samples being submitted.

It is crucial that your form is **completed in its entirety and signed** to reduce possible miscommunication or delay in your testing.

See next page for information on selecting the right form for submitting your samples.

Sample Requirements

- If you have questions regarding the **amount of test material required or the correct shipping conditions** to maintain the integrity of your sample(s), contact your Account Manager or Project Manager.

Safety Precautions

- If you are submitting **materials that require safety precautions** (e.g., materials covered under OSHA 12233), you must enclose SDS/MSDS.



SELECTING THE RIGHT FORM

Below is general guidance for selecting the correct form, depending on your type of sample and the specific testing services you are ordering.

Go to our website us.wuxiapptec.com/ordering to access the selection of Sample Submission/Test Request Forms, plus a link to our Client Portal.

Biologics Sample Submission Form (HTML)

Used in almost all cases for testing of biologics samples.

Biocompatibility Test Request Form (HTML)

Used for in vitro and in vivo biocompatibility testing for devices and combination products.

Analytical Chemistry Test Request Form (HTML)

Used for extractables/leachables, materials characterization.

Viral Clearance Studies Sample Submission Form (HTML)

Used for viral clearance validation, viral inactivation studies.

Osteoinduction Test Request Form (HTML)

Used for medical device/combination product osteoinduction studies.

Custom Studies Test Article Submission Form (HTML)

Used for only custom studies conducted in St. Paul or Atlanta facilities.

CLIENT PORTAL

Interactive, online form for samples submitted directly to our Atlanta facility

Used for microbial testing services • sterility / endotoxin / bioburden • standard/compendial chemistry • package / container closure testing services • cleaning & re-use studies
• disinfectant efficacy • sterilization validation • environmental monitoring

[See our **tutorial** for guidance in using the Client Portal. Click here.](#)

For more information or to receive the required log-in authorization for using the Client Portal, contact your Account Manager.

See the following pages for guidance in completing our HTML forms.



SAMPLE SUBMISSION / TEST REQUEST FORMS (HTML)

- For best results, use **Internet Explorer** as your browser.
- **Complete all fields** relevant to your product and your requested service.
- **Always sign a printed hard copy** and include it in your sample shipment.

Completing the Form

Advance through the form (you can use the TAB key to move from item to item) **completing all fields** relevant to your product and your requested service.

If a field does not apply, do not skip. Be sure to select "N.A."

Payment Method

For **Payment Method** (required) select "P.O. #:" or "Attn:" and then complete.

Here is what **ACCEPTABLE** for completing the "Payment Method" field:

- A numeric or alpha-numeric that indicates your P.O. number
- A name IF we have a credit card on file under that name
- The last four digits of a credit card that we have on file (indicate as: CC####)

Here is what is **NOT ACCEPTABLE**:

- The "Payment Method" field left blank or completed with "TBD" • "NA" • "NG" or "Not Given"
- A name that is not connected to a credit card we already have on file

Quote Number

The **Quote Number** is required and can be found in the upper right hand corner of your WuXi AppTec price quote.

Account Number

You **MUST** have an **Account Number** before submitting samples to us. If you do not have an Account Number, contact your WuXi AppTec Account Manager.



SAMPLE SUBMISSION / TEST REQUEST FORMS (HTML)

Importing Company Name, Address and Tests from Your Quote (OPTIONAL)

Most of WuXi AppTec's web-enabled forms allow you to access information directly from our databases.

When you enter your quote number and account number, your **company name and address will automatically populate**. (You must manually enter the contact info.)

You will also see a pop-up window where **you can choose to have the tests from your price quote automatically populate** the Requested Testing section of the form.

If you choose to have tests imported from your quote, be sure to review the listed entries. You may add and delete tests as needed.

If you do choose NOT to have tests imported from your quote, complete the requested testing section by entering test codes for the tests you want to order.

Hit **"TAB"** after entering a test code and the name of the assay will fill in automatically.

If you have entered a **test code that may be invalid**, you will see a message to that effect.

Entering Test Codes

TIP

If at any point you decide you want to come back and finish the form later, you can close the form and your browser history will store the information that you have entered. The next time you open the form through your computer's browser you will see the input from your previous session.

You can also have your browser store the incomplete form in your "Favorites" as well as create multiple in-progress forms. **See Page 10.**



SAMPLE SUBMISSION / TEST REQUEST FORMS (HTML)

Information for the “Comments” Field

Use this field to provide any additional (non-testing-related) information or instructions.

Some examples might be:

FOR BIOLOGICS

- Return shipping temperature monitor (e.g., TempTale) in provided self-addressed envelope
- Return shipping container to: _____
- Fill out enclosed sample receipt form and email to:

FOR MEDICAL DEVICES

- Additional contact
- Request for a preliminary report
- Request for possible STAT testing

Printing a Hard Copy or Saving an Electronic Copy of Your Completed Form

To print or save a copy of the form, click the icon at the end. You will see a dialog box with your printer options.

If you want simply **to print a hard copy**, select your printer and then click “Print.”

Caution:

Do not print using your browser’s print function.

To save an electronic copy, select “Microsoft XPS Document Writer” as your printer and click “Print.”

Choose a file location, update the file name, and click “Save.”

If you have **Adobe PDF Writer**, you can choose that as your print option and save the file as a PDF.

NOTE

If your form is incomplete, you will get a warning message and an option to select “OK” or “Cancel.”

SEE NEXT PAGE



SAMPLE SUBMISSION / TEST REQUEST FORMS (HTML)

Incomplete Forms

If you try to print or save an electronic copy of your form and get a warning message that your form is incomplete, **you can select one of two options: “OK” or “Cancel.”**

If you select “Cancel”:

You will be taken back to the beginning of the form for review. **Scrolling through the form, you will find that incomplete sections have been highlighted in yellow.**

Complete all of these sections and when you again select the “Print/Save” button, the warning message and highlighting will be gone.

NOTE: A section may be highlighted as incomplete because you failed to select “N.A.” for items that are not applicable to your test article or requested testing.

If you select “OK”:

You are choosing to print/save the form even though it is incomplete. **Your form will print/save with a message at the top that states it is not ready for submission.**

See next page for instructions on how to store forms for later completion, plus how to create and complete multiple in-progress forms.



SAMPLE SUBMISSION / TEST REQUEST FORMS (HTML)

Storing Forms (still editable)

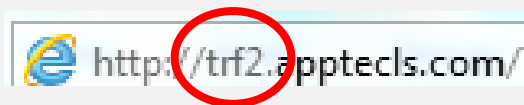
1. Click on your “Favorites” icon.
(Using Internet Explorer, it will be the star located in the upper right corner of your web browser.)
2. Select “Add to Favorites.”
3. Name the current form and click “Add.”
4. Your “Favorites” listings will now include the added form.

Additional versions of in-progress forms can be similarly added to your Favorites – using different names – enabling easy access to each.

Creating and Completing Multiple In-Progress Forms

If you are working on one form and want to have a second form (or more) open at the same time:

1. Have your browser open a new tab/window. (This will display your browser’s home page.)
2. Copy the URL from the address bar in the tab/window of your original form and paste it into the address bar of your new tab/window.
3. Then, type a “2” immediately after the first “trf” in the address bar — ... trf2.apptecls.com... — and click “Go” or hit your return key. A new form will open.



To open additional forms, follow these same steps and change the “2” in the browser address bar to the next available — “3” or “4” or “5” — up to a total of 5.

Thank you for entrusting us with your important testing and manufacturing.

U.S. Manufacturing
and Testing



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