
NAMSA WOS Frequently Asked Questions

Q1. How do I change my password?

Click on the link “Forgot Password” found on the login page and follow the subsequent instructions.

Q2. What is my Business Development/Account Manager’s contact information?

Contact TestingServices@namsa.com.

Q3. Where do I send my test articles?

The NAMSA WOS Packing Slip will identify the shipping address.

Q4. What paperwork do I need to include with my shipment to NAMSA?

- The NAMSA WOS packing slip is mandatory to be included in the shipment with the test articles. Not including this document may lead to delays in initiating testing.
- Any additional documents required for testing (i.e. preparation instructions for testing) should be included as an attachment when creating an order in NAMSA WOS.

Q5. How long can I leave an order untouched before NAMSA WOS automatically logs out?

The system has a 30-minute time out established.

Q6. How do I save information if not ready to submit a NAMSA WOS order?

Simply clicking between one of the five tabs (Test Selection, Samples And Lots, Assignments, Q&A or Review) after entering information will automatically save what has been entered. This is encouraged in the event that the system is accidentally closed out and will keep the order in “Draft” form. A “Save As Draft” button is also found at the end of the Review tab.

Q7. If I only have one test article that needs to be shared at multiple NAMSA sites, which site do I send to first?

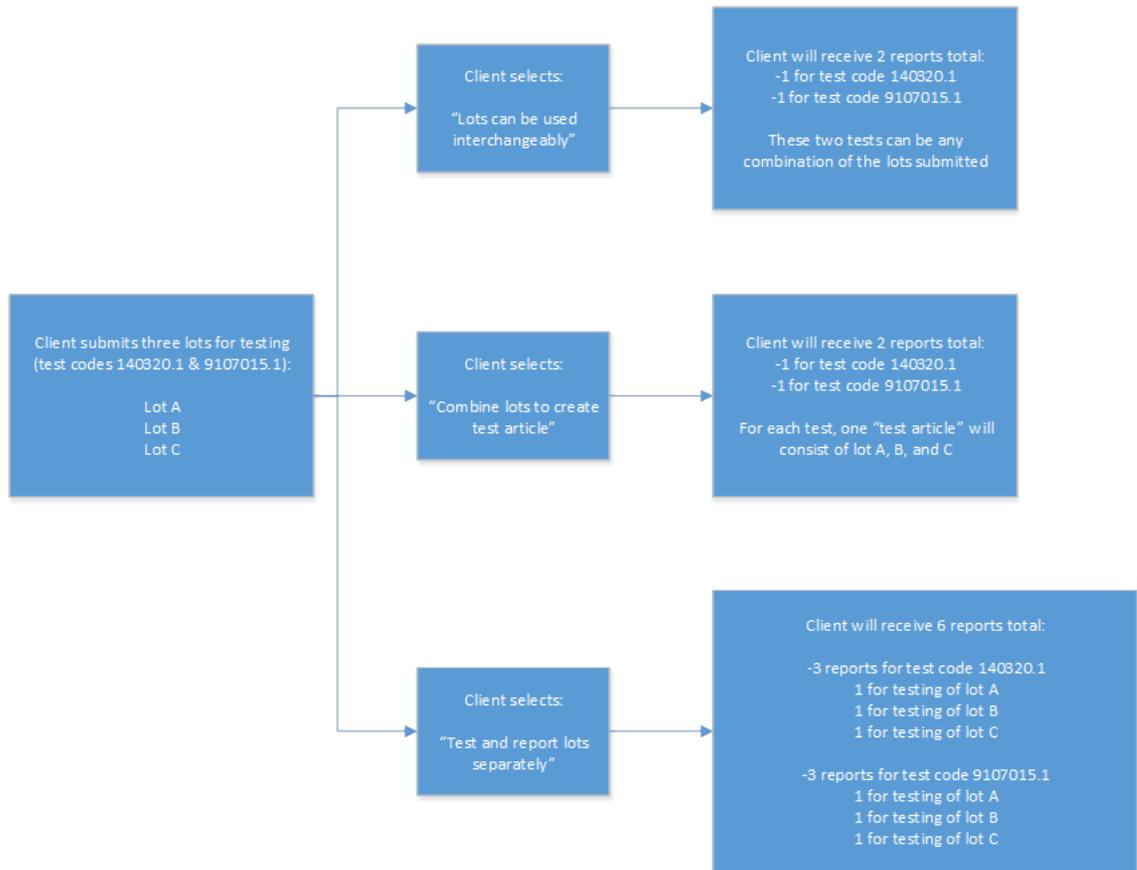
If it is not possible to acquire enough test articles to supply separately to each NAMSA site, please contact your Business Developer to discuss further. Due to the sensitivity of particular assays and requirements of the various types of testing, certain assays should be prioritized appropriately prior to sending to one particular location.

Q8. Where do I send my test articles if testing will be performed at both the St. Paul and Atlanta sites?

The NAMSA WOS Packing Slip will include the address where your test articles should be sent. Separate packing slips will be provided for each location if testing is to be performed at St. Paul and Atlanta. Place the corresponding packing slip in shipping box for the appropriate testing site location.

Q9. When I have multiple lots submitted, how do I know which of the three options to select to ensure each lot is used as intended?

Please see the example below to determine how best to utilize multiple lots being submitted under the same NAMSA WOS order. Note: If “Combine lots to create test article” is selected it is ideal to specify how the lots should be combined in the Preparation Requirements / Instructions section so the lots are used as intended.



Q10. I have a spreadsheet or separate document with multiple lot numbers, can I attach it instead of entering all the lots manually?

No. It is suggested that each lot number and associated information is entered by the submitter when filling out the order, especially if there are differing expiration dates. If an order is not filled out completely this has the potential to delay the start of the study multiple days and may result in a new NAMSA WOS order to be completed. Note, after filling in the first lot information, the “Add New Lot/Component” button will copy most of the initial entries into each new lot allowing for minimal information needing to be filled in by the submitter.

Q11. Should I enter separate orders for each test article and/or each quote.

The NAMSA WOS system is able to handle many samples and tests on one order. However, it has been found that different samples and/or quotes are easier to navigate and organize if placed separately. For example, if a custom chemistry quote and standard biocompatibility testing is needed, the overall ordering process may be easier if the chemistry order is placed on one order followed by a separate second order for the biocompatibility testing. This usually takes only a few extra minutes but allows a simpler flow and easier visibility to status and uploaded report(s).

Q12. What if I have changes to my order after I have submitted test articles for testing (or submitted an order form)?

If samples have already been sent for testing and/or samples have already been received, please contact TestingServices@namsa.com as soon as possible with the changes to your order that are needed.

Q13. Does anything happen with my order if I do not do anything after clicking “Submit” in NAMSA WOS?

No. If the person submitting testing hits submit and does not provide the test articles and packing slip to the appropriate NAMSA facility, the order will remain in the system as “Submitted”.

Q14. If a new WOS order is required and test articles are already at NAMSA, how should I proceed?

If the previous NAMSA WOS order is no longer relevant, it can be cancelled as long as the status has not changed to “Received”. Once cancelled, the “Reorder” button can be utilized and information from previous NAMSA WOS order can be amended to make the necessary changes. Alternatively, an entirely new order can be placed at this time. Upon completion of the existing or new order, the packing slip can be saved and returned to the appropriate NAMSA Receipt personnel or TestingServices@namsa.com via email.

Q15. Why won't my packing slip print?

The NAMSA WOS system only recognizes whole numbers. Please check that the quantity submitted field is a whole number and does not include any symbols (i.e. 2 x 10).

Q16. Can I repeat a previous order?

Yes. First, you need to locate your previous NAMSA WOS order number. Click on “Reorder” to repeat an order and have all previous information auto filled and editable prior to placing you next order.

Q17. How do I select testing from multiple quotes?

- Multiple quotes may be open at the same time and necessary test codes selected and ordered.
- Only tests that have been quoted out may be ordered through NAMSA WOS.

Q18. When will I find out the due dates for the testing I have ordered?

Upon receipt of the test articles and associated NAMSA WOS packing slip, the testing will be logged into the system and a Sample Receipt Notification email will be sent to the submitter. Once the testing has been initiated, the estimated due dates will be uploaded and viewable in NAMSA WOS.

Q19. Can I access my final report or results in NAMSA WOS?

Yes. Final reports will no longer be emailed but will instead be uploaded into NAMSA WOS under the "Reports" tab once completed.

Q20. How do I reset my password?

On the login page, click on "Forgot Password". After entering your email address, an email will be sent and you can change your password following the instructions provided.

Q21. Can I export/print a list of my projects?

Yes, you can access this feature through "View History."

Q22. What are the sample requirements for my test?

The Sample Requirements documents for St. Paul (*Biocompatibility – No longer accepted at St. Paul, MN location*) and Atlanta (Microbiology) testing can be found in NAMSA WOS under the "Q&A" tab once logged into your account.

Q23. Who can help me fill out the form?

If after viewing the "NAMSA WOS – Client Training PowerPoint" you still have questions, please contact TestingServices@namsa.com.

Q24. Who should I contact if I need to order a test that is not on my quote?

Please contact your Business Development Manager for all quoting needs. If you do not know who your Business Development Manager is or if this contact has recently changed, please contact TestingServices@namsa.com.

Q25. How do I cancel an order? Prior to shipping sample? After shipping samples?

- If an order has not been submitted, the user can simply discontinue that specific order.
- An order that has a "Submitted" status may be cancelled by selecting that option when reviewing the order in NAMSA WOS.
- If the shipment has been received at NAMSA, please contact the Receipt personnel if previously notified of receipt of test articles and/or TestingServices@namsa.com immediately to request the cancellation of your NAMSA WOS order.

Q26. How do I know if my test articles have been received?

When you log into your account, you can view the status of your order by utilizing the "View Order" function.

Q27. Who do I talk to, about test articles that were shipped to NAMSA?

Please contact TestingServices@namsa.com.

Q28. If I have test articles at NAMSA, how do I allocate these for new testing being performed at NAMSA?

A new NAMSA WOS order will need to be filled out, including a note in the comments section identifying the project number the test articles are being pulled from to maintain chain of custody. Once the order is complete, the packing list can be supplied as a PDF to TestingServices@namsa.com.

Q29. If I have ongoing testing at NAMSA and need to send in more test articles what is the best process?

If notified by NAMSA personnel that additional test articles are needed for any reason, including a copy of the email in the shipping container will assist the Receiving personnel in allocating the test articles to the appropriate project. If needing to supply additional test articles and no previous communication has occurred with NAMSA, please reach out to TestingServices@namsa.com via email and include the NAMSA WOS number and any tracking number as a point of reference.

Q30. How do I get set up in NAMSA WOS?

The request can be made through your Business Development Manager or by contacting TestingServices@namsa.com.

Q31. Have any other questions?

Please contact TestingServices@namsa.com.