WuXi Order System (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 MDTest.ClientSupport@wuxiapptec.com.

Q3. Where do I send my test articles?

The WOS Packing Slip will identify the shipping address.

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

- The 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 the WuXi Ordering System.

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

The system has a 30-minute time out established. If data has not been saved as a draft, all information entered prior to saving will be excluded when logging back into WOS.

Q6. How do I save information if not ready to submit a 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 WuXi AppTec sites, which site do I send to first?
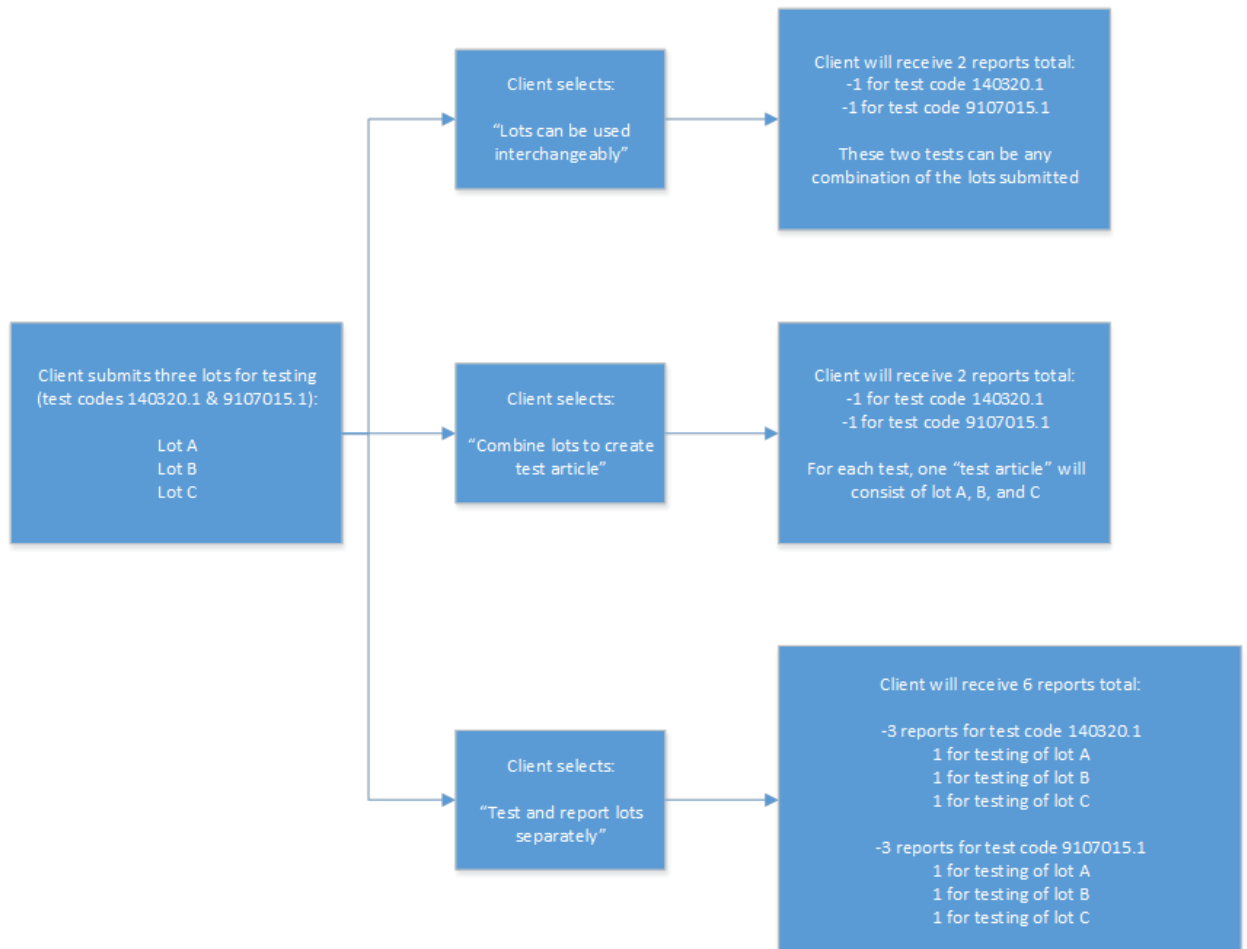
If it is not possible to acquire enough test articles to supply separately to each WuXi AppTec site, please contact your Business Developer to discuss further. Due to the sensitivity of particular assays and requirements of the various types of testing, certain assays should be prioritized appropriately 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 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 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.

Client submits three lots for testing (test codes 140320.1 & 9107015.1):

Lot A
Lot B
Lot C

Client selects:

"Lots can be used interchangeably"

→ Client will receive 2 reports total:
-1 for test code 140320.1
-1 for test code 9107015.1

These two tests can be any combination of the lots submitted

Client selects:

"Combine lots to create test article"

→ Client will receive 2 reports total:
-1 for test code 140320.1
-1 for test code 9107015.1

For each test, one "test article" will consist of lot A, B, and C

Client selects:

"Test and report lots separately"

→ Client will receive 6 reports total:

-3 reports for test code 140320.1
1 for testing of lot A
1 for testing of lot B
1 for testing of lot C

-3 reports for test code 9107015.1
1 for testing of lot A
1 for testing of lot B
1 for testing of lot C

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 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 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 MDTest.ClientSupport@wuxiapptec.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 WOS?

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

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

If the previous 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 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 WuXi AppTec Receipt personnel or MDTest.ClientSupport@wuxiapptec.com via email.

Q15. Why won't my packing slip print?

The 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 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 WOS.

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

Upon receipt of the test articles and associated 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, a secondary Sample Receipt Notification will be supplied and the estimated due dates will be uploaded in WOS.

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

Yes. Final reports will no longer be emailed but will instead be uploaded into 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 tests?

The Sample Requirements documents for St. Paul (Biocompatibility) and Atlanta (Microbiology) testing can be found in WOS under the "Q&A" tab once logged into your account or on the WuXi AppTec website (**Click here for link**).

Q23. Who can help me fill out the form?

If after viewing the "WOS – Client Training PowerPoint" you still have questions, please contact MDTest.ClientSupport@wuxiapptec.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 MDTest.ClientSupport@wuxiapptec.com.

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

- If an order has <u>not</u> 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 WOS.

- If the shipment has been received at WuXi AppTec, please contact the Receipt personnel if previously notified of receipt of test articles and/or MDTest.ClientSupport@wuxiapptec.com immediately to request the cancellation of your 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 WuXi AppTec?

If applicable, you may reach out to your Study Director (if known). Otherwise, contact MDTest.ClientSupport@wuxiapptec.com.

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

A new 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 MDTest.ClientSupport@wuxiapptec.com

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

If notified by WuXi AppTec 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 WuXi AppTec, please reach out to MDTest.ClientSupport@wuxiapptec.com via email and include the WOS number and any tracking number as a point of reference.

Q30. How do I get set up in WOS?

The request can be made through your Business Development Manager or by contacting MDTest.ClientSupport@wuxiapptec.com.

Q31. Have any other questions?

Please contact your Business Development Manager or MDTest.ClientSupport@wuxiapptec.com.