



## CryoStork® Shipping FAQ

### How does shipping work?

You can start the order process either online or over the phone with us. We'll help you coordinate the shipping dates with the IVF centers that will ship and receive your package. Cryoport then works directly with you to handle all the necessary logistics. The dry shipper will arrive at your current clinic pre-labeled and ready to use. Your current clinic will prepare the material being shipped and either the clinic or Cryoport can arrange pickup.

### Do clinics receive a charged dry shipper?

Yes. Charged means that the dry shipper has been filled with dry vapor liquid nitrogen and is ready to be used.

### How cold is the dry shipper?

The liquid nitrogen based dry shipper is validated below  $-150^{\circ}\text{C}$ . Cryogenic temperature is typically defined as below  $-150^{\circ}\text{C}$  and this temperature is what your materials are currently being stored at. The dry vapor means the liquid is absorbed and does not pour out nor does it touch your precious cargo.

### How long can the Cryoport Express® shippers be in transit?

The Cryoport Express® liquid nitrogen dry shipper has a holding time of up to 10 days.

### Who contacts the clinic?

You'll first want to contact both the current clinic and the receiving clinic to notify them of the shipment and confirm paperwork. Cryoport will then be happy to coordinate with both clinics to confirm shipping and receiving dates.

### Do you have arrangements with carriers to transport embryos and sperm?

Yes. Cryoport has relationships with carriers who transport human specimens, including frozen embryos, sperm and eggs.

### Is the shipment monitored?

Cryoport tracks all IVF shipments through our Web portal technology, which is integrated with our carrier partners. Cryoport's Smart Pak II™ condition monitoring system is also used to record and report the container temperature throughout transit.

### Who handles the paperwork?

Cryoport will work with you to generate the shipping paperwork (such as transportation labels). We will also let you know what additional paperwork may be necessary based on your shipment (such as customs documentation) and will tell you where you can obtain the forms. Once the paperwork is completed by you or your clinic, we include printouts with the shipment for each leg of the journey.

### What about international shipping?

Cryoport has shipped to over 100 countries and successfully ships IVF products throughout the world. Before shipping, however, talk with the clinic receiving your package to ensure it is authorized to receive human products, under federal and local regulations.

### Is this type of shipment subject to duties and taxes or regulatory issues that will affect the shipment?

When shipping internationally, duties and taxes will be assessed and will vary by country. Additional paperwork may be required to clear customs. Cryoport and its partners can offer advice regarding those forms.

**If you have additional questions, give us a call at 949.470.2300, option 1.**