

Cryoport Systems Reproductive Medicine Shipping FAQs

How do I start the Cryoport Systems order process?

Begin the order process at mycryostork.com, and a Cryoport Systems client care representative will assist you in coordinating the necessary logistics. The dry shipper will be delivered to your current clinic pre-labeled and ready to use. Your clinic will prepare the reproductive materials for shipment, and either the clinic or Cryoport Systems can arrange for their collection. If you have additional concerns, give us a call at (949) 377-2204.

Do clinics receive a charged dry shipper?

Yes, "charged" means that the dry shipper is filled with dry vapor liquid nitrogen and is ready to be used.

How cold is the dry shipper?

Cryogenic temperature is typically defined as being below -150°C , and your materials will be stored at this temperature. The liquid nitrogen-based dry shipper is validated below -150°C , and the dry vapor means the liquid is absorbed and neither pours out nor comes into contact with your valuable 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. Our extended hold time provides peace of mind in the event of shipping delays or international delivery.

Who contacts the clinic?

The patient is responsible for notifying both the shipping and receiving clinics of the shipment and confirming documentation. Cryoport Systems will arrange shipping and receiving dates with both clinics.

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

Cryoport Systems has established relationships with carriers that transport reproductive materials, such as frozen embryos, sperm, and eggs.

How is each shipment monitored?

Our custom-built logistics management platform is integrated with our carrier partners, enabling Cryoport Systems to closely track all shipments. In addition to recording and reporting the location during transit, our industry-leading condition monitoring system is also used to monitor the temperature.

Who handles the paperwork?

Our team will work with you to generate transportation documents, labels, and other paperwork based on your shipment (such as customs documentation) and confirm where to obtain the forms. After you or your clinic completes the paperwork, we will include printouts with the shipment for each leg of the journey.

What about international shipping?

Cryoport has shipped to over 150 countries and successfully ships reproductive materials 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 shipment subject to duties, taxes, or regulations that will impact the delivery?

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

Do you offer insurance?

For additional peace of mind, Cryoport Systems offers a range of insurance options to cover the transportation of your embryos, sperm, and eggs.