



WuXi
Advanced
Therapies



药明康德
WuXi AppTec

advancedtherapies.com

FAQs

How do I get an account number?

If you are a new customer, your Account Manager will work with you to get the information needed to set up your account. If you do not know who your Account Manager is, please contact our Sales Operations department at sales.operations@wuxiapptec.com.

Your account number will be required for sample submissions, etc. and it is helpful to include it on all your correspondence with us.

How do I get access credentials for WOS (WuXi Ordering System)?

To obtain WOS access credentials, you can contact our Sales Operations department directly at sales.operations@wuxiapptec.com. You will need to provide your account number(s) and the names and email addresses of those members of your organization who need access.

How can I get trained on WOS?

Please refer to the [WOS Introductory User Guide](#) (available in the “Customer Toolbox” on our website), which provides detailed, step-by-step instructions. If you need further training assistance, contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com.

How do I amend an order I have submitted through WOS?

A WOS order cannot be edited once it is submitted. If you need to make a change, contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com.

NOTE: For answers to other questions regarding the use of WOS, refer to our comprehensive [WOS Introductory User Guide](#) (available in the “Customer Toolbox” on our website).

When do I use the SSF (Sample Submission Form)?

For the majority of testing services, our previous method for customers to submit samples – the SSF – has been replaced by WOS. The SSF is now used solely for certain specific services, such as genetic stability testing and viral clearance studies.



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Where can I find information on sample requirements for assays — such as volume/quantity and how to package for shipment?

Information on sample volumes required for testing can be accessed during the submission process on WOS. If you have additional questions regarding samples, contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com.

(For SSF/custom testing, sample type and volume will be stipulated as part of the project setup/implementation.)

Where do I ship my samples?

Ship all samples to:

WuXi Advanced Therapies
Attention: Sample Login
4751 League Island Blvd
Philadelphia, PA 19112

For testing to be done at other sites, we will forward sample(s) as needed.

What about samples coming from third parties?

If your sample will be coming from a third party (ex: CMO), advise us in advance and provide expected sample arrival date. Contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com.

How do I check on the status of my testing?

Once you have submitted an order through WOS, you can access “Active Orders” to view the status. For custom/SSF orders, contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com.

If I have questions or concerns, whom should I contact?

For questions regarding your current project(s), contact your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.Client.Services@wuxiapptec.com. For a guide to the roles and responsibilities of additional contacts, refer to our [“Key Customer Contacts”](#) document (available in the “Customer Toolbox” on our website).



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How do I arrange for a visit to the WuXi Advanced Therapies facilities?

We welcome the opportunity for customers to visit our state-of-the-art laboratory and manufacturing spaces and see firsthand our scientific expertise, operational efficiency and service capabilities. Such visits must be scheduled in advance by contacting your assigned Client Delivery Lead or if you do not have an assigned Lead, email ATU.ClientServices@wuxiapptec.com.

How do I arrange for a customer audit?

We are pleased to arrange for customer audits of our state-of-the-art laboratory and manufacturing spaces, operational processes and quality systems. Such audits are scheduled based on the client's Quality Agreements and are routinely permitted every two years. Audits are typically scheduled 5-6 months in advance by e-mailing AuditRequest@wuxiapptec.com.

What is the status of the new WuXi Advanced Therapies testing facility? And how might my testing be affected?

The market demands for testing are increasing very quickly, and to meet customer needs today and in the future, WuXi Advanced Therapies is constructing a new facility that will allow us to more than double our testing capacity. Custom configured, with state-of-the-art laboratories, the new building will be 140,000 square feet and is designed to achieve LEED® certification. Upon its completion, WuXi Advanced Therapies will become the largest tenant in The Philadelphia Navy Yard, occupying approximately 420,000 square feet of space across four facilities.

Laboratories within the new building will become operational in phases. Phase 1, which will be operational by the end of 2020, will include GMP virology testing, and mycoplasma and sterility testing. Additional testing services will be transitioned in later phases during the coming year. We have established a seamless transition plan and will be communicating directly to all our customers who will have their testing moved over to the new facility. Our multi-staged approach to the move is designed to ensure that there is no interruption in testing services. Laboratories where testing is currently performed will conduct testing continuously until full transition to the new site is completed.