

# Submitting Cryopreserved Cells for Characterization & Cell Banking

- **At least 2 business days in advance of packaging your samples for shipment**, notify STEMCELL Customer Service ([cellorders@stemcell.com](mailto:cellorders@stemcell.com)) that you will be shipping cryopreserved cells for testing.
- **For each sample**, complete **one [Sample Submission Form](#)** (open in Adobe Acrobat):
  - Include a paper copy of the form(s) in your shipment
  - Email a digital copy of the form(s) along with the **shipment tracking number** to [cellorders@stemcell.com](mailto:cellorders@stemcell.com); include “PSC Services Request” in the subject line
- Label each sample clearly with the cell line name and passage number. This information will appear on the final report.
- Deliveries are accepted **Monday through Friday from 8:00am to 4:00pm CT** (do not ship First Overnight). We recommend sending shipments earlier in the week (i.e. Monday or Tuesday) to avoid packages being held over weekends in case of delays.
- Best practice for cryopreserved cell shipments is to use a nitrogen vapor shipper but we accept dry ice shipments.

## Shipping Instructions

1. Provide **two cryopreserved vials** of each sample for testing.
2. Pack samples in dry ice in a styrofoam box to keep cells frozen during shipping. We recommend using at least 5 kg of dry ice for an overnight shipment.
3. Place the styrofoam box in a cardboard box.
4. Label the cardboard box with **Shipper and Ship To information** and append a [UN 1845 Dry Ice label and a Cryopreserved Cells label](#).
5. On the shipment waybill, provide the following description of items: **“Exempt human specimens, for research use only”**.
6. Send the package via next-day delivery service (**FedEx Priority Overnight** or **UPS Next Day Air**) to:  
WiCell STI Bundles  
504 S Rosa Road, Ste. #101  
Madison, WI 53719  
Contact STEMCELL Customer Service at [604-675-7041](tel:604-675-7041) or [cellorders@stemcell.com](mailto:cellorders@stemcell.com) with any questions.

## Shipping Checklist

- A Sample Submission Form completed **for each sample**, printed and included in the shipping box
- Clear labeling** of cell line name and passage number on each sample vial
- Shipment packed **with dry ice** in a styrofoam box, within an outer cardboard box
- Outer cardboard box labelled with Shipper and Recipient information, UN1845 label and Cryopreserved Cells label
- Email sent to [cellorders@stemcell.com](mailto:cellorders@stemcell.com) with **shipment tracking number and Sample Submission Form(s)**