MATOS FAQs

Minaris Advanced Testing Order System

1 How do I get an account number?

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

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

2 How do I get access credentials for MATOS (Minaris Advanced Testing Ordering System)?

To obtain MATOS access credentials, you can contact our Sales Operations department directly at sales.operations@minaris.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.

3 How can I get trained on MATOS?

Please contact your assigned Program Manager if you do not have a Program Manager, email clientservices@minaris.com.

4 How do I amend an order I have submitted through MATOS?

A MATOS order cannot be edited once it is submitted. If you need to make a change, contact your Program Manager. If you do not have a Program Manager please email clientservices@minaris.com.

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For the majority of testing services, our previous method for customers to submit samples – the SSF – has been replaced by MATOS.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

6 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 MATOS (left hand margin on Tab 4). If you have additional questions regarding sample volume requirements, contact your Program Manager or if you do not have an assigned Program Manager, email clientservices@minaris.com (For SSF/custom testing, sample type and volume will be stipulated as part of the project setup/implementation.)

7 Where do I ship my samples?

Utilize the automatically generated packing list, created during the MATOS Ordering Process, to determine the appropriate shipping address for your order.

For SSF/Custom Testing, or anything not utilizing the MATOS Ordering Process, utilize the General Sample Shipment Address below.

General Sample Shipment Address:
Minaris Advanced Therapies LLC
Attention: Central Sample Control
400 Rouse Blvd, Philadelphia, PA 19112

8 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, along with the associated tracking information. Contact your Program Manager or if you do not have an assigned Program Manager, email clientservices@minaris.com.

9 How do I check on the status of my testing?

Once you have submitted an order through MATOS, you can access "Active Orders" to view the status. For custom/SSF orders, contact your assigned Program Manager or if you do not have an assigned Program Manager, email clientservices@minaris.com.

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

For questions regarding your current project(s), contact your Program Manager or if you do not have an assigned Program Manager, email clientservices@minaris.com. For additional information, please visit **Submit a Sample – Minaris**.

11 How do I arrange for a visit to the Minaris 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 Program Manager or if you do not have an assigned Program Manager, email clientservices@minaris.com.

12 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 sending an email to AuditRequest@minaris.com.

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