

Customer Portal 2024 July Release Summary of Changes

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This document intends to introduce you to the newest changes to the Customer Portal effective from the 12th of July 2024. Information is divided into 2 categories: Order Entry workflow and Self-Service improvements, that will now be discussed in detail.

Order Entry Workflow Improvements


1. Now you can upload up to 5 documents simultaneously.
 - o **Benefits:** Streamline workflow and potentially reduce errors associated with manual file uploads.

Attach Form 


Forms

Please attach any required forms below in order to complete your shipment. You can upload these at any time from your Order History or through the Document Center.

Attach Completed Form

 Click and drag completed form here.

Only 5 files at a time can be uploaded and sent. You can upload and send as many times as needed. Each file must not exceed 25 MB.
Only files with the .pdf extension are accepted. Once uploaded, click the 'Upload & Send' button to complete the upload process.

Upload & Send 

2. When selecting the following package temperatures:
 - Deep Frozen Dry Ice -70°C[+/-10°C]
 - Frozen Dry Ice -80°C to -20°C,'You can now specify your preference to use either your own dry ice supply or World Couriers and identify the quantity required.
 - o **Benefits:** This functionality provides the option to submit essential order information promptly without having to contact the Customer Service team.

Frozen Dry Ice -80°C to -20°C:

Temperature Range / Refrigerant [?]
Frozen Dry Ice -80C to -20C

Number of External Boxes [?]
1

Package Name [?]
GTS 342 excluding Refrigerant Frozen Dry Ice -80C to -20C

Select Dry Ice Supply ^{*}
Select Dry Ice Supply

Dry Ice Weight ^{*}
kgs

External Packaging Dimensions:

Length ^{*} 81.3 cms Width ^{*} 81.3 cms

Height ^{*} 24.35 cms Total Weight [?] 42 kgs

Internal Dimensions: [?]
Length 35 cms Width 35 cms Height 35 cms

Select Extra Supplies [?]
+ Add Additional Extra Supplies

Send Temperature Readings To [?]
Enter Email
+ Add Additional Send Temperature Readings To

Deep Frozen Dry Ice -70°C[+/-10°C]:

Temperature Range / Refrigerant [?]
Deep Frozen Dry Ice -70C [+/-10C]

Number of External Boxes [?]
1

Package Name [?]
GD115L Deep Frozen -70C [+/-10C] Excluding Dry Ice

Select Dry Ice Supply ^{*}
Select Dry Ice Supply

Dry Ice Weight ^{*}
kgs

External Packaging Dimensions:

Length ^{*} 40.3 cms Width ^{*} 39.6 cms

Height ^{*} 41.6 cms Total Weight [?] 11.3 kgs


Internal Dimensions: [?]
Length 25 cms Width 25 cms Height 25 cms

Select Extra Supplies [?]
+ Add Additional Extra Supplies

Send Temperature Readings To [?]
Enter Email
+ Add Additional Send Temperature Readings To

- The 'Discuss third party billing' field has been relocated to the Account Information section on Review and View Order pages.
 - Benefits:** Consolidating all relevant information into one place makes it easier to locate account details.

Review and Complete

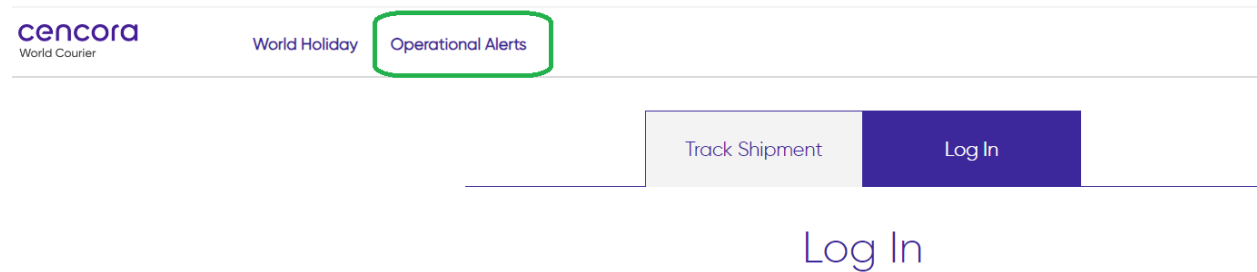
Print This Page 

Account Information
(Edit)

Account	
Charge Code	
Reference Code	
Study	
Protocol	
Discuss third party billing	No

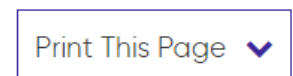
Self-Service Improvements

1. Introduced a new 'Operational Alerts' page on Customer Portal landing page.
 - o **Benefits:** Page will provide crucial information on events that could influence operations and shipment schedules.



2. Option to submit order cancellation request via Customer Portal. Customer Service teams will be notified of the cancellation request and will take care of further processing.
 - o **Benefits:** Streamline order cancellation process without contacting customer service.

Additional
Contacts



3. Updated the Order History dropdown from 'Accounts' to 'Projects'.
 - **Benefits:** Increased consistency within the system by ensuring that terminology aligns with the actual context of project-related orders, reducing confusion.

Order History

+ Create Order

	Status	Date Range
All Projects ▼	All Statuses ▼	Past 60 Days ▼

Search >