



Instructions for Completing CMMR Cryo Service Requests

Process

1. Assemble all information needed to place your order (see below).
2. Log in at [TCP LIMS1](https://lims.phenogenomics.ca) (lims.phenogenomics.ca). You must have a Principal Investigator or User account (see below).
3. From the Service Requests menu, select "Request a CMMR Service".
4. Select the appropriate **Service Request form**.
5. Click the magnifying glass next to Principal Investigator and select the appropriate Principal Investigator name.
6. Fill in the remaining information on the Contact Information and User Forms using the information gathered in Step 1.
7. Submit your request.
8. Once your request is received at the CMMR, you will be notified of any paperwork (service agreements, material transfer agreements, letters of understanding, etc.) that must be completed prior to the request being processed.
9. Once all paperwork is in place, your request will be put in the queue and scheduled.

Information needed to complete Service Requests

Service requests must be completed in their entirety before submission. Service Request forms cannot be saved or edited by Requesters. When completing Service Requests for the CMMR, ensure that the following information is available:

- If you do not have an account, register for one at [TCP LIMS2](https://lims2.phenogenomics.ca) (lims2.phenogenomics.ca).
 - All requests are associated with a Principal Investigator account.
 - If your Principal Investigator has an account, select his/her name when you register for your account.
 - If your Principal Investigator does not have an account, then you can have your Principal Investigator sign up for an account, listing you in his/her contact information and s/he can submit the request.
 - Alternatively, you can set up an account on your Principal Investigator's behalf, again listing yourself as the contact person, and then submit the request on his/her behalf using his/her account. In this case, please make sure that all contact information for your Principal Investigator is complete and correct.
- Billing information with payment method. For SickKids and Mount Sinai Investigators, the cost centre to which your requests should be billed. For others, preferred payment method and purchase order number, if necessary.
- Courier name and account number.
- Mouse line Passport common name of strain (all CMMR strains have existing Mouse line Passports; if your strain is new to the TCP LIMS, complete a Mouse line Passport prior to submitting a service request). The CMMR cannot complete requests for strains without or with incomplete passports. If you need assistance completing passports, please contact Julia Silva, julia.silva@phenogenomics.ca.

- Sample type to be submitted and source of the sample.
- Identifying information for mice and/or samples to be submitted.
- Genotype(s) of mice and/or samples to be submitted.
- Animal housing information for mice being submitted or to where any derived mice will be shipped with name of the facility, address, veterinarian's name, telephone and email.
- You will be asked to accept CMMR Terms and Conditions of Use or agree to our Service Terms.

NOTE: Import requirements vary by country. It is the requester's responsibility to ensure that all necessary import/export forms are complete and forwarded to the CMMR for inclusion with any shipments, if needed. The CMMR cannot be held responsible for delayed, damaged, or lost shipments due to incomplete or incorrect import/export paperwork.

TERMS OF SERVICE

All services are provided on a cost recovery basis. Services and fees are subject to change. All charges are for services rendered and payment is due upon receipt of invoice.

1. Mice, germplasm, cells, and tissue: CMMR users understand that any mouse line or somatic tissue or service(s) related to these materials obtained from the CMMR is experimental in nature and may have hazardous properties.
2. Cryopreserved embryos, sperm, ES cells, and somatic tissue: CMMR users understand that any cryopreserved embryos, sperm, ES cells or somatic tissue from the CMMR is supplied "as is", without warranty, either expressed, implied or statutory, with respect to merchantability or fitness for a particular purpose, to quality, exact quantity, recoverability, or particular genotype(s). CMMR users cannot assign any responsibility to the CMMR for failure to recover live mice after cryopreserved embryos, sperm, and/or ES cells are received from the CMMR and thawed. The CMMR routinely performs quality control assessment of the freezing process performed on its mouse lines and is confident that frozen embryos and sperm from its mouse lines can be recovered successfully if the appropriate protocols are followed.
3. Cryorecovery of embryos or sperm: All charges are for services rendered and do not guarantee the recovery of any mouse line. The CMMR cannot guarantee the quality of products received from other repositories or sources. The CMMR makes its best efforts to obtain the appropriate protocols from donors to successfully recover lines. For lines from CMMR, the CMMR routinely performs quality control assessment of the freezing process performed on its mouse lines and is confident that frozen embryos and sperm from its mouse lines can be recovered successfully.

The contents of this website and associated documents are for information purposes only. The information above does not supersede any MTAs or other legally binding agreements or documentation.