

Connexus Navigation Guidance (for Clients)

Congratulations, you have successfully registered to Connexus as a Client. Let's start with the basic information on your first steps within Connexus.

- Get started: Setting up your account

As an integrated platform, Connexus takes care of all the processes for a seamless transaction, including payments.



Connexus accepts most major credit cards as well as various debit cards supported by Stripe. At the time of payment, you can choose between credit card and bank debit as a payment method and enter the corresponding data.

- Create a new order



Create a new order within the [Orders](#) menu.

There are 5 steps to follow:

1. Services
2. Samples
3. Shipping
4. Payment
5. Confirmation

Click on "NEXT" within the dark blue navigation bar to proceed.

1. Services

Operational service providers in countries where Connexus is available will be displayed. Choose the one best suited to your desired analytical techniques from the list or use the filter function on the left side, like service type, price, certifications, or rating.

2. Samples

Add your sample information including the sample risks on the Safety tab, selecting the types of hazards associated with the sample. An overview of the selected services and extras will be displayed on the Services tab for confirmation with the check mark.

3. Shipping

Connexus can absolutely handle the shipping for your order, or if you prefer, you can directly contact your usual delivery service company. It is up to you. Just select the preferred method.

4. Payment

In case you added different credit cards, choose your preferred card for this order. Alternatively, you can pay via bank transfer/direct debit.

5. Confirmation

An overview of the total costs will be displayed. If you chose the Connexus shipping solution, a cost estimation will be available. After your final confirmation, the order will be sent to the service provider.

- **Shipping:**

a. **Connexus shipping solution**

You have selected the Connexus shipping solution within your order. Once the service provider accepts your order, these are the steps to follow:



1. Upload the corresponding Material Safety Data Sheet (MSDS)

Note: Always click on the red alert button to move the shipment information to the next stage.

- Click on the red alert button to initiate the upload of the safety data sheets.
- Click on the Document upload icon in the left panel
- Take the safety notice into account and press “Continue”
- Read and accept the Export Control Certification statements
- Confirm the MSDS title and upload the document

2. Enter the details of the package dimensions and requested pickup time

3. Accept the quote

After being notified of a “pending quote confirmation”, you must review and accept the quote, and agree to the carrier’s terms and conditions

- Review the quote details in the left panel
- Press the red alert button
- Select “Quote accepted” in the Action to perform window
- Agree to the terms and conditions by pressing the “Save” button

4. Attach the shipment label

You will receive a notification that the **shipment label** is **available for download** as well as all shipment related info (especially the delivery date). Download the label and stick it on the package.

- Click on the red alert button to acknowledge the **safety notice**
- Accept the **export control certification** statement
- Update **shipping status to “Shipping pending”**
- Press the red alert icon to select “Shipping in transit”

5. Pay

Once the service provider has confirmed receipt of your samples, the platform will notify you. Click on the red alert button and select “Pay”. As soon as you have paid for the order, the service provider will be notified and can start the analysis.

b. Your own shipping solution

You have selected your **own shipping solution** within your order. Once the service provider accepts your order, these are the steps to follow:



1. Upload the corresponding Material Safety Data Sheet (MSDS)

Note: Always click on the red alert button to move the shipment information to the next stage.

- Click on the red alert button to initiate the upload of the safety data sheets
- Click on the Document upload icon in the left panel
- Take the safety notice into account and press “Continue”
- Read and accept the Export Control Certification statements
- Confirm the MSDS title and upload the document

2. Provide shipment information

- Read and accept the Export Control Certification statements
- Update shipping status to “Shipping pending”
- Enter shipment information: delivery services company, tracking number, tracking URL, package pickup time and delivery date
- After you have made your package ready for pickup, click on the red alert button to update the shipping status to “Shipping in transit”

3. Pay

Once the service provider has confirmed receipt of your samples, the platform will notify you. Click on the red alert button and select “Pay”. As soon as you have paid for the order, the service provider will be notified and can start the analysis.

- Download your results

Where can I find my results?



Once you have been notified that the service provider has completed the order, select the order within the [Orders](#) menu and click on the related service. Press the download icon in the Documents section in the right panel and accept the export control certification notice.

- Provide feedback

Once you have downloaded your analysis, do not forget to evaluate the service provider. Your Feedback is essential, helping other clients to choose their service providers wisely and enabling service providers to open their labs with confidence. The order will be closed once the service provider has evaluated you as well.



To complete the transaction, rate “the whole order” and provide star ratings. You also have the possibility to rate the shipping process* and a particular service. Here you just need to repeat this feedback process.

*) this is relevant if you use the Connexus shipping solution.