

# Human Immunology Core's Primary Cell Ordering System Guide

Welcome to the HIC's ordering system for primary cells from human normal donors! Our website allows you to order cells, check our isolation calendar, update your orders after you place them, see past orders, and search for donors with specific characteristics that you need for your experiment.

Below is a step-by-step guide for the system. Please feel free to contact us with any questions at [cells@pennmedicine.upenn.edu](mailto:cells@pennmedicine.upenn.edu).

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# Ordering Cells

When you log onto the ordering system, you will see this homepage. To order cells, click the “Request Cells” button to the left.



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## Welcome to Human Immunology Primary Cell Ordering

For a step-by-step guide on how to order cells and update orders, please refer to the user guide on the left hand side. Feel free to contact [cells@penmedicine.upenn.edu](mailto:cells@penmedicine.upenn.edu) with any questions or concerns.

Cells pickup time:

PBMCs: 2-2:30pm

Others: 5:30-6pm

Pickup email or cancellation email will be sent out when the processing is done.

Please anticipate cancelations of CD8, monocyte, NK, B cells due to not enough apheresis product or donor specific low yield.

[Request Cells](#)

*\*Announcements will also be made on this page  
-You can check periodically for notices of delays  
or other staff messages*

# Ordering Cells

This is your summary page. It will show all orders that you have submitted that still need to be fulfilled.

To submit a new request, click the “New Request” button.

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**Actions**

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- Add New Request**
- Request Frozen Cells
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- User Manual

**Donor Review**

- Collection Dates

**Cell Requests**

Show  entries

Request ID	Collection Date	Status	Primary Investigator	Requester	Fund
<a href="#">36951</a>	2024-05-08	Submitted	JAMES L. RILEY	Your Name	
<a href="#">36950</a>	2024-05-07	Submitted	JAMES L. RILEY	Your Name	

Showing 1 to 2 of 2 entries (filtered from 91 total entries)

[Previous](#) [1](#) [Next](#)

# Request Page 1:

On this page, you will be asked to select the date and the funding source for your order.

Please make sure that your contact information is correct before submitting an order!!!

**Contact Name** Your Name

**Contact Emails** Penn Directory Email  
Your Email

**Required Date** Please select a date

Please bring a container and wear gloves when picking up your cells.

**Donor**

**Donor ID:** ND649

**Gender:** Male

**Age:** 31

**Funding Source** 3. (choose one) ▼

Please write us a note below if:

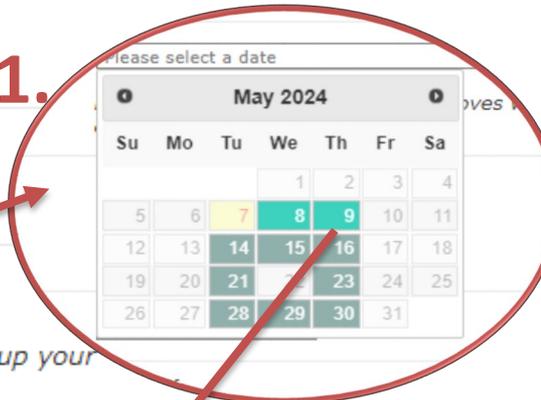
- We have recently cancelled one of your requests.
- Your experiments require this donor specifically.
- This order is urgent.
- Or any other situation that you'd like us to be aware of.

**Special Instruction and Comments to Provider Lab**

4.

Continue

1.



2.

3.

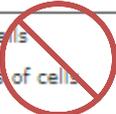
4.

1. Click on the "select a date" box and chose a date from the dropdown calendar.
2. Once the date is selected, the donor ID and information will populate. This box will turn green when you click on it.
3. Select your funding source using the drop down.
4. Make any notes for staff in the provided box (for example: donor specific order, HLA specific, etc.). >Please keep comments concise. For more detailed inquiries or large orders contact us by email.

# Request Page 2: Select cell types and amounts

Enter quantity of required cell types, zero or blank means cell type is not requested

Cell Type	Unit Price	Requested Amount	Minimum Required Amount
Total B Cells millions of cells	\$14.00	<input type="text" value="0"/>	<input type="text" value="0"/>
Total T Cells millions of cells	\$2.35	<input type="text" value="0"/>	<input type="text" value="0"/>
CD4+ T millions of cells	\$2.35	<input type="text" value="0"/>	<input type="text" value="0"/>
CD8+ T millions of cells	\$2.80	<input type="text" value="0"/>	<input type="text" value="0"/>
Monocytes millions of cells	\$3.75	<input type="text" value="0"/>	<input type="text" value="0"/>
NK Cells millions of cells	\$16.00	<input type="text" value="0"/>	<input type="text" value="0"/>
PBMC millions of cells	\$1.25	<input type="text" value="0"/>	<input type="text" value="0"/>
Unpurified Apheresis Product millions of cells	\$2.50	<input type="text" value="0"/>	<input type="text" value="0"/>
Mononuclear Cell-Enriched Apheresis Product each	\$1,750.00	<input type="text" value="0"/>	<input type="text" value="0"/>

 \* We do not currently offer B cell isolation.

5. Enter maximum and minimum (in millions, 5=5e6) for each cell type request. Orders must be in increments of 5\*

\* For unpurified apheresis: we charge per 0.1 mL assuming a concentration of 80M unisolated PBMCs/mL. **Place orders in this format: 10=1 mL, 15=1.5 mL, etc.** Volumes provided may be adjusted depending on donor concentration.

6.  \* Full leukopak orders must be prearranged and submitted as frozen orders. Contact the HIC team for more information.



Submit when finished!

# Editing Requests

Once your order has been submitted, it will be displayed on the “Request Cells” page

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## Cell Requests

Add New Request

Show 10 entries

Request ID	Collection Date	Status	Primary Investigator
<a href="#">36951</a>	2024-05-08	Submitted	JAMES L. RILEY
<a href="#">36950</a>	2024-05-07	Submitted	JAMES L. RILEY

Showing 1 to 2 of 2 entries (filtered from 91 total entries)

You can view your submitted, cancelled and filled orders using the dropdown

To edit, review, or delete your order, select the request ID number

\* Edits or cancellations must be made before the 9 am ordering cutoff on isolation days. If you miss this cutoff, please notify the HIC team via email. If your order was filled before we saw the late cancellation email you will still be responsible for the bill.

# Editing Requests

- From this page you can:
1. Edit the order
  2. Delete the request
  3. View donor information by clicking ND#.
  4. Confirm fund and email associated with the order

Cell Request #36951

<a href="#">Edit</a> <b>1</b>	<a href="#">Delete</a> <b>2</b>
<b>Requester Name</b>	Your Name
<b>Requester Email</b>	Your Email
<b>Donor</b>	<a href="#">ND642</a> <b>3</b>
<b>Delivery Date</b>	<a href="#">2024-05-08</a>
<b>PI</b>	JAMES L. RILEY
<b>Status</b>	Submitted
<b>Funding Source</b>	Fund ID <b>4</b>
<b>Requester Notes</b>	

Cell Type	Requested Amount	Minimum Required Amount	Delivered Amount	Status
CD4+ T millions of cells	10.00	10.00		Pending
CD8+ T millions of cells	10.00	10.00		Pending

# Picking Up Cell Orders

Human Immunology Core  
Cell Products Team Location:

Jim Riley Lab  
Smilow Center for Translational  
Research  
3400 Civic Center Blvd.  
Philadelphia, PA 19104

For CD4+, CD8+, Total T cells, and NK cells:

\* First incubator in the TC room at bay 8-185

For PBMCs, Monocytes, and Unpurified Apheresis Product:

\* Right side of the deli fridge in the storage room at bay 8-181

Directions:

1. Enter the main Perelman Center, go up the escalator and turn right to get to Smilow (past the security desk)
2. Use the gray elevators to get to floor 8 (not marked patient care)
3. Turn left out of the elevator bay and left again to enter the lab space
4. Proceed to the open lab space and turn right for bays 8-181 and 8-185.

# Picking Up Cell Orders

**Step 1:** Wait to receive a confirmation email that says your orders have been filled.

**Step 2:** Match the Request ID #, name, number of cells, Donor and Date to the label on your flasks or vials.

Ex. 2 flasks: 12345\_3 and 12345\_4 (CD4 and CD8), and 1 vial: 12345\_5 (PBMCs).

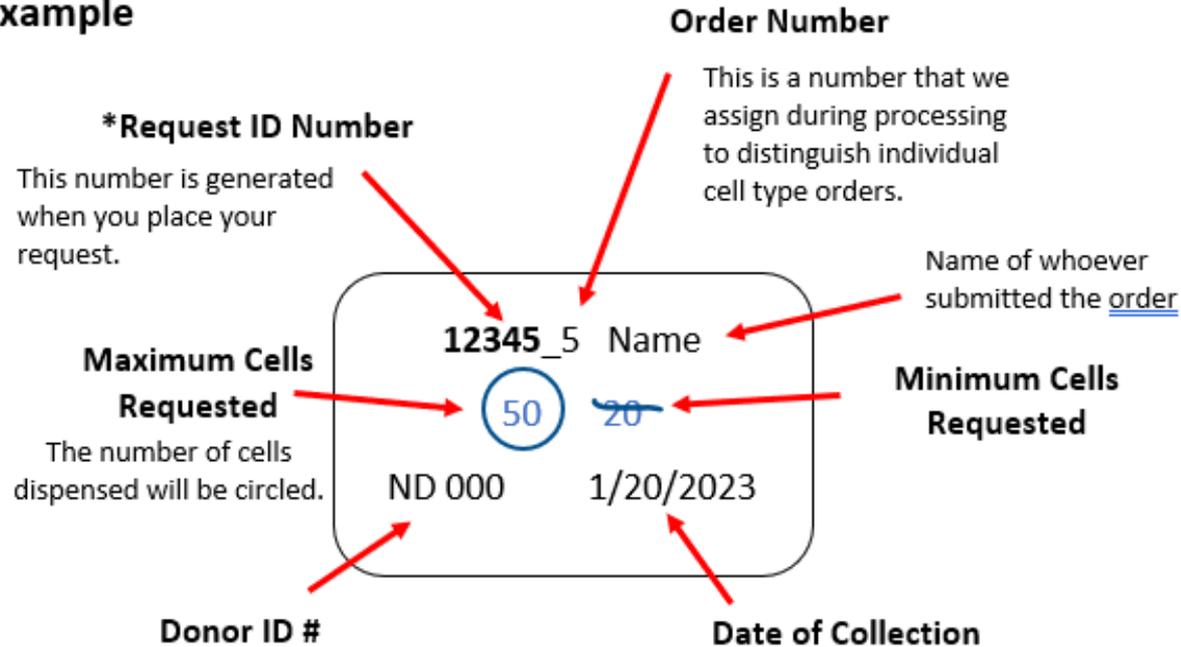
**Step 3:** Sign out the cells you have collected on the lines that match the Request ID # and EACH Order # that you received. (If one of your orders was cancelled, don't sign the line corresponding to that order)

**Sign-out ALL order numbers that you pickup!!**

HIC Cell Collection Sign Out				
CD4+, CD8+, Total T, NK Cells				
DATE: 2023-01-20				Donor #: ND000
Order #	ID	Name	Signature	Print your name:
36754	7	Your Name		
36754	8	Your Name		
36795	19	Benjamin Franklin		
36824	23	Jim Riley		

# Picking Up Cell Orders

## Label Example



Please be sure to match the **\*Request ID Number\*** in your confirmation email to your cells and to the sign out sheet.

\* If you ordered multiple cell types and need to clarify which order number refers to which product, or have any issues at pickup, email the HIC team at [cells@penmedicine.upenn.edu](mailto:cells@penmedicine.upenn.edu).

# Ordering Frozen Cells

When you log onto the ordering system, you will see this homepage. To order cells, click the “Request Frozen Cells” button to the left.



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Request Frozen Cells

# Ordering Frozen Cells

## Frozen Cell Request

**1** Funding source  
(choose one) ▼

**2** Desired Date

**3** Please provide a brief explanation of what you need.

From this page you can:

1. Select funding source
2. Provide the date you would like to pick up
3. The description of your request should include the cell type, number of cells (millions), and any applicable donor specifications (number of donors, HLA type, age, sex, etc.)

Submit

\*We have limited quantities of frozen stock from past donors that are available for purchase. We will be in contact with you to discuss the details of your order and schedule a pickup time.

Note: Frozen cell pricing is the same as fresh cells.

# Searching Donor Information

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**Collection Dates** Adjust the date range to see more donors **2** Here you can enter a specific donor ID. **3**

Search by Date Range:  Search by Donor ID:

Column visibility CSV PDF Print Show 15 entries

	<input type="text" value="search"/>	<input type="text" value="search"/>		<input type="text" value="Female"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
	Donor ^	Age ^	Collection Date ^	Gender ^	HLA-A ^	HLA-B ^	HLA-C ^	HLA-DR ^	DPA1 ^	DPB1 ^	DQA1 ^	DQB1 ^
<a href="#">View</a>	<a href="#">ND502</a>	57	2024-05-07	Female	29:02,30:01	35:01,53:01	04:01	DRB1 13:03,07:01 DRB3 02:02 DRB4 01:03	01:03	02:01,30:01	02:01	
<a href="#">View</a>	<a href="#">ND642</a>	28	2024-05-08	Male	-	-	-	-	-	-	-	-
<a href="#">View</a>	<a href="#">ND649</a>	31	2024-05-09	Male	-	-	-	-	-	-	-	-
<a href="#">View</a>	<a href="#">ND584</a>	29	2024-05-14	Male	03:01,24:02	40:01,52:01	03:03,12:02	DRB1 04:01,04:03 DRB4 01:03	02:02	05:01	03:01	

1

Select the collection dates page

4 Select a donor ID to see all previous donations

# Cancellation Policy

Orders can not be cancelled, edited, or submitted after 9am on the day of isolation. If you need to adjust your order after this time or have concerns about picking up cells, please contact [cells@penmedicine.upenn.edu](mailto:cells@penmedicine.upenn.edu)

-- If your order was filled before we saw the late cancellation email you will still be responsible for the bill. You will not be refunded for orders that were not picked up.

\* Please be mindful that cells are limited and filling your order may have prevented us from filling others. Out of respect for other researchers, the HIC team, and our donors, please do your best not to leave cells unclaimed.

# Products and Price List

Costs listed are the rates for University of Pennsylvania investigators. The academic rate for non-University of Pennsylvania investigators is 1.25x and commercial/industry is 1.65x effective September 22, 2023.

<b>Purified Blood Products</b>	<b>Price (\$) Per Million Cells</b>
PBMC (peripheral blood mononuclear cells)	1.25
Monocytes	3.75
PBL (peripheral blood lymphocytes)	2.50
T Cells	2.35
CD4+ T Cells	2.35
CD8+ T Cells	2.80
Natural Killer (NK) Cells	16.00
Unpurified product (per 0.1 mL)	2.50
Mononuclear cell-enriched apheresis product (entire product from one donor)	2300.00

# FAQ

## 1. How do I set up an account with HIC?

- a. All HIC clients, internal and external, will require a PennKey to purchase HIC Cell Products. Visit the [Path BioResource \(PBR\) PennKey registration form](#). Select "Human Immunology" as the facility you plan to use and complete the requested information. Contact PathBio team to adjust funding sources.

## 2. What services does the HIC cell isolation team provide?

- a. We accept orders for PBMCs, CD4+ T cells, CD8+ T cells, Total T cells, Monocytes, NK cells, and small amounts of unpurified apheresis.

## 3. How can we cite HIC in publications?

- a. We recommend this reference:

"The authors thank Max Eldabbas, Emileigh Maddox, Jiayi Shu, and Tanishk Sinha [as of 7/24/2024, contact us for updates] of the Human Immunology Core at the Perelman School of Medicine at the University of Pennsylvania for assistance with purification of [cell types provided]. The HIC is supported in part by NIH P30 AI045008 and P30 CA016520. HIC RRID: SCR\_022380"

# FAQ (continued)

- 1. What method do we use for leukapheresis collection?**
  - a. The apheresis department at HUP collects our blood products from donors using the Spectra Optia® Apheresis System CMNC program. This is a program that allows continuous collect MNCs.
- 2. What method do we use for HLA typing?**
  - a. The donors get their HLA typing through next gen sequencing (NGS) which is performed by the Histocompatibility and Immunogenetics lab at HUP.
- 3. What type of selection is used for isolations?**
  - a. We use negative selection through antibody enrichment using Stemcell RosetteSep kits. (Contact for specific catalog numbers)
- 4. Who can we contact about full apheresis orders or becoming a donor?**
  - a. Please contact Emily Cento for these inquiries
- 5. Do we provide whole blood, RBCs, or serum?**
  - a. No, you can contact the HUP blood bank for these services:  
<https://pathology.med.upenn.edu/clinical-services/transfusion-medicine-and-therapeutic-pathology/blood-bank>.
- 6. Who do I contact with other inquiries?**
  - a. Please contact the HIC team at [cells@penmedicine.upenn.edu](mailto:cells@penmedicine.upenn.edu).