

Project Procedure and Handling

1st Step: Project Planning

Please contact us to discuss your project with us by writing a short e-mail or by telephone. Often we can provide additional information about how to design the project and to find the optimal technology for your project. For example, which technology (PacBio, Illumina or both), sequencing length, sequencing depth, coverage, single end or paired end sequencing etc. and which technology-mix can be used for optimal results. If you feel that you have enough information, you can of course directly ask for a quote.

2nd Step: Quotation

We will send you a detailed quotation about the requested service, defining the sample preparation steps, sequencing depth and technique and bioinformatics approaches.

3rd step: Sample shipping

Please use our sample shipping form from:

http://genxpro.info/media/sample_shipping_form_genxpro_Feb.2013.docx

RNA should be shipped on dry ice or in an appropriate buffer (e.g. RNAsable)

DNA should be shipped in an appropriate buffer at 4°C or at -20°C

When sending the sample, we consider that you agree with the quotation and with our terms or delivery available at http://genxpro.info/media/AGB_GXP_April2013.pdf

4th step: Data retrieval

After the analysis, we will send you an email with the login information to access your data.

Data is provided via htaccess or secure FTP.

For downloading under Windows, we suggest to use a download manager program like "Filezilla"

<https://filezilla-project.org/> or "Download manager" (or <http://freedownload.sourceforge.net/>, respectively).

For linux users we recommend to use the wget –command

(http://linux.about.com/od/commands/l/blcmdl1_wget.htm)

Please have a look at our documentation for some of the data files available under

http://www.genxpro.info/products_and_services/Documents/