



(V1:updated 24/03/2020)

MicrobesNG Covid-19 FAQ

During this challenging time our dedicated team is working hard to maintain “business as usual”. However, given the ever changing nature of the current Covid-19 pandemic there will undoubtedly be an impact on our services and we will keep the information in this section updated to reflect our current operation.

MicrobesNG - “Business as Usual”

- **Our Lab and Bioinformatics services are in operation** and samples that have been received prior to 24/03/2020 will be processed through our pipeline.
- **You can request a quote online anytime via our website**
<https://microbesng.com/request-quote/>
- **We will continue to set up all projects for you.** (Please note that some of our procedures for setting up projects may be slightly amended and customers will be notified with specifics via email.)
- **You can contact us and we remain dedicated to our customers.** Our email address is info@microbesng.com and our telephone number 0121 295 1910 can be used during working hours M-F. (Please email us in the first instance)
- **Order processing is not affected.** Our finance systems are managed electronically and operating as usual. We are able to provide quotes, fulfill orders, accept payments and issue invoices. You can pay online (via the link we provide) or PO's can be emailed to info@microbesng.com and remittance advice to accounts@microbesng.com

MicrobesNG - Temporary Adjustments

- **Do not send us samples until further notice** - our landlords have temporarily closed access to the site for deliveries and we are working with them to find an alternative solution. We have emailed customers with sample status “awaiting samples” and once we have a temporary provision in place to receive deliveries we will let you know. If your samples are still in transit after 16:00 on 24/03/2020, we won't be able to receive them, but we will work with you to resolve any issues relating to this. (You are of course able to send us your samples again at a later date).
- **Storage of samples waiting to be sent to MicrobesNG** : Strain samples can be stored in 20% glycerol at -80C, until you are able to transfer them in the bead tubes provided by us. (Please note that you might need to regrow the strain before posting it to us.) DNA samples can be stored in EB buffer at -20C, until you are able to post them to us.
- **Turn Around times may be affected for samples currently in our pipeline.** Should the Government announce more restrictions to movement we may be forced to temporarily restrict production. At all times sample status is automatically updated on your web portal.
- **We are not currently able to post out bead tubes from our offices** and are working on a solution. In the meantime we can set up strain and Enhanced projects but will not be posting bead tubes for the time being.

This information is subject to change with little or no notice and we ask our customers to regularly check our website for additional updates