



(V4:updated 06/01/2021)

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”

- **All of our services are in operation** and samples in our lab continue to progress through our pipeline
- **You can send us your samples via Courier or Royal Mail** as usual.
- **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 as our non lab based staff are working remotely)
- **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

- **Sending us your samples** - Courier and Royal Mail deliveries are being received as normal. Site access for couriers and postal deliveries is restricted to 08.00 - 16.00 M-F. Please keep this in mind when arranging the shipment of your samples to us. We would encourage you to keep any tracking numbers for reference should there be any unexpected delay in the delivery of your samples to us.
- We strongly advise our customers to send us samples via courier to ensure full track and trace on your consignment. (Royal Mail is experiencing some delivery disruption due to the pandemic.)

The postal address for all deliveries is as follows:

Laboratory Operations
MicrobesNG
Units 1-2 First Floor, The BioHub
Birmingham Research Park
97 Vincent Drive
Birmingham, B15 2SQ
UK
Tel : 0121 295 1910



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- **We appreciate that a number of our customers have not had access to their labs during the Covid-19 pandemic and our guidance on the Storage of samples waiting to be sent to MicrobesNG remains the same:** 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 but rest assured we will do our best to get your data to you as quickly as possible.** However, should the Government announce more restrictions to movement or business operations we may be forced to temporarily restrict production. At all times sample status is automatically updated on your web portal.
- **We are currently preparing strain projects at the end of the working week and posting bead tubes/ barcodes etc out via Royal Mail on a Friday.** Projects are normally prepared daily, but given temporary Covid-19 related H&S protocols, designed to ensure social distancing, we have amended the setting up of projects to a weekly rather than daily practice.

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