

Sending your samples - MicrobesNG

Types of samples accepted - from anywhere in the world!

	Standard service	Enhanced service	Metagenomics services
DNA (any, of up to 50Mbp)	✓	X	✓
Strains (bacterial only) (*must comply to MicrobesNG strain submission criteria ¹)	✓	✓	X



Packaging of samples

ALL PROJECTS

- Download the required return labels (Inbound address label and Return checklist) from your project portal and place them on the outer final package with the project clearly marked.
- Placing your tubes in a box in barcode number order before putting them in the final package, will speed up sample processing.
- If you send samples for more than one project in the same parcel, separate the tubes for each project, using a different box or ziplock bags. Clearly label each project.
- Samples should be shipped inside a rigid package (e.g. polystyrene box, good quality cardboard box) that will prevent them from breaking accidentally.
- **Sample data must be uploaded in your project portal prior to sending us your samples!** ***Be as specific as possible with the taxonomy for WGS projects.

¹ <https://microbesng.com/request-quote/>

1. DNA PROJECTS

- The contents should be clearly described as non-hazardous and non-human. Transit time 1-2 days: DNA can be sent at room temperature.
- Transit time > 2 days or when there is a possibility the samples are exposed to high temperatures in transit: DNA should be sent under cold conditions e.g. dry ice or ice packs (to avoid DNA degradation).

2. STRAIN PROJECTS (in DNA/RNA Shield inactivation buffer ONLY):

- Can be shipped at room temperature (for shipments of up to 5-7 days).
 - Shipping at 4°C (blue ice) recommended (if longer shipping times are expected).
 - We **strongly recommend** that you follow **packing instruction P650** (available in your project portal and on our website's FAQ page²).
 - For Health and Safety reasons, we advise that you read the manufacturer's Safety Data Sheet for DRS before handling the DRS tubes. A copy of the SDS can be obtained from the manufacturer's website³.
- Strain samples sent to MicrobesNG, either due to them being non-pathogenic to humans or animals, or due to them being contained in the DNA/RNA Shield inactivation buffer, are exempt from the infectious substances category for transport and labelling.⁴ However, should you have any doubt or suspicion that your consignment does fall under the infectious substances (**UN3373**) category, please do print and attach the UN3373 label outside your package, as advised by the corresponding guidelines.

² <https://microbesng.com/microbesng-faq/>

³ https://files.zymoresearch.com/sds/dna_rna_shield_ce_eu.pdf (last accessed 28/09/2022)

⁴ <https://www.gov.uk/government/publications/packaging-and-transport-requirements-for-patient-samples-un3373/packaging-and-transport-requirements-for-patient-samples-un3373> (last accessed 28/09/2022)



Arranging shipment

- Please note that shipping arrangements are made exclusively by our customers and the full cost of shipping/sending of samples is met by our customers and not MicrobesNG.
- We recommend that samples are sent to us via courier or recorded delivery to ensure full track and trace of your consignment.
- Please drop us a quick email to let us know that the samples are on the way once this is arranged and provide us with the tracking number if that is available.
- **Our email address:** info@microbesng.com
- **Our full postal address:**
Laboratory Services
MicrobesNG
Units 1-2, 1st Floor, The BioHub
Birmingham Research Park
97 Vincent Drive
Birmingham
B15 2SQ
UK
Tel: +44 (0)121 295 1910



[Sending your samples from overseas](#) [Customs & Labelling your package](#)



- When sending your samples from overseas, you will need to prepare them for **customs clearance**.

*An example of the customs declaration form that we use to send tubes to our overseas customers can be found [here](#)⁵.

⁵ <https://www.postoffice.co.uk/mail/customs-forms/CN22-form-guide> (last accessed 28/09/2022)

- We advise that you liaise directly with the courier company you use, to confirm the exact documents that need to be attached to your package for customs clearance (*e.g. customs declaration form*) and if there is any further information you need to provide so that the consignment is not delayed in customs.
- Please note that at the moment, you might need to pay for customs clearance once the tubes reach your country (for strain projects). Of course, we will pick up the customs costs at our end for the clearance of your samples to allow for prompt delivery.

HS CODES

If a harmonised commodity code is required for shipment (usually applicable for international shipments), please use the ones mentioned below (last accessed on 28/09/2022).

Further information can be found at: <https://www.trade-tariff.service.gov.uk/>

1. When sending us **DNA**:

-Description of goods: DNA Samples for Next Generation Sequencing -
NON-HAZARDOUS, RESEARCH USE ONLY.

-Commodity code: 2934999090

2. When sending us **strains in DNA/RNA shield inactivation buffer**:

-Description of goods: Whole Cell Lysate (WCL), NON-HAZARDOUS inactivated cells, RESEARCH USE ONLY.

-Commodity code: 3002909090



Delivery of samples

Consignments can be received Monday-Friday between the hours of 08.00 - 16.00 (excluding UK Bank Holidays).

*Please note that there are no staff available to accept deliveries during the weekend.