

Overview

This document provides information on how to send your samples to us for sequencing. If you are unsure of anything, or if you require additional information then please contact us on info@microbesng.com.

Address Label

You can download a custom generated address label from your project portal by visiting the “Sample Prep & Packaging” tab, and clicking “Project identification and address label”.

Reference	20230101_Roabzenjee1
Primary contact	Mike Robezenjee

Project: 20230101_Roabzenjee1

[View all your projects](#)

Sample info

Sample Prep. & Packaging

Project Info

Sharing & Security

Sample Submission Requirements

⚠ Please read and follow our packaging and submission requirements. Improperly prepared and packaged samples will be rejected.

Sample submission requirements

- [DNA Submission Protocol](#)
- [Strain Submission Protocol](#)
- [Shipping Guide](#)

Labels

Please download and print the following labels to send with your samples:

- [Project identification and address label](#) - please affix this to the outside of your package.
- [Checklist for strain samples](#) - please include *inside* of your package.

Figure 1 - Location of the custom generated address label in your project portal.

We encourage use of this label as it contains additional information including a scannable barcode, handling instructions, and an icon indicating whether the samples

are strains or DNA, making the sample check-in process quicker on our end. This will help you to get the best turn around time possible. Here's an example label:



Figure 2 - An example of a custom generated address label, complete with a scannable barcode, relevant harmonised code, and other essential information.

DNA Samples

The contents should be clearly described as:

DNA Samples for Next Generation Sequencing - NON-HAZARDOUS,
NON-HUMAN, RESEARCH USE ONLY.

The harmonised commodity / tariff code for DNA samples is **2934999090**. Please check the [UK Integrated Online Tariff website](#) for any updates or additional information on relevant commodity codes.

DNA can be shipped at ambient temperature for transit times of 1-2 days.

Shipping at 4°C (blue ice) is recommended if:

- Transit times are expected to be > 2 days.
- Samples might be exposed to warm temperatures in transit.
- You have eluted your samples in water rather than a buffer.

For extended transit times please consider using dry ice.

Strain Samples

The contents should be clearly described as:

Whole Cell Lysate (WCL), NON-HAZARDOUS, INACTIVATED CELLS, RESEARCH USE ONLY.

The harmonised commodity / tariff code for strain samples is **3822 19 0000** (updated 19 May 2025). Please check the UK Integrated Online Tariff [website](#) for any updates or additional information on relevant commodity codes.

Strains can be shipped at ambient temperature for transit times of 5-7 days.

Shipping at 4°C (blue ice) is recommended if longer transit times are expected.

Please read the [manufacturer's Safety Data Sheet](#) for DNA/RNA Shield before use.

Strain samples sent to MicrobesNG are exempt from the [infectious substances category for transport and labeling](#) as samples are fully lysed by the DNA/RNA shield.

Arranging shipment

Using a MicrobesNG & PlasmidsNG drop box

Access free, simple shipping with our sample dropbox network. If you have a dropbox, visit microbesng.com/dropbox to find out when your next collection is, and fill out the brief form to let us know what you're sending.

Easy to use - pack your samples in a rigid container (e.g. Falcon tube, padded envelope or a small box), drop it into an open UPS envelope with a shipping label

found inside the dropbox. Let us know your samples are ready for a pick up <https://microbesng.com/dropbox/submit/> (also accessed via QR code/NFC tag on the box). Booked for a next day delivery, but please allow lab 24-48H to officially receive into the pipeline.

If you don't have a dropbox, or want to find out more [then click here](#).

Other shipping options

We recommend using a courier or recorded delivery to ensure full tracking and trace of your consignment. It is your responsibility to book and pay for the delivery.

You can also deliver your samples in person, Monday to Friday, between the hours of 08:00 to 16:00 (excluding UK Bank Holidays). There is a designated space in reception for you to leave your samples; please ask at reception.

Please drop us a quick email to let us know that the samples are on the way and provide us with the tracking number if available.

Our email address is: info@microbesng.com

Our full postal address is:

Laboratory Services - MicrobesNG
Units 1-2 The BioHub, Birmingham Research Park
97 Vincent Drive
Birmingham
B15 2SQ
United Kingdom
Tel: +44 (0)121 295 1910

International Shipments

Sending samples from outside the UK will require a commercial invoice for customs clearance, you can find a guide on the [UPS website](#). Please make sure to include the

commodity code (DNA-2934999090 / Strain- 3822190000, sometimes referred to as tariff number) to avoid any delays in customs.

If you have any questions or specific shipping requirements, please email us info@microbesng.com.

We recommend that you check with your chosen courier company to confirm the exact documents that need to be attached to your package for customs clearance and if there is any further information you need to provide so that the consignment is not delayed in customs.

Please note that you might need to pay for customs clearance once the tubes for strain samples 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.

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