

Dropbox / Collection Service Information

Overview

Submitting your samples to us for sequencing should be easy and cost effective, and we consistently look for ways to improve our service offering to our customers.

We are launching a new dropbox based collection service, which will provide our customers with the opportunity to establish a weekly collection of samples from their sites directly to our labs in Birmingham.

Weekly collection dates and times will be fixed to ensure sample receipt in our lab is aligned with our planned run schedules. This will help drive efficiency for us and ensure you get the quality, value for money, rapid service you want!

Our commitment to you

Once your samples arrive in our lab and are accepted into our pipeline, we will do our best to deliver the data to you within the target turnaround times for the specific service.



- Standard Service
- Enhanced Service
- Metagenomics Services

5-7 weeks from receipt of sample
(although we regularly provide data earlier than this)



- PlasmidSeq

1 - 5 working days from receipt of sample

Our internal “countdown clock” starts once the samples have been accepted onto the pipeline and not when they are dropped at a collection point or sent to us in the post/via courier.

Your commitment to us

- All samples will be prepared, labelled and packaged according to the sample submission protocols relevant to the service you are using
- All sample information will be submitted via the project portal prior to sending the samples to us
- Let us know the samples are on their way

I want a dropbox at my institution - what do I need to do?

Complete this [brief expression of interest form](#) and a member of our team will be in touch soon.

In the meantime if you would like to send us samples straight away, as soon as your project is set up, you can pop them in the post to us at the address below having printed your label direct from your project portal.

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Just email at info@microbesng.com / info@plasmidsng.com and let us know they are on the way!