Sample submission instructions

1 Sample submission workflow

1.1 Fill out the sample submission form at least 1 week prior to sample shipment and submit the form to Sample Processing Center.

1.2 Following information must be filled out correctly in the form:

1.2.1 Sample type. E.g. Potato powder, cabbage, wheat, barley

1.2.2 Sample count and packaging. E.g. 15 x potato powder in 50ml tubes. 100 x wheat in 100ml bags

1.2.3 Shipment condition. Please indicate shipping at room temperature, with ice packs, or with dry ice.

1.2.4 Shipment origin, including contact name and institution name and address.

1.3 Once received, Acquisition team will contact logistics company, provide fees (shipment and custom fees) to Sample Processing Center. Acquisition team will assess the following:

1.3.1 **Approved**: Will provide the materials and fees needed to clear custom. Sales team will acquire the necessary materials.

1.3.2 **Risky**: Will provide reasoning for the risk. Sales team will relay the message to the client whether the client is willing to bear the risk.

1.3.3 **Rejected**: High risk samples and should not be shipped. Sales team will relay the message to the client.

2 Shipping temperature requirements

Storage temperature	Shipment condition	Note
-20℃~-80℃	Ship with dry ice	Contact Sample Processing Center prior shipping any samples that need special attention.
4℃	Ship with ice pack	

Room Temperature	Ship at room temperature	

3 Packaging requirements

3.1 Sample packaging

3.1.1 Place the samples in appropriate tubes, clearly label the tubes on the side and on the cap. Seal the cap using parafilm. Place the sealed tubes in zip lock bags. For larger sample sizes, please use plastic or cardboard tube storage boxes.

DO NOT place samples directly in the Styrofoam box with dry ice. Do not ship with glass containers. Please use thicker zip lock bags as plastic bags can break under low temperature. We recommend testing out the zip lock bags first.

3.2 Packaging recommendations

3.2.1 **For shipping with dry ice**. Place a layer of dry ice at the bottom of the box. Wrap the samples in bubble wrap at least 3 rounds and fasten using rubber bands or tape. Then put the samples and sample submission form in. Cover the samples with additional dry ice. Fill up the box using bubble wrap on top to decrease dry ice evaporation. Close the Styrofoam box and and seal using tape. Cut a small slit (1-2mm) in the tape to allow pressure release from dry ice evaporation.

The amount of dry ice needed during shipment should be 5kg/shipping day (3 shipping day will need 15Kg). Shipment during summer should use 1.5x of normal amount. Do not use powdered or extra-large chunks of dry ice. Break the large dry ice into smaller pieces.

Samples should not occupy more than 1/4 of the box. For larger sample

counts, we recommend shipping in multiple containers.

3.2.2 **For shipping with ice packs**. Place a layer of ice packs at the bottom of the box. Wrap the samples in bubble wrap at least 3 rounds and fasten using rubber bands or tape. Then put the samples and sample submission form in. Cover the samples with additional ice packs (> 10). Fill up the box using bubble wrap on top to allow ice pack to stay cool longer. Close the Styrofoam box and and seal using tape.

3.2.3 **For shipping at room temperature**. Place a layer of bubble wrap at the bottom of the box. Wrap the samples in bubble wrap at least 3 rounds and fasten using rubber bands or tape. Then put the samples and sample submission form in. Fill up the box using bubble wrap. Close the box and seal with tape.

4 Double check before shipping

4.1 Make sure the information on the sample submission form must match with the samples in the box, including sample name/ID, sample count, storage temperature.

4.2 Please use appropriate Styrofoam box. The wall thickness should be 4cm minimum without any damage. The box should sealed with tape at the opening. In addition, the box should be wrapped in tape with a cross shape. We recommend placing the Styrofoam box in a cardboard box and label "Fragile".

5 Shipping the samples

5.1 Sales team will upload the waybill information as soon as the package in shipped. When there are multiple packages for one project, all waybills and tracking numbers must be uploaded.