

How to do a sequencing request

The Request

1. The client **MUST** fill up a request form for all services requested at DNA LandMarks.
2. DNA LandMarks WEB address is : [HTTP://WWW.DNALANDMARKS.CA](http://www.dnalandmarks.ca)

If you are using a new customer, you have to create an "ACCOUNT":

- 1) Select "Your Account"
 - 2) Request an account
 - 3) You will receive a login and password (within 48hrs)
 - 4) Select "Your Account" and "Sign in"
 - 5) Select "Form-Sequencing"
3. When filling a Request form, the client must follow the **instruction** and enter all required information about the samples.
 4. An acknowledgement of receipt is sent by DNA LandMarks gatekeeper to the client within 24 hours.
 - The acknowledgment of receipt contains:
 - a. An "**estimated ending date**" based on: 1) the turn around time and 2) the estimated date of the package arrival at DLM.

NOTE: For any questions regarding due dates proposed by DLM, the client can contact Martin Laforest at 450-358-2621 ext.115 (or Nathalie Hubert ext. 128) at anytime.

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- b. A reference number for the project is determined as followed:

Client name: **John Doe**
Date of the request: **May 24, 2002**
Number **xx**

Reference number will be: # JD-040317-xx

- This reference number will be used to:
- a. Trace the request in DLM database
 - b. Retrieve the file from backup
 - c. Use as folder name when client results are transferred to his account on the WEB.
5. The client has the responsibility and **MUST** be sure to be in compliance with the regulatory affairs when shipping his materials.
6. Upon shipping the sample, the client must advise DNA LandMarks gatekeeper of the:
- a. Courier name
 - b. Tracking number
 - c. Mode of transportation
7. An acknowledgement of receipt is sent by DNA LandMarks gatekeeper to the client within 24 hours upon reception of the package.
8. When the work is finished, an e-mail is sent to the client advising him/her that:
- a. The results are transferred to the client's account on the WEB site. (chromatogram and report)
 - b. General comments regarding the work, if needed

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9. Our naming convention for the report is :

- Name of the clone with **.r or .g** extension means reverse strand
- Name of the clone with **.f or .b** extension means forward strand
- Name of the clone with **.d** extension means custom primers were used
- Name of the clone with **no** extension means consensus report

General information

For large insert with unknown sequence, DLM offers alternative-sequencing approaches like:

- a) DNA shearing, sub-cloning
- b) Transposon tagging

If you want to use one of these alternatives, you must contact Martin Laforest at 450-358-2621 ext.115 (or Nathalie Hubert ext. 128).

DLM will charge you for all the sequencing reactions done, even the failed ones, **except in cases where the sequencing reactions failed due to DLM's fault** (ex. Machine breakdown, chemicals problems...).

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Flow of operations upon sample arrival:

1. Sample reception
 2. Cross check request form with the sample
 3. Send acknowledgement of receipt within 24 hours
 4. DNA preparation
 5. Sequencing reaction set up
 6. Sequencing reaction clean up and run on DNA Analyzer
 7. Sequence editing & Assembling
 8. Data transferred in your personal account
 9. e-mail sent to the client
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DNA LandMarks Shipping Address:

DNA LandMarks Inc.
Sequencing Department
A/S Maribel Riveiro
84 Richelieu Street,
2nd floor,
St-Jean-sur-Richelieu
Quebec, Canada
J3B 6X3

Tel.: 450-358-2621 ext.119

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