

All-inclusive service guidance notes

We are pleased to provide the following guidance on how we will work with you on your all-inclusive service project.

The all-inclusive DNA extraction and KASP™ genotyping service offering includes KASP genotyping assay design, DNA extraction and KASP genotyping services, and is delivered from our global state-of-the-art laboratories.

LGC's complete service package includes:

- LGC plant sample collection kit (for plant samples only)
- DNA extraction service
- Custom KASP assay design
- KASP genotyping service and support

LGC's complete service package is available for the following industries:

- **Livestock** (Animal samples only (buccal swabs, blood, ear punch, please enquire if not listed))
Supports the livestock industry in meeting increased demands of accelerated development of superior production traits.
- **Aquaculture** (Animal samples only)
- **Plant** (Plant samples or extracted DNA only)
For plant samples, our convenient plant sample collection kit is also included. The leaf kit contains a manual, leaf puncture tool, rubber mat, 96 deep-well plate, strip-caps, packaged desiccant material and return shipment instructions. The plant kit ensures better data quality along with convenient sample collection.

Please note that our all-inclusive service is based on in-silico designed KASP genotyping assays. The service does not include wet lab validation of assays or re-design as standard. Options are available, please enquire for pricing.

The all-inclusive service has to have **a minimum of 48 samples per project**. 96 samples per kit can be processed, please leave two wells unused as non-template controls for DNA extraction and genotyping services.

Standard turnaround time is **5 weeks**. Please note that bespoke turnaround times are also available on request.

Scope and application

The all-inclusive service is ideal for:

- Genomic selection
- Fingerprinting
- Marker-assisted selection
- Population genotyping
- Marker-assisted backcrossing
- Characterising training/reference populations
- Molecular mapping
- Marker-assisted recurrent selection
- QTL mapping

Pricing

LGC has developed the all-inclusive service packages with unprecedented cost efficiencies for larger numbers of samples and SNPs. The price of your project is calculated on a per sample basis. Therefore, the cost per sample is reduced as the number of samples in the project is increased.

There is a minimum project charge of £200/€300/\$400. This will be shown on your quotation only if the total project value is lower than that amount.

To learn more about our pricing please use the following link to our [online genotyping pricing calculator](#):

Please do not hesitate to contact us should you require any further information or a formal quotation.

Ordering and next steps

As well as your DNA samples will also require the following documents to commence work on your project;

- Your [DNA sample plate maps](#) (in excel format)
- Your [SNP sequences](#) (please follow the link for guidance and template)
- A Purchase Order (we can provide a template form if needed) or signed quotation

Please send your Purchase Order to orders.uk@lgcgroup.com.

Purchase Orders must include a Purchase Order number, billing and shipping address, contact name, email and telephone number, VAT number, and correct pricing (or quote reference) and product codes where applicable. Please contact us if you need assistance with your Purchase Order, or if you are unable to obtain a Purchase Order number.

If you are a new customer, please also complete a [New customer application form](#). After we have received your order a Project Manager will be assigned to you who will contact you to set up your project.

Useful links

Setting up a project	http://www.lgcgroup.com/services/genotyping/setting-up-project
All-inclusive Service	http://www.lgcgroup.com/services/genotyping/all-inclusive-services/
SNP sequence submission	http://www.lgcgroup.com/services/genotyping/setting-up-project/sequence-submission/
Assay design	http://www.lgcgroup.com/services/genotyping/setting-up-project/assay-design/
Sending your plate maps	http://www.lgcgroup.com/services/genotyping/setting-up-project/dna-sample-plate-data/
DNA sample submission	http://www.lgcgroup.com/services/genotyping/setting-up-project/preparing-and-sending-your-samples
Results information	http://www.lgcgroup.com/services/genotyping/setting-up-project/result-reporting
Any other questions?	http://www.lgcgroup.com/our-science/genomics-solutions/faqs
New customer application form	https://www.lgcgroup.com/LGCGroup/media/PDFs/Our%20science/Genomics/New-Customer-Form.pdf

Useful contacts

Technical enquiries:

Tech Support Team

Hoddesdon

+44 (0)1992 470757

tech.support@lgcgroup.com

Price and new order enquiries:

Customer Support Team

Hoddesdon

+44 (0)1992 470757

orders.uk@lgcgroup.com

Order enquiries:

After you have sent your Purchase Order for your first project, a Project Manager will be assigned to your account. For enquiries about your project, please contact your Project Manager, or for general enquiries, please email: info.uk@lgcgroup.com.

General information

LGC is an international leader in the extended life sciences sector, including human healthcare, agri-food & the environment. LGC provides a comprehensive range of reference materials, proficiency testing schemes, genomics reagents and instrumentation, as well as research and measurement services. Its scientific tools and solutions enable organisations to advance research, develop new products and form an essential part of their quality and compliance procedures.

LGC Genomics quality management system is certified by DIN EN ISO 9001:2008.

Time of delivery: Standard Service is 5 weeks from receipt of samples and other required documents. If you have a specific deadline, please communicate this to your Project Manager upon initiation of the project.

Delivery of data: Excel spreadsheet of calls via email, or through KlusterCaller™ software.

Payment conditions: 30 days after date of invoice net

Quotations are open for 30 days, unless otherwise specified.

All orders are subject to LGC Genomics Standard Terms and Conditions.

www.lgcgroup.com/genomics • genomics@lgcgroup.com

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Science for a safer world