

## **Guidelines for Accessing Roche NimbleGen's Array Services**

- 1) Contact Mike Frawley via [mike.frawley@roche.com](mailto:mike.frawley@roche.com) or 1-(800)-845-7355 Ext.27616 and tell him what array service you want and how many samples you want to send (i.e. which application method)
- 2) Roche NimbleGen Customer Service will send you a Quotation and a "pre-order" form
- 3) You send the completed pre-order form and a Purchase Order via fax, or provide a credit card number
- 4) Roche NimbleGen will send a link to an "e-form"
- 5) You click on that link, and describe your samples
- 6) Roche NimbleGen will send a mailing label and bar-coded sample labels to you
- 7) You attach these labels to your samples, and ship (at your expense) your samples to the Roche NimbleGen service lab (following the instructions that appear with the e-form)

**If cDNA is synthesized by the Gene Expression Center, we will provide a copy of your Agilent cDNA run to include in the shipment for sample verification. An electronic copy will also be e-mailed to you.**

- 8) Roche NimbleGen will QC, label, and hybridize your samples
- 9) Roche NimbleGen will analyze and ship the data to you, within ~4-5 weeks of completing sample QC