

Explanation of Turnaround Times (TAT) for Receipt of AccuGENX-ID Reports

(BacSeq and FunITS)

Turnaround Time

AccuGENX-ID™ Sample Types

- Samples prepared in ethanol, FTA® Elute Micro cards, PrepMan® Ultra DNA will be scheduled for processing upon receipt to ensure on-time report delivery.
- If a mixed culture is received which is not sufficiently isolated, samples will be subcultured for isolation.
- There is an additional charge applied for subculturing the sample for sequencing.
- TAT begins when adequate growth and purity are present.

Samples sent to our partner in Europe

Our strategic partner in Europe is the Institut für Hygiene, located in Münster, Germany. The Institut für Hygiene is closed on Saturdays, Sundays, and major German holidays.

Turnaround Time (TAT) begins the day samples meet the above criteria and have arrived at the Institut für Hygiene by 13:00 Central European Time (CET). Results are issued by 18:30 Central European Time (CET) on the due date.

Same Day TAT Samples

Samples submitted for Same Day turnaround time (TAT) require notification prior to their arrival. Contact Technical Support at +1.302.292.8888 with shipping information and tracking number.

- Same Day TAT is available for samples received Monday through Friday.
- Same Day TAT samples must be shipped for arrival at the Institut für Hygiene by 8:30 Central European Time (CET).
- The Institut für Hygiene does not guarantee results by 24:00 Central European Time (CET) for samples received later than 8:30 Central European Time (CET).
- Results for Same Day TAT samples received after 8:30 Central European Time (CET) will be sent as soon as available the next business day. Same Day TAT charge will apply.

Should a Saturday Same Day processing be required, please contact Technical Support at +1.302.292.8888 by Friday 1:00 PM ET to confirm availability to process your samples. Additional fees will apply.

Example of Turnaround Times

Standard Turnaround Time							Effect of holiday/closure on TAT						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
			0	1	2				0	1	2	H	
	3	4	5	6	7			3	4	5	6	7	
	8	9	10	11	12			8	9	10	11	12	

Effect on TAT when subculture required						
S	M	T	W	T	F	S
		X	X	0	1	
	2	3	4	5	6	
	7	8	9	10	11	

 Sufficient growth observed
X Subculture for fresh growth
 Arrives at Accugenix /0-TAT
 Due Date 1-TAT
 Due Date 2-TAT
 Due Date 5-TAT
 Due Date 10-TAT
 Accugenix holiday/closure



Corporate Office (US):

Accugenix, Inc.
223 Lake Drive
Newark, DE 19702 USA
Phone: +1.302.292.8888
Toll Free: +1.800.886.9654
Fax: +1.302.292.8468

Europe: (sales inquiries only)

Accugenix, GmbH
Schimperstraße 1
68167 Mannheim Germany
Phone: +49 (0)621 3709 556
Fax: +49 (0)621 3709 023

Email:

Literature Requests: marketing@accugenix.com
Technical Support: technicalsupport@accugenix.com
Sales Department: sales@accugenix.com
Sales Europe (Accugenix GmbH): europe@accugenix.com