



# Welcome to the Novogene Nucleic Acid/Tissue sample submission guide!

ADVANCING GENOMICS  
IMPROVING LIFE

*In this guide, you will find a detailed walkthrough of the Novogene sample submission process for DNA, RNA, and tissue samples. Please note that you can reach out to your dedicated technical support representative at any time for help.*

## Table of Contents

### Step 1

Locate your project on CSS ..... 01

### Step 2

Begin a new submission ..... 01

### Step 3

Complete basic information ..... 02

### Step 4

Complete excel template ..... 04

### Step 5

Upload the excel template ..... 05

### Step 6

Confirm all samples were uploaded successfully ..... 06

### Step 7

Provide shipping information and review the pre-shipping checklist ..... 07

### Step 8

Final review and submission ..... 08

### Step 9

Technical support review and approval ..... 08

### Step 10

Extenuating Circumstances for Proactive Sample QC Waivers ..... 09

## Step 1: Locate your project on CSS

**Quick Access**

- Total Project: 0
- My Team: 0
- Sample QC: 0
- Library QC: 0
- Final Re: 0

**To Do List**

Click the "Send Samples" button here to begin the sample submission process

**Send Samples**

Search for projects here

Project Name: NVUS2022121603

No.	Project Name	Creation Date	Contract No.	Quotation No.	Regional Sales	Technical Support
01	test-Davis-US-UMiami-9-Human-EukmRNAseq-Novomag ic tes...	2022-12-16	H2025C22123562	NVUS2022121603	M	E
Product Name		Human mRNA Sequencing (WBI-Quantification)				Add New Batch

- Here, you will find all of your Novogene sequencing projects (past and present). Your newest project should be at the top of the list
- You can also search for any project using the quotation number in the 'Project Name' search field (you can find your quotation number on your Novogene quote. It begins with 'NVUS', e.g. NVUS2023050123)
- Your designated Technical Support representative's contact information can be found here too (see the image above). Move your cursor over the 'Technical Support' bubble to display their email address

## Step 2: Begin a new submission

To begin the sample submission process, click on the project name, then click **"Add New Batch"**

**Send Samples**

Project Name: NVUS2022121603

No.	Project Name	Creation Date	Contract No.	Quotation No.	Regional Sales	Technical Support
01	test-Davis-US-UMiami-9-Human-EukmRNAseq-Novomag ic tes...	2022-12-16	H2025C22123562	NVUS2022121603	M	E
Product Name		Human mRNA Sequencing (WBI-Quantification)				Add New Batch

Carefully review all information on the next page. Click **Confirm** to proceed to the next step.

### Start a New Batch

Please read the instructions below before you start the new batch. To avoid any issues/delays, please ensure you follow all the points that are important. If you have any questions, please check out our [FAQ](#) section in the Help Center.

**Sample Name**

Sample name must begin with a letter of the alphabet and contain a maximum of 12 alphanumeric characters or underscores.

**Tube Labelling**

Sample names on the tube must match with the Sample Information Form. Please do not include other information on the tube to avoid any discrepancy.

**Tube Size**

Send samples in 1.5 ml or 2.0 ml microcentrifuge tubes. 96-well plates and other tubes will risk processing delays and handling fees.

**Sample Protection**

Seal each tube with parafilm before packaging. We highly recommend placing the sample tubes in a container such as a 50ml tube or cryobox to prevent sample tubes from being crushed by dry ice or other packing materials. Cotton or absorbent papers can be used to prevent tubes from being jostled inside the container.

**Sample Requirement**

Please refer to your quotation for the sample requirements. Any sample failing to follow the sample requirements may risk processing delays.

**Shipment and Delivery**

Novogene highly recommends that you choose FedEx overnight or international express shipping with dry ice, and to avoid weekend delivery.

**Biosafety Level**

Novogene does not currently accept blood-borne pathogens or purified viral genomes, as well as other agents classified at Biosafety Level 2 or above ("Infectious Sample"). Please notify your Novogene Sales and obtain Novogene's written approval before submitting any such infectious sample(s). Novogene reserves the right to accept or reject the submission of any infectious sample at its sole discretion. Any infectious sample(s) submitted without prior written approval shall be immediately destroyed or returned.



I confirm that I have read, understand and agree to the above policy and procedure.

- Following these instructions will ensure your samples are processed without delay and that no additional fees will be incurred
- Novogene sample requirements are listed on your quotation or [on our website](#)

## Step 3: Complete basic information

Next, we'll collect some basic information related to your project!



### Step 1. Basic Information

1 Basic Information
2 Add Sample Information
3 Preview & Submit Package

**Sender Information**

<small>* Sender 1 Name</small> <input type="text" value="Eric Test"/>	<small>* Sender 1 Email</small> <input type="text" value="Test@testmail.com"/>	<small>* Sender 1 Phone ☎</small> <input type="text" value="555-555-5555"/>
<small>Sender 2 Name</small> <input type="text"/>	<small>Sender 2 Email</small> <input type="text"/>	<small>Sender 2 Phone ☎</small> <input type="text"/>
<small>* Continent</small> <input type="text" value="NORTH AMERICA"/>	<small>* Country</small> <input type="text" value="U S A"/>	<small>Address</small> <input type="text" value="Address"/>

- Sender name, email, and phone number should automatically populate (these can also be edited)
- If you'd like to add information for a **2<sup>nd</sup> sender**, you can do so here

**NOTE:** the 2<sup>nd</sup> sender will only receive email confirmation that the sample submission form has been submitted but they will NOT be able to access the project on CSS. To grant additional access to another user, please use the MY TEAM function (found in the menu on the left side of the CSS page)

### Sample Summary

SIF Batch Name

Extraction Method

Please describe any pre-treatment that was done with the samples

Sample QC remarks

We are committed to handling your samples with the utmost care and fast processing. Please note that entering any remarks will result in extra review time.

### Extra Service

If you have selected any of the extra services, please contact your Novogene Sales/TS  **Leilei Zhang** for more details.

My nucleic acid or library samples are not in 1.5ml or 2ml microcentrifuge tubes and I am willing to pay extra for tube transfer.

I would like Novogene to combine some samples for me, please contact me for more details.

I would like Novogene to split some samples for me, please contact me for more details.

- Complete all required fields (those with an asterisk). When finished, click '**Save & continue**'
- **NOTE:** Please contact Technical Support if your project requires any of the '**Extra Services**' listed on this page



## Step 4: Complete the excel template

Next, you will upload your sample information to CSS!

### Import from File

Please upload the **Excel & CSV** format for validation. Please download and fill in the latest version of the Sample Information Form below. You can then upload the file in Excel & CSV format via the box below for validation.

After uploading the file, you may still amend it in the next step or re-upload an amended file.

You can always check out our video tutorials in our [Help Centre for more information.](#)

**Upload your file**

 **Choose** or Drag and Drop file (.xlsx, .csv). Please use the correct Novogene template.

 Download Excel Template

 Download Sample Info Guide

- Click **Download Excel Template** to download the sample information excel sheet
- Open the downloaded excel sheet and complete all required fields. See the sections below for more information

### Sample Name:

	A
	<b>Sample Name (Required)</b>
1	
2	A1
3	A2
4	A3
5	

- Add your sample names, exactly as they appear on the tubes (any mismatch could result in delayed processing)
- Ensure your sample names follow Novogene naming rules - Limited to 12 characters and can only contain letters, numbers, or underscores (no spaces or any other special characters, e.g. #, +, -, etc.)

## Species Latin Name and Tissue/Organ:

C	D
<b>Species Latin Name (Required)</b>	<b>Tissue/Organ(required for Tissue Samples)</b>
Homo sapiens	Liver
Homo sapiens	Liver

- Provide the species Latin name
- Specify the tissue type or organ (ONLY required if sending tissue for extraction)

## Backup Sample?

A	H	I
<b>Sample Name (Required)</b>	<b>Is this a backup sample? (Required)</b>	<b>Backup for (Required when choosing Back-up)</b>
A1	No	
A2	No	
A3	Yes	A1

- In the dropdown menu please choose “YES” if this sample is a backup sample. If it is NOT a backup sample, please choose “NO”

- If a sample is being included as a backup, you must specify which sample is being backed up (only one sample can be listed). In the example above, Sample A3 is being submitted as a backup for Sample A1
- Backup samples are NOT required

## Step 5: Upload the excel template

Drag and drop the file OR click the **'upload your file'** button and upload the file from your computer

**Import from File**

Please upload the **Excel & CSV** format for validation. Please download and fill in the latest version of the Sample Information Form below. You can then upload the file in Excel & CSV format via the box below for validation.

After uploading the file, you may still amend it in the next step or re-upload an amended file.

You can always check out our video tutorials in our [Help Centre for more information](#).

**Upload your file**

Choose or Drag and Drop file (.xls, .csv). Please use the correct Novogene template.

Drop your excel template here

Download Excel Template
Download Sample Info Guide

**Import from File**

Please upload the **Excel & CSV** format for validation. Please download and fill in the latest version of the Sample Information Form below. You can then upload the file in Excel & CSV format via the box below for validation.

After uploading the file, you may still amend it in the next step or re-upload an amended file.

You can always check out our video tutorials in our [Help Centre for more information](#).

**Your file is uploaded**

Your file has successfully uploaded. You can click Continue to process the template now.

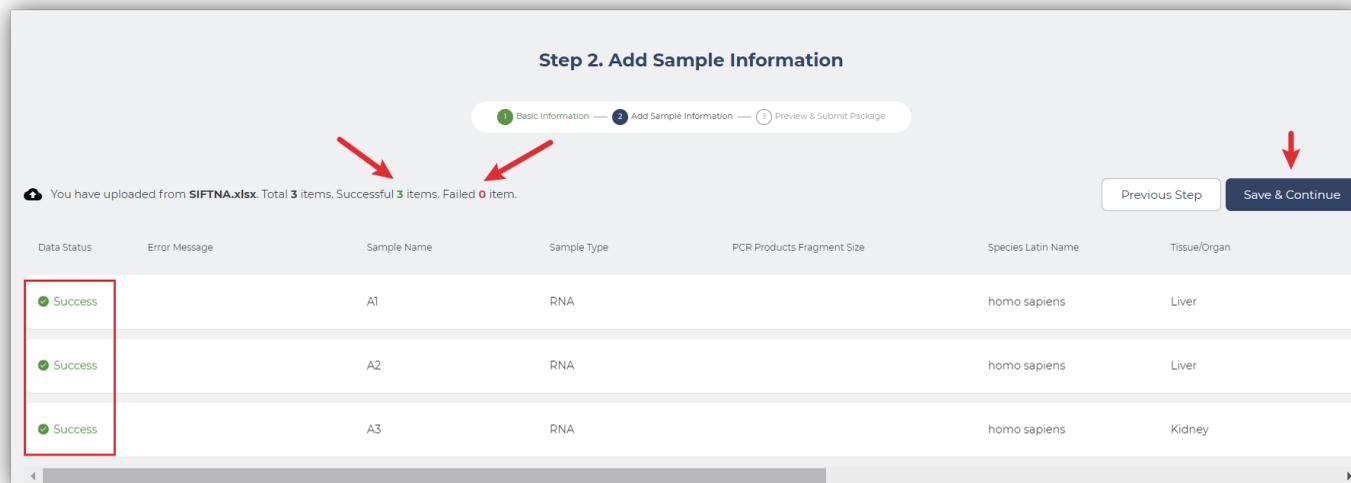
SIFLIB (3).xlsx

Download Excel Template
Download Sample Info Guide

- Once the upload is complete, the box should turn from **blue** to **green**
- Click **'Continue'**

## Step 6: Confirm all samples were uploaded successfully

After uploading the excel file, the system will review the information and will notify you of any issues



- At the top of the screen, you can view the number of **successful** and **failed** samples  
*In this example, all three samples were uploaded successfully*
- Click **Save & Continue** if the file was uploaded correctly. If an error or mistake prevented the upload from proceeding, check the 'Error Message' column for a description of the problem. After fixing the error, re-upload the excel form and proceed. If the error cannot be solved, please reach out to Technical Support for help.

Next, you'll need to confirm a few more details about your samples:

### Complete Information

Please only edit the fields you wish to update and leave the remaining fields in blank. You must choose Species type prior to choosing Nucleic acid type and Sample status.

Sample Type

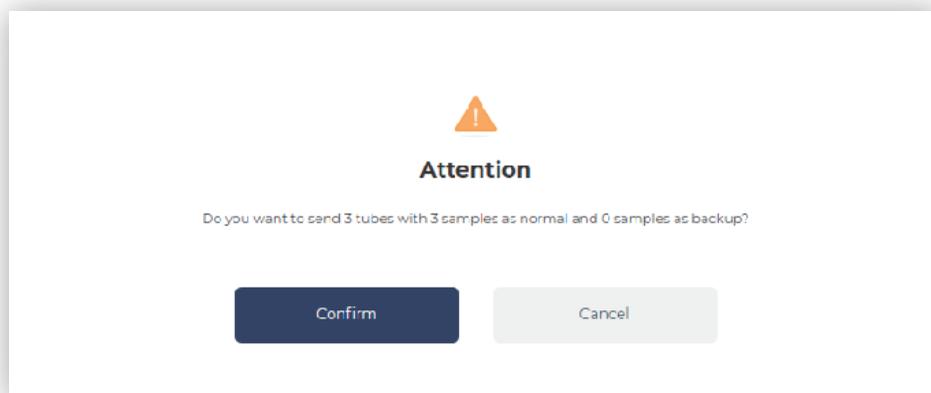
\* Species Type

\* \*Tissue/Nucleic Acid Type

\* Sample Status

- *Species Type* → Choose the best description for your samples
- *Tissue/Nucleic Acid Type* → Find the correct tissue/nucleic acid type for your samples
- *Sample Status* → Choose the buffer or sample status the best describes your samples (NOTE: If none of the selections match your sample, please reach out to Tech Support for assistance)

After you have confirmed all details, click **'Continue'** and then click **'Save and Continue'**. You will need to confirm tube number.



## Step 7: Provide shipping information and review the pre-shipping checklist

**Step 2. Edit Sample Information**

1 Basic Information — 2 Add Sample Information — 3 Preview & Submit Package

**Novogene Lab Address:**

ATTN: Sample Receiving Department,  
Novogene Corporation Inc.  
2921 Stockton Blvd., Suite 1810, Sacramento CA  
95817  
Tel: 916-252-0068

• Transportation Condition  
Select

• Courier Provider  
Select

Tracking No.

- **Select the correct transportation condition from the dropdown list**
  - We highly recommend that you include dry ice in all shipments.
  - How much dry ice should I include? At least 10 lb per day of shipping (e.g. overnight shipments should include ~10 lb of dry ice)
  - *Can I ship samples on any day of the week?* No, please only ship samples Mon – Wed to help minimize shipping-related issues/delays
- **Select the shipping courier from the dropdown list**
- **Provide a Tracking #, if available (if not available, please share the tracking # with your Technical Support representative when you have it)**

Please take a moment to review all shipping instructions (*this can prevent any unnecessary delays and will ensure your samples are processed efficiently*):

Samples classified as Biosafety **Level 2 (BSL-2)** or above ("infectious samples") will not be accepted unless they have a written approval from Novogene. If you have samples that are classified above BSL-2, please contact your sales manager for more details.

Samples are in 1.5 or 2.0ml flip cap Eppendorf tubes, and are labelled in black permanent marker at the top and side of each tube matching the sample name submitted. Samples are properly sealed with parafilm and cushioned enough to avoid damage. OR Samples are in the appropriate tube/slide/other formats required for extraction and are labelled in black permanent marker accordingly. OR Samples are not in 1.5 or 2.0ml flip cap Eppendorf tubes, and I am aware that additional charges may apply.

 No

Samples are packed with appropriate shipping conditions such as ambient temperature, gel pack or dry ice. For dry ice, we recommend packing in 10 lb/5 kg for overnight shipping or two-day shipping depending on your local shipment options.

 No

Shipment will be delivered on weekdays. We recommend shipping with overnight or international express.

 No

Samples do not contain any potential or known infectious material such as pathogens, infectious genetic materials etc. OR Prior written approval from Novogene was obtained for samples that may contain any potential or known infectious material.

 No

Please put the hard copy of the Sample Information Form (SIF) in the parcel.

 No

- After reviewing each item, click the toggle to **YES**
- Please remember that we **cannot accept** any samples that are classified as **BSL 2 or above**. If you are sending samples BSL 2 or higher (or you are not sure), *please contact your Technical Support representative before shipping*

## Step 8: Final review and submission

- In this final step, please take one final opportunity to review your sample information
- If everything looks correct, click **Submit**
- [Congratulations](#), you're finished!

## Step 9: Technical Support Review and Approval

*What happens after you submit the Sample Information Form?*

- ① Your designated technical support representative will review your submission within 1-2 hr
- ② After reviewing, your technical support representative will either approve the form (if everything looks good), or reject the form (if there is a problem)

If **Approved** → You'll receive an email notification confirming that you can ship your samples.

If **Rejected** → You'll receive an email notifying you that the form was rejected. Your Technical Support representative will reach out with more information to help you correct the form. After making those corrections, you'll need to re-submit the form (following the steps above).

## Step 10: Extenuating Circumstances for Proactive Sample QC Waivers

Novogene’s standard policy is to charge \$15 for each QC performed, exhausting the quantity of QC charges available on the quote first. Only once the quoted QC charges are exhausted will any \$15 QC waivers be applied to additional samples received for QC.

**Novogene charges a \$15 quality control (QC) handling fee for each standard input DNA/RNA sample we process. If a sample does not advance to library preparation, we reserve the right to waive the \$15 handling fee at our discretion to accommodate a replacement sample, under the qualification that the replacement sample proceeds to library preparation. This offer is limited to one waived handling fee of \$15 per contracted sample that does not proceed to library preparation. This policy does not apply to the following workflows (including but not limited to): sequencing only, ultra-low-input (RNA), ATAC-Seq, full-service single-cell, microbial amplicon (16S/18S/ITS), third-generation sequencing (PacBio/Nanopore), and custom/expedited projects.**

There are however two extenuating circumstances where a QC waiver can be applied upfront before the quoted QC charges are exhausted.

- Limited to one waiver available for each quoted sample QC'd that does not proceed to library preparation.
  - Please check in with your designated representative (Project Manager / Sequencing Specialist) if you have any questions regarding this process or any QC waivers you may have available to you.
- ① Using the Back-up sample feature: This situation can be applied when you have a direct 1:1 replacement sample for one or more samples in the current SIF that you are uploading. The samples designated as “Backup” will have a credit applied proactively if a credit is available.

A	H	I
Sample Name (Required)	Is this a backup sample? (Required)	Backup for (Required when choosing Back-up)
A1	No	
A2	No	
A3	Yes	A1

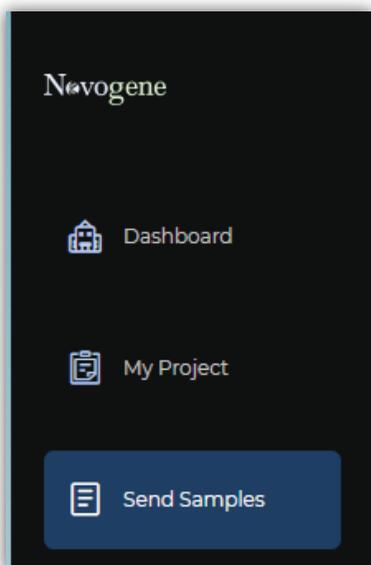
- In the dropdown menu please choose “YES” if this sample is a backup sample. If it is NOT a backup sample, please choose “NO”

- If a sample is being included as a backup, you must specify which sample is being backed up (only one sample can be listed). In the example above, Sample A3 is being submitted as a backup for Sample A1
- Backup samples are NOT required

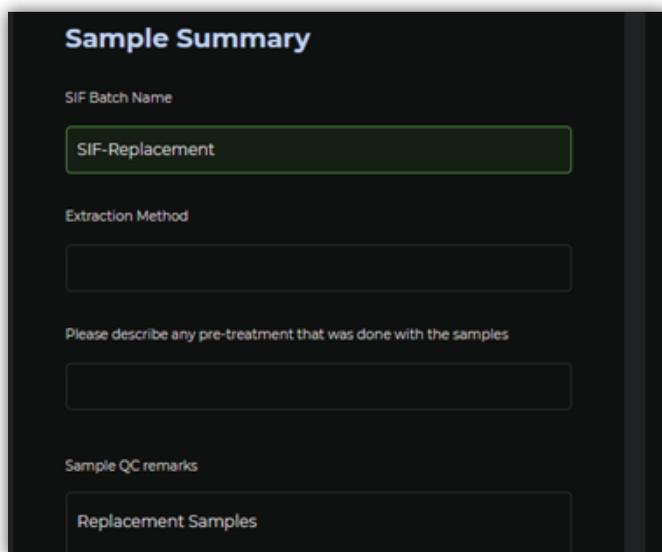
- ② Replacement SIF: This is used when you have already QC'd samples that will not proceed to library preparation, and a QC waiver has been earned.

**To send a 1:1 sample replacement sample in a new shipment and have your QC waiver applied before all QC charges are exhausted, follow these steps:**

- a. Create a new SIF in the Send Samples Module:



- b. In the Sample QC Remarks: This box must contain the words: **“Replacement Samples”**. Other notes are allowed as well.
- i. **Important:** This SIF may only contain replacement samples from earlier batches. No new samples may be included on this SIF.

A screenshot of the 'Sample Summary' form in the Novogene mobile application. The form has a dark background with white text. The title 'Sample Summary' is at the top. Below it, there are four input fields: 1. 'SIF Batch Name' with the text 'SIF-Replacement' entered. 2. 'Extraction Method' with an empty text box. 3. 'Please describe any pre-treatment that was done with the samples' with an empty text box. 4. 'Sample QC remarks' with the text 'Replacement Samples' entered.

- c. Proceed to fill out the SIF as you would a regular sample submission.
- i. **These samples are not “Back up” please consider them as regular samples in your SIF submission.**
- d. Once submitted and approved all samples within this “Replacement SIF” will have the credit waivers earned from the original samples proactively applied to this batches settlement.



## Novogene Corporation Inc.

📍 2921 Stockton Blvd. Suite 1810, Sacramento CA 95817

☎ 916-252-0068 ext. 383    ✉ [inquiry@novogeneusa.com](mailto:inquiry@novogeneusa.com)    🌐 [www.novogene.com](http://www.novogene.com)

Copyright©2011-2025 Novogene Corporation.

All Rights Reserved. Information and specifications are subject to change at any time without notice.



Follow us on LinkedIn

Thank you for taking the time to review our sample submission guide.  
Please don't hesitate to contact us if you have ANY questions.  
Happy sequencing!