



FAQ – Frequently Asked Questions

Reaction Biology Corporation (RBC) offers more than 1000 assays as part of its service platform. This includes biochemical, biophysical, electrophysiological, and cell based assays. Reaction Biology also offers a wide array of high quality proteins and customized assay development and protein production. On our website, it is possible to view PDFs which include general information about any assay or product. For assay services, the information sheet includes certain target, assay, and substrate conditions as well as control inhibitor IC50 values. For proteins, the information sheet includes the target background, expression system, purity, activity, and storage conditions.

Reaction Biology scientists are continually researching other targets and projects that are not shown on the website. Please feel free to inquire about assays and proteins not listed for service or purchase, as these may be under development or a service/product that Reaction Biology Corporation can develop for you.

To place an order, please contact us by phone at 610-722-0247, via email at (sales@reactionbiology.com), or via the internet at (www.reactionbiology.com).

We are happy to produce a quote based on your requirements.

After receiving a quote, to place your order:

For protein and reagent purchases:

- Reaction Biology will ship the product after receiving a PO number or other related payment information. Domestic orders will be shipped from Monday to Thursday for overnight delivery, and international orders will be shipped on Mondays and Fridays, or by customer requirement.

For screening and profiling services:

- Provide a PO number, other payment information for the quotation, or return a copy of the signed quote.
- Kindly fill the Reaction Biology standard assay condition form with detailed compound info and preferred test conditions. Avoid generic compound names such as "Compound A", "Compound 1", etc.
- Return an electronic copy of Reaction Biology's standard assay condition form and include a hard copy in the compound shipment. Reaction Biology scientists will perform the tests ONLY based on the assay conditions described in the electronic copy of this form.

Compound Preparation

Please choose one of the following two options:

- Option 1:* Reaction Biology's preference is to receive your compounds as DMSO stock. For smaller panels (under 50 targets) we require 20 μ l of 10 mM DMSO stock. For larger panels we require 50 μ l to 100 μ l of 10 mM DMSO stock. Sample concentration requirements may vary based on test conditions. For DMSO stock, shipment and delivery in dry ice is preferred for compound stability.
- Option 2:* We also accept compounds in powder form. Anywhere from 0.5 mg to 3 mg should be enough for most profiling requests, and can be delivered at room temperature or at a temperature of your preference. It is RBC policy not to weigh customer compounds onsite. The following is required to process your samples onsite at RBC:
 - Exact molecular weight of each compound.
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 - The vessel containing the powder should be large enough to re-suspend the powder to 10 mM.
 - For larger number of compounds delivered in powder form, a processing fee may be applied.
 - If greater than 5 mg of powder stock is provided, the compound stock will need to be aliquoted at RBC for a service fee. Additional powder stock will be stored for a period of six months and the below charges will apply:

Service	Fee
Weighing of sample stock (1-10 compounds)	\$10 per/sample
Weighing of sample stock (11+ compounds)	\$10 per sample for first 10 compounds, additional \$5 per sample after first 10.
Shipment of remaining powder stock (Domestic)	\$50 plus shipping charges
Shipment of remaining powder stock (International)	\$100 plus shipping charges

- Option 3:* If you do not have compound stock in either of these conditions please consult with us so we can discuss alternatives.

NOTE: For large scale profiling and HTS screening, please communicate with us for compound plate selection, plate format, and compound volume before you prepare the compound plate.

Compound Delivery

Reaction Biology accepts deliveries during business hours (Monday – Friday, 8:30am- 5:30pm). No packages will be processed on weekends and certain United States holidays.

International Shipments: Packages shipped from outside of the United States of America (US) will require a [TSCA form](#). The TSCA form should be filled out and placed in the exterior pouch. It is best to include at least 2 copies of the TSCA form with your shipment. This will speed the passage of the parcel through US customs.

The AWB # is the Airway Bill number. It is the number (often called the tracking number) that the shipping company assigns to your package. Placing it on the sheet insures that it is clear that the TSCA form pertains to your package. Additionally, please fill out the product description section of the TSCA form with a description of the materials you are sending in the shipment. A harmonization code for your shipment may be required to pass through customs.

When filling out your shipment documents, please put in your address in the “return to” line so that if the package needs to be returned by the courier it is sent back to you.

RBC accepts packages from any international delivery company, such as FedEx, World Courier and DHL International etc. We do not recommend TNT because TNT has a higher rate of delaying package delivery.

The address for compound shipments is as follows:

Compound Management
Reaction Biology Corp.
One Great Valley Parkway, Suite 2
Malvern, PA 19355
USA
Phone: 610-722-0247
Fax: 610-722-0246
Info@reactionbiology.com

Assay controls

Reaction Biology Corporation has the most stringent assay control system in the industry.

For each assay in a given order, Reaction Biology will test three types of controls to make sure the assay is consistent from run to run. The DMSO only reactions are used as full activity control. The EDTA only reactions are used as the no or zero activity control. In addition, Reaction Biology includes one standard control compound in 10-dose IC50 format for every target in every order, including single dose duplicate measurements. All control results are included in your report.

Data Delivery

Reaction Biology will deliver the data via email within 2 weeks (10 business days) for most orders. Results of Cell based assays or larger studies will be available within 3 weeks (15 business days) after receiving the compound delivery. Expedited scheduling and data delivery can be arranged prior to commencement of the studies.

The raw data, % enzyme activity, and control compound IC50 values will be reported in Excel format for single dose duplicate assays. For IC50 orders, raw data, IC50 values and curve fitting will be delivered in Excel format.

Assay conditions, target, and substrate information are available upon request. Requirements for this information should be noted prior to the commencement of the study.

Payment

Invoices are generated after delivery of the report for most orders or based on pre-arrangements. We accept Purchase Orders (preferred), checks, credit cards, or bank transfers. Reaction Biology's remit to address and payment details can be found on the invoice. Invoices are addressed to the name/address listed on the quotation. If your institution's billing address differs from the one on the quote, please advise prior to initiation of the work.

Payment terms are Net 30 days or by prior arrangement.

For questions regarding payment, please contact Reaction Biology or Ms. Kerri Edwards, at (412) 897-6864 and kerri@reactionbiology.com.

General Contacts:

For any additional questions or comments, please contact Reaction Biology at 610-722-0247 or via email at info@reactionbiology.com or sales@reactionbiology.com.

Thank you again for selecting Reaction Biology Corporation as your service provider!