



## **FAQ – Frequently Asked Questions**

Reaction Biology Corporation offers over 1000 assays as part of its service platform. This includes both biochemical and cell based assays. Reaction Biology also offers high quality proteins and customized assay development and protein production. On the website, by clicking the name of a product, it is possible to view PDFs that include general information about any product. For assays, the information sheet includes target information, assay conditions, substrate, and control inhibitor IC50 values. For proteins, the information sheet includes the target background, expression system, purity, activity, and storage conditions. Reaction Biology scientists also research other targets and projects that are not shown on the website. Please feel free to inquire about assays and proteins not shown on our website, as this may be a product in development or a product that Reaction Biology Corporation can develop for you.

To place an order, please contact us by phone (877-347-2368) or via email ([sales@reactionbiology.com](mailto:sales@reactionbiology.com)) or via the internet at ([www.reactionbiology.com](http://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 deliver the product after receiving a PO number or other related billing info. Domestic orders will be delivered from Monday to Thursday for overnight delivery, and international orders will be delivered on Monday and Tuesday, or by customer requirement.

#### **For screening and profiling services:**

- Please provide a PO number for the quotation, or return a copy of the signed quote.
- Kindly fill the Reaction Biology standard compound shipment condition form with detailed compound info and preferred assay conditions.
- Please send back an electronic copy of Reaction Biology's standard compound shipment condition form and include a hard copy in the compound shipment package. Reaction Biology scientists will performed the tests ONLY based on the assay conditions described in this form.

## Compound preparation

Please choose one of the following two options:

1. Option 1: Reaction Biology's preference is to receive your compounds in DMSO stock. For smaller panels (under 50 targets) we require 20 ul of 10 mM DMSO stock. For larger panels we require 50 ul to 100 ul, 10 mM DMSO stock. For DMSO stock, shipment and delivery in dry ice is preferred for compound stability.
2. Option 2: We also take powder form (0.5 mg to 3 mg should be enough for most profiling requests), and in power form compounds can be delivered in room temperature. We do not weigh customer compounds. We need the following information:
  - a) Exact molecular weight of each compound.
  - b) Exact weight of each compound.
  - c) The vessel containing the powder should be large enough to re-suspend the powder to 10 mM.
  - d) For larger number of compounds delivered in powder form, a processing fee may be applied.
3. If you do not have compound stock in either of these conditions please consult with us so we can discuss alternatives.

## Compound Delivery

Reaction Biology accepts delivery during business hours (Monday – Friday, 830am- 530pm).

**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. This will speed the passage of the parcel through US customs. For the "return to" line, please put in your address so that if the package has to be sent back it will come back to you. The AWB # is the Airway Bill #. 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. We accept packages from any international delivery company, such as FedEx, World Carrier and DHL International etc. However, we do not recommend TNT because TNT has a higher rate of delaying package delivery.

The address for compound shipments is as follows:

Receiving  
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 every assay on every order, Reaction Biology will test three types of controls to make sure the assay is consistent from batch to batch. The DMSO only reactions are used as full activity control. The EDTA only reactions are used as the full no activity control. In addition, Reaction Biology also adds one standard control compound's 10-dose IC50 assay for every target in every assay, including the single dose duplicate order. All control results are included in your report.

**Data Delivery**

We will deliver the data via email within 2 weeks (10 business days) for most orders or 3 weeks (15 business days) for larger studies (>200 targets) after receiving the compound delivery. Expedited scheduling and data delivery can be arranged prior to commencement of the studies.

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

Assay conditions, target and substrate information are available on requested and 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), check, credit card and bank transfer. Payment address and details are found on the invoice. Invoices are addressed to the name/address listed on the quotation. If billing address differs from the one on the quote, please advise prior to commencement 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@launchcyte.com](mailto:kerri@launchcyte.com).

**General Contacts:**

Any additional question for assay conditions, please contact reaction biology at 610-722-0247 or via email at [info@reactionbiology.com](mailto:info@reactionbiology.com) or [sales@reactionbiology.com](mailto:sales@reactionbiology.com).

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