Credit Accounts

Manage your Credit Accounts on our Webshop

Dear Customers,
We are excited to introduce our new Credit Account system in the Microsynth webshop. This will make your ordering process even more flexible, transparent, and efficient. Below you'll find the key benefits and a step-by-step guide to using the Credit Accounts on our webshop.

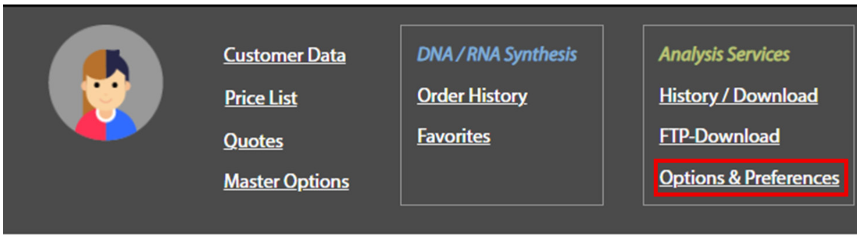
Key Benefits

- **Flexible Budget Management**: Create multiple credit accounts for different projects, applications, or teams and limit each credit account to specific service categories for better cost allocation.
- **Easy Funding**: Add funds conveniently via invoice. Your credit becomes available as soon as payment is received.
- **Seamless Checkout**: Pay for orders directly with one or more credit accounts. Any remaining amount is automatically invoiced.
- **Full Transparency**: Track balances, review transaction history, and download account statements at any time.
- **Simple Account Control**: Temporarily deactivate or reactivate accounts as projects start or finish.

How Credit Accounts Work in the Webshop

1. Login and Navigation

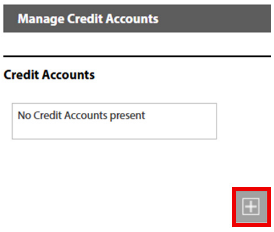
- Log in to the webshop https://shop.microsynth.com/
- Go to **"Options & Preferences"** under Analysis Services and select **"Manage Credit Accounts"**

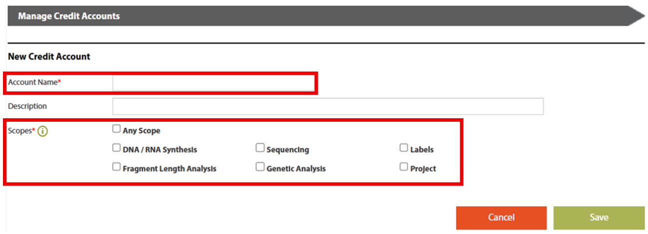


Microsynth AG, Switzerland
Schützenstrasse 15 · P.O. Box · CH-9436 Balgach · Phone +41 71 722 83 33 · info@microsynth.ch · www.microsynth.com

2. Create a Credit Account

- Create a new credit account by clicking on the + symbol
- Name your Credit Account (e.g. "Oligo") and define the Scope(s)





Understanding Scopes
Scopes define which Microsynth services can be paid using a specific credit account. By selecting the right scope(s), you ensure that each account is used only for the intended service types or projects.

Available scopes and what they cover:

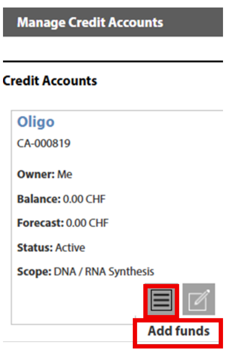
- **DNA/RNA Synthesis**: Includes all non-prepaid services related to Sanger Sequencing, Full PlasmidSeq, BacterialSeq, and Sequencing Primers from the Primer Management tool.
- **Sequencing**: Includes Sanger Sequencing, Full PlasmidSeq, BacterialSeq, and Sequencing Primers from the Primer Management tool.
- **Labels**: Includes all prepaid services related to Sanger sequencing, Full PlasmidSeq, and Mycoplasma Testing.
- **Genetic Analysis**: Covers Illumina and ONT sequencing, non prepaid Mycoplasma Testing, and PCR-based assays.
- **Fragment Length Analysis**: Applies exclusively to FLA services.
- **Project**: For customized or special project workflows that do not fit into the standard service categories above.

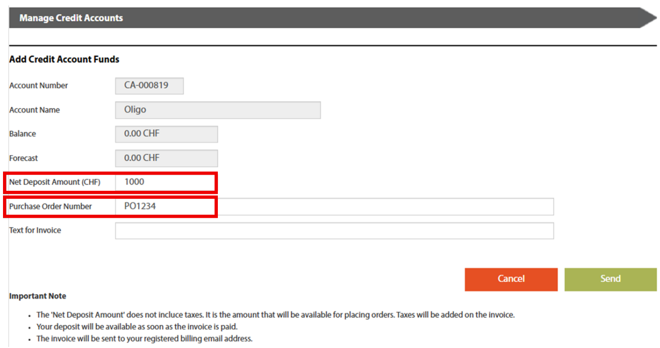
Important Note:

- A credit account can only be selected as a payment method for products or services that display a price in our webshop.
- For services that do not display a price and hence require a prior quote (e.g., Illumina & ONT sequencing), please inform your sales manager which credit account should be used. This ensures that all relevant parameters are correctly included in the quote.

3. Add Funds

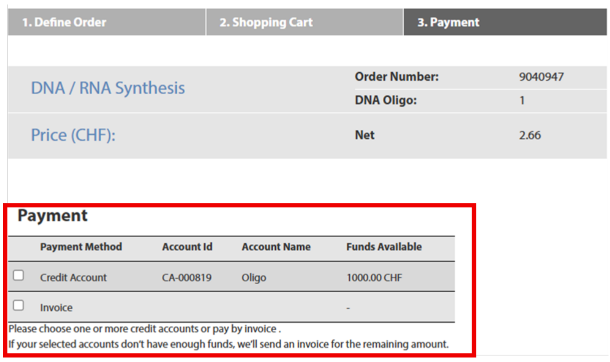
- Click **"Add funds"**, enter the desired Net Deposit Amount, and your Purchase Order Number
- Click **"Send"** and the invoice will be sent automatically to your billing address
- Once payment is received, the credit account is immediately available





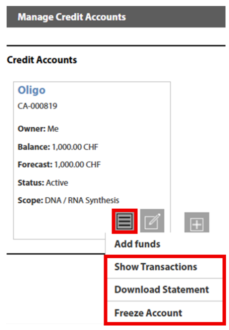
4. Place an Order

- Add your desired products to the cart
- At checkout, select the appropriate credit account. If the credit is insufficient, the remaining amount will be invoiced automatically
- **Note**: You will only see credit accounts that match the scope of your order.



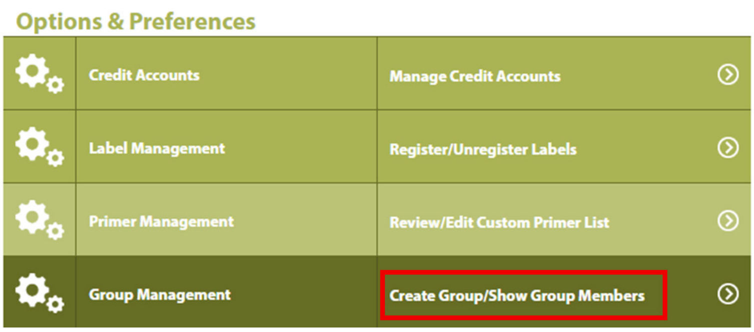
5. Transactions, Account Statements and Freeze Account

- View all transactions and download account statements at any time by clicking on **"Show Transactions"** or **"Download Statement"**
- Accounts can be deactivated or reactivated as needed by clicking on **"Freeze Account"**



6. Sharing Accounts

- Go to **"Options & Preferences"** under Analysis Services and select **"Create Group/Show Group Members"**
- Create a new group and invite members to your group. Please note, **only the Administrator can invite members.**

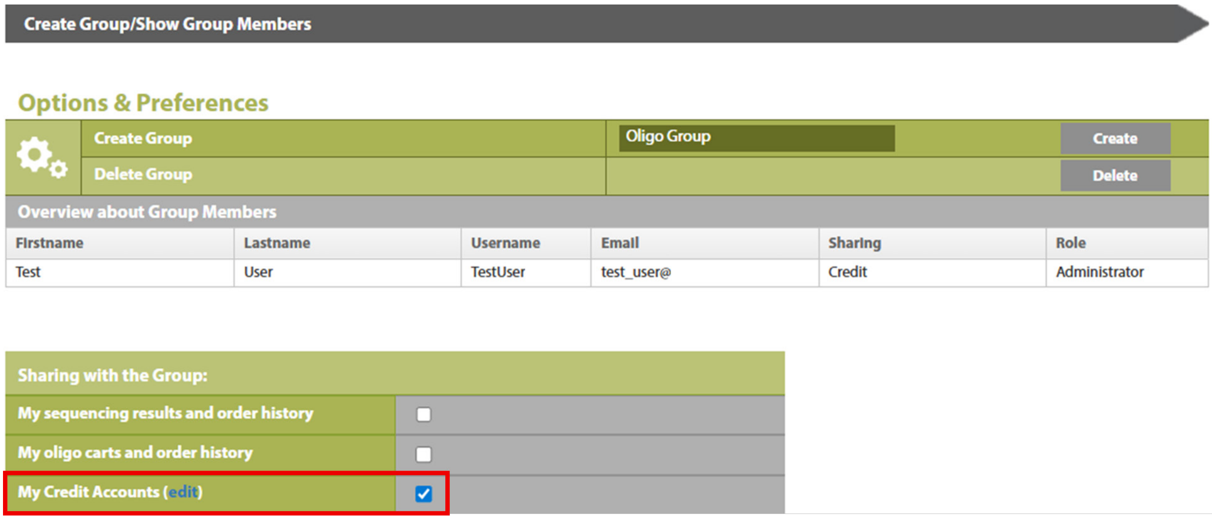


Group Management

If you would like to share specific sequencing primers and sequencing results with members of your group/institute, our "Group Management" tool allows you to create a group and define the associated group members.
Only the group member who placed the sequencing order will be informed about the sequencing results.

- Share your credit accounts with team members by ticking the checkbox **"My Credit Accounts".**
- **Note: All** your credit accounts will be shared with the group members — it is currently not possible to select only specific accounts.
- Credit accounts created before December 1, 2025 will remain available to all contacts associated with the customer.

Microsynth



We wish you much success and satisfaction with the new system. Try it out and experience how easy and efficient ordering with Microsynth has become.

Best regards,
Your Microsynth Team

Need More Information?

Microsynth AG / Austria GmbH
Schützenstrasse 15
9436 Balgach
Switzerland
Phone: +41 71 722 83 33
Email: info@microsynth.ch

Microsynth Seqlab GmbH
Maschmühlenweg 36
37081 Göttingen
Germany
Phone: +49 551 370 00 10
Email: info@microsynth.seqlab.de

Microsynth France SAS
170 Av. Gabriel Péri
69120 Vaulx-en-Velin
France
Phone: +33 4 37 45 02 96
Email: info@microsynth.fr