

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.

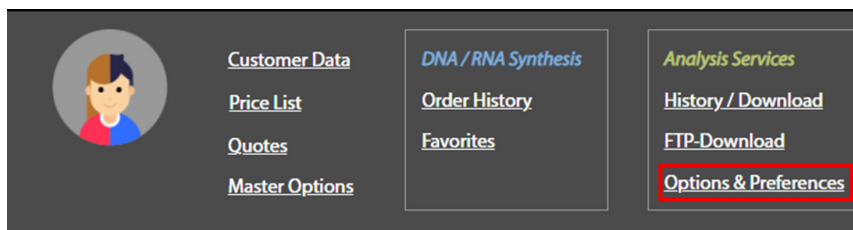
Key Benefits

- **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"**



Options & Preferences



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)

The screenshot shows the 'Manage Credit Accounts' page. On the left, there's a 'Credit Accounts' section with a 'No Credit Accounts present' message and a red box around a '+' icon. On the right, the 'New Credit Account' form is displayed. The 'Account Name' field is highlighted with a red box. Below it, the 'Scopes' section is highlighted with a red box, containing checkboxes for 'Any Scope', 'DNA / RNA Synthesis', 'Sequencing', 'Labels', 'Fragment Length Analysis', 'Genetic Analysis', and 'Project'. The 'Description' field is empty. At the bottom right, there are 'Cancel' and 'Save' buttons.

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

The screenshot shows the 'Manage Credit Accounts' page. On the left, there's a 'Credit Accounts' section with a list of accounts. The 'Oligo' account is selected, showing details like 'CA-000819', 'Owner: Me', 'Balance: 0.00 CHF', 'Forecast: 0.00 CHF', 'Status: Active', and 'Scope: DNA / RNA Synthesis'. A red box highlights the 'Add funds' button. On the right, the 'Add Credit Account Funds' form is displayed. The 'Net Deposit Amount (CHF)' field is highlighted with a red box. The 'Purchase Order Number' field is also highlighted with a red box. At the bottom right, there are 'Cancel' and 'Send' buttons.

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.

1. Define Order	2. Shopping Cart	3. Payment
DNA / RNA Synthesis		Order Number: 9040947
Price (CHF):		DNA Oligo: 1
		Net: 2.66

Payment			
Payment Method	Account Id	Account Name	Funds Available
<input type="checkbox"/> Credit Account	CA-000819	Oligo	1000.00 CHF
<input type="checkbox"/> Invoice			-

Please choose one or more credit accounts or pay by invoice.
If your selected accounts don't have enough funds, we'll send an invoice for the remaining amount.

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"**

Manage Credit Accounts	
Credit Accounts	
<p>Oligo</p> <p>CA-000819</p> <p>Owner: Me</p> <p>Balance: 1,000.00 CHF</p> <p>Forecast: 1,000.00 CHF</p> <p>Status: Active</p> <p>Scope: DNA / RNA Synthesis</p>	
<p>Add funds</p> <p>Show Transactions</p> <p>Download Statement</p> <p>Freeze Account</p>	

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.**

Options & Preferences

	Credit Accounts	Manage Credit Accounts	
	Label Management	Register/Unregister Labels	
	Primer Management	Review/Edit Custom Primer List	
	Group Management	Create Group/Show Group 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.

Create Group/Show Group Members

Options & Preferences

	Create Group	Oligo Group		Create	
	Delete Group			Delete	
Overview about Group Members					
Firstname	Lastname	Username	Email	Sharing	Role
Test	User	TestUser	test_user@	Credit	Administrator

Sharing with the Group:

My sequencing results and order history	<input type="checkbox"/>
My oligo carts and order history	<input type="checkbox"/>
My Credit Accounts (edit)	<input checked="" type="checkbox"/>

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

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