

Welcome to the IDT Web Site!

Thank you for choosing Integrated DNA Technologies to place your order! This Quick Start Guide is designed to highlight the basic steps for ordering Oligos and other products and services that are available from the IDT catalog.

IDT's main Order page displays the products and services we offer grouped according to type. You can easily order DNA/RNA oligos and related products from IDT in a variety of ways. Our order screens allow you to add modifications, mixed bases and other services to your order. We also provide an option for you to create a Wish List for future orders and store it until you are ready to use it. For more information on IDT Catalog Products and Services, log onto IDT's web site, then select the product heading you want and proceed directly to the order page for that product.

Getting Started and Selecting a Product

- 1 Open IDT's web site at: www.idtdna.com, enter your **Login ID** and **Password**, then click **GO**.
- 2 On the **Order** page, select the type of product you want to order from one of the three main categories:

Expedited Services	SameDay Oligo Service; Rapid HPLC Service; Express Dual Labeled Probes; HOT Plates
Quick Select	Standard DNA Oligos or Standard RNA Oligos ordered either One at a Time, Ten to a Page or through an Excel Paste option.
IDT Catalog Products and Services	Detailed options for ordering products and services offered in IDT's catalog.

- 3 To proceed with your order for DNA or RNA oligos, click the **Order** button.

- OR -

To order from IDT's Catalog Products and Services, click directly on the **Catalog Product Name**.

Ordering DNA and RNA Oligos and Products

IDT offers four different methods to choose from when ordering DNA and RNA oligos and many of our products. When entering orders for DNA or RNA oligos, select one of the following methods:

- a Single Entry Order
- b Multiple Entry Order
- c Excel or Text Paste Entry Order
- d Duplex Entry Order

Note For more information on placing multiple orders or using the Excel or Test Paste Entry methods, refer to the section at the end of this guide titled: **Basic Guidelines for Typing or Pasting Excel or Text Orders**.

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Placing Single Entry Orders for DNA or RNA Oligos

- 1 To place a single order, on the main **Order** screen, under **Quick-Select**, select **Standard DNA (or Standard RNA) Oligos, One at a time**, then click **Order**.

- OR -

Under **IDT Catalog Products and Services**, select **DNA (RNA) Oligos and Products**, then on the **Order Form Selection** screen, click **Single Entry**.

- 2 On the **Order Oligos** screen under **Scale**, select the desired scale from the list.
The Analytical and/or Preparative services and pricing for the selected scale appear on the **Services** tab. If you want additional services, select from the available options.
- 3 Under **Purification**, select a purification type from the list.

Note Only purifications available for scale or product type appear in the drop-down list.

- 4 In the **Sequence Name** box, enter a unique name for your sequence.
This name will appear on the product label.
- 5 Use the following guidelines for entering your sequence in the **5'/3'** box:
 - **DNA bases**: type the base in **uppercase** (Ex: **A, C, T, G**)
 - **2'-O-Methyl DNA bases**: type the base preceded by a lower-case "m" (e.g. **mA, mC, mG, mU**)
 - **Phosphorothioated DNA bases**: type the base followed by an "*" (e.g. **A*, C*, G*, T***)
 - **LNA bases**: type the base preceded by a plus "+" (e.g. **+A, +C, +G, +T**)The total number of bases in your sequence appears after **# Bases**. This number automatically updates as you enter your sequence in the 5'/3' box.
- 6 If you want modifications, click the corresponding **modification** tab (e.g. **5' MODS** or **3' MODS**), then select the desired mods.

Note Because of browser limitations, **Internal MODS** should be entered as the sequence is entered.

- 7 If you want Mixed Bases, click the **Mixed Bases** tab, then follow the instructions for **Standard Mixed Base** orders or **Custom Mixed Base** orders.
 - a For a **Standard Mixed Base**, click the corresponding **IUB** symbol for the base you want.
The symbol appears in the box with your sequence, as shown in the following example:

<u>IUB Symbol</u>	<u>Corresponding Mix</u>
R	A,G
Y	C,T
M	A,C
K	G,T
S	C,G
W	A,T
H	A,C,T

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IUB Symbol Corresponding Mix

B	C,G,T
V	A,C,G
D	A,G,T
N	A,C,G,T

- b** To enter a **Custom Mixed Base**, under **Custom Mixed Base Instructions**, enter the **percentage** (in integers only) for each base in the corresponding box. The numbers entered must total 99% or 100%. Use the following examples in the chart below as guidelines:

<u>Custom Mixed Base Examples</u>	<u>%A</u>	<u>%C</u>	<u>%G</u>	<u>%T</u>
For equal molar representation, enter the following percentages:	25	25	25	25
For a biased nucleotide composition oligo, with a mix of 90% of A and the remaining 10% a mix of the other three bases (C, G, T), enter the following percentages:	90	03	03	03

- 8** If applicable, type any notes related to the sequence in the **Notes** box.
- 9** When you are finished entering your order, click **Add to Order** or **Add to Wish List**.
- 10** To review your order, click **View Cart**.
The **Shopping Cart** shows all entries you have made for the current session.
- 11** Click **Continue Shopping** to add more items to your order.
- 12** To delete your entire order, click **Delete Entire Order**.
- 13** If you are ready to complete your order, click **Checkout**.

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Placing Multiple Entry Orders for DNA or RNA Oligos

- 1 There are two methods you can use when placing orders for multiple oligos.
 - a For a quick entry method of ordering using a format of ten orders per page, on the main **Order** screen, under **Quick-Select**, select **Standard DNA (or Standard RNA) Oligos, Ten to a Page**, then click **Order**. The **Order Oligos** screen appears with entry areas for ten items.

At this point, if you want to change the entry form to a specific number of items, simply type the total number of entries you want in the **Change Form: Expand to this many items box**, then click **OK**. The form will change to allow the number of entries you have specified.

- OR -
 - b On the main **Order** screen, under **IDT Catalog Products and Services**, select **DNA (RNA) Oligos and Products** and then on the **Order Form Selection** screen, click **Multiple Entry**. The **Order Oligos** screen appears and automatically defaults to ten entries per page.

At this point, if you want to change the entry form to a specific number of items, simply type the total number of entries you want in the **Change Form: Expand to this many items box**, then click **OK**. The form will change to allow the number of entries you have specified.

When using either method, be sure to enter the following information for each individual item:

- 2 Under **Scale**, select the desired scale from the list.

The Analytical and/or Preparative services and pricing for the selected scale appear on the **Services** tab. If you want additional services, select from the available options.
- 3 Under **Purification**, select a purification type from the list.

Note Only purifications available for scale or product type appear in the drop-down list.

- 4 In the **Sequence Name** box, enter a unique name for your sequence. Each item in an order must have a unique name. This name will appear on the product label.
- 5 Use the following guidelines for entering your sequence in the **5'/3'** box:
 - **DNA bases**: type the base in **uppercase** (Ex: **A, C, T, G**)
 - **2'-O-Methyl DNA bases**: type the base preceded by a lower-case "m" (e.g. **mA, mC, mG, mU**)
 - **Phosphorothioated DNA bases**: type the base followed by an "*" (e.g. **A*, C*, G*, T***)
 - **LNA bases**: type the base preceded by a plus "+" (e.g. **+A, +C, +G, +T**)

The total number of bases in your sequence appears after **# Bases**. This number automatically updates as you enter your sequence in the **5'/3'** box.
- 6 If you want modifications, click the corresponding **modification** tab (e.g. **5' MODS** or **3' MODS**), then select the desired mods.

Note Because of browser limitations, **Internal MODS** should be entered as the sequence is entered.

- 7 If you want Mixed Bases, click the **Mixed Bases** tab, then follow the instructions for **Standard Mixed Base** orders or **Custom Mixed Base** orders.
 - a For a **Standard Mixed Base**, click the corresponding **IUB** symbol for the base you want.

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The symbol appears in the box with your sequence, as shown in the following example:

<u>IUB Symbol</u>	<u>Corresponding Mix</u>
R	A,G
Y	C,T
M	A,C
K	G,T
S	C,G
W	A,T
H	A,C,T
B	C,G,T
V	A,C,G
D	A,G,T
N	A,C,G,T

- b** To enter a **Custom Mixed Base**, under **Custom Mixed Base Instructions**, enter the **percentage** (in integers only) for each base in the corresponding box. The numbers entered must total 99% or 100%. Use the following examples in the chart below as guidelines:

<u>Custom Mixed Base Examples</u>	<u>%A</u>	<u>%C</u>	<u>%G</u>	<u>%T</u>
For equal molar representation, enter the following percentages:	25	25	25	25
For a biased nucleotide composition oligo, such as 90% of A and 10% a mix of the other three bases (C, G, T), enter the following percentages:	90	03	03	03

- 8** If applicable, type any notes related to each sequence in the **Notes** box.
- 9** Continue entering your remaining orders in the same format. When you have finished entering your total order, click **Add to Order** or **Add to Wish List**.
- 10** To review your order, click **View Cart**.
The **Shopping Cart** shows all entries you have made for the current session.
- 11** Click **Continue Shopping** to add more items to your order.
- 12** To delete your entire order, click **Delete Entire Order**.
- 13** If you are ready to complete your order, click **Checkout**.

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Placing Excel or Text Paste Entry Orders for DNA and RNA Oligos

You can use the Excel spreadsheet template provided by IDT, or a text editor (Notepad), or type your order directly into the web order form.

Note Do not use a word processing application (such as Word) to create the text for your order. Such applications contain hidden characters and formatting that will cause the order to fail.

- 1 To paste or enter orders using Excel, on the main **Order** screen, under **Quick-Select**, select **Standard DNA (or Standard RNA) Oligos**, **Paste for Excel**, then click **Order**.
- OR -
Under **IDT Catalog Products and Services**, select **DNA (RNA) Oligos and Products**, then on the **Order Form Selection** screen, click **Excel or Text Paste Entry**.
- 2 In the **Format** box, select the format that best matches your order. The format must match the method you use to enter your order. Choose from one of the following formats:
 - Excel (tab delimited)
 - name<tab>sequence<tab>notes
 - name;sequence;notes
 - name,sequence,notes
 - Vector NTI format (Customer specific - Contact IDT)
- 3 In the **Scale** box, select the appropriate scale from the list.
- 4 In the **Purification** box, select from the list of available purification types.

Note Only purifications available for scale or product type appear in the drop-down list.

- 5 Before entering your information in the **Text** box area, be sure to follow these simple guidelines:
 - Be sure your order matches the **Format** you selected.
 - If you are typing your order, be sure to press **Enter** after each line item.
 - If you paste your order from Notes, be sure you **do not** use **delimiters**.
- 6 In the **Text** box area provided, use one of the following methods to enter your order information in the **Format** you have selected:
 - a **Copy and Paste** multiple sequences from **Excel**.
 - b **Copy and Paste** from a **text editor** such as Notepad.
 - c **Type** directly into the **text box** provided by IDT on the ordering page.
- 7 When you are finished entering your order, click **Add to Order** or **Add to Wish List**.
- 8 To review your order, click **View Cart**.
The **Shopping Cart** shows all entries you have made for the current session.
- 9 Click **Continue Shopping** to add more items to your order.
- 10 To delete your entire order, click **Delete Entire Order**.
- 11 If you are ready to complete your order, click **Checkout**.

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Placing Duplex Entry Orders for DNA and RNA Oligos

Using the Duplex entry option, you can enter a single duplex order. You can also convert your sequence selections to RNA and create compliments.

Note IDT only duplexes oligos that have at least 75% complementarity.

- 1 Under **IDT Catalog Products and Services**, select **DNA (RNA) Oligos and Products**, then on the **Order Form Selection** screen, click **Duplex Entry**.
- 2 In the **Scale** box, select the appropriate scale from the list.
- 3 In the **Purification** box, select the purification type you want from the list (prices are included for reference).
- 4 In the **Duplex Name** box, type a name for the duplex you want to order.
The name will appear on the product label.
- 5 In each of the **Sequence** boxes, enter a unique name for each sequence.
- 6 Enter your sequences in the following manner:
 - **DNA bases**: type the base in **uppercase** (Ex: **A, C, T, G**)
 - **RNA bases**: type the base preceded by a lower case "r" (e.g. **rA, rC, rG, rU**).
 - **2'-O-Methyl RNA bases**: type the base preceded by a lower-case "m" (e.g. **mA, mC, mG, mU**)
 - **Phosphorothioated DNA bases**: type the base followed by an " * " (e.g. **A*, C*, G*, T***)
 - **Phosphorothioated RNA bases**: type the base preceded by a lower-case "r" and followed by an " * " (e.g. **rA*, rC*, rG*, rU***)
 - **Phosphorothioated 2'-O-Methyl RNA bases**: type the base preceded by a lower case "m" and followed by an " * " (e.g. **mA*, mC*, mG*, mU***)
- 7 If applicable, type any notes related to the sequence in the **Notes** box.
- 8 When you are finished entering your sequences, the Shopping Cart appears with a summary of your order.

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Viewing the Shopping Cart

The Shopping Cart contains details about the IDT products and services that you ordered. You can view detailed or summary information, edit your order, delete items, use the IDT SciTools OligoAnalyzer™ or move your order to a Wish List.

- 1 Click **View Cart** to open the Shopping Cart.
- 2 Select any of the following options for additional details on items in your order:

Expand/Collapse All	View details of your order or a one line summary of each item.
Edit	Return to the order form to make modifications to your order.
Delete	Allows you to delete items from your order. All deletions are confirmed before they are removed from the Shopping Cart.
Analyze	Opens the SciTools Oligo Analyzer tool to give you an in-depth report on your product selection.
Add Complement	Adds a compliment of the selected oligo to your order. Any modifications on the original oligo are not transferred to the compliment.
Move to Wish List	Places the selected item in a Wish List so you can add it to a future order.
Related Products	Includes suggestions for other IDT products that complement your selections.

- 3 The Shopping Cart totals your order including taxes, if applicable.
- 4 When your order is complete, click **Finish Order** or **Checkout**.
- 5 To save your order for another time, click **Save Order**, then enter a **name** you want to save the order as and click **Save To Wish List**.

Selecting **Save to Wish List** will move your order to the **Wish List** until you want to add it back to your cart. You can access your **Wish List** at any time by selecting the **Wish List button**.

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Confirming and Finishing Your Oligo Order

After you have reviewed the orders in your Shopping Cart, you will be able to confirm your shipping and billing address before proceeding to the Finish Order page.

- 1 To complete your order, on the **Shopping Cart** page, click **Finish Order** or **Checkout**.
- 2 On the **Confirm Shipping and Billing Addresses** page, review your information. You can change your shipping or billing address at this time if necessary. When you are finished reviewing and making changes, click **Continue**.

Note If you need to make a major change in your account information, contact IDT Customer Service first to ensure that your previous orders and information can be linked to the current changes.

- 3 On the **Finish Order Page**, under **Select a Payment Type**, select one of the available payment types.
- 4 Under **Coupon and Discounts**, enter the **Quote** number for any coupon or discount you have.
- 5 Under **Payment Information**, enter the corresponding account numbers for your selected payment type.
- 6 In the **Notes** box, enter any special payment instructions or notes.
- 7 If you do not want your PO or credit card information maintained by IDT for future orders, be sure to check the **Do Not Retain Payment Information** box.
- 8 Click **Confirm Order** to complete the order process and view your order confirmation.

A confirmation summary of your order appears. You can print this copy for your records, then return to the order pages, the IDT Home Page or log out of your IDT account.

Making Changes to Your Order Confirmation

- 1 If you need to change your order after you have received confirmation from IDT, **Do Not Reply** to your confirmation email. For your changes to reach us, you must send your changes to **one** of the following email addresses:
 - a Email us at: custserv@idtdna.com <<mailto:custserv@idtdna.com>>

- OR -

 - b Email us at: techsupport@idtdna.com <<mailto:techsupport@idtdna.com>>

Note Emails sent to any addresses other than the two shown above may not reach us in a timely manner to ensure resolution.

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Basic Guidelines for Typing or Pasting Excel or Text Orders

These general guidelines are designed to help you place **Excel or Text orders** in the correct format.

- 1 Press **Enter** after each line item.
- 2 Avoid using **delimiters** in Notes. They interfere with the order and can cause it to be inaccurate.

Note A delimiter is used to separate items in a line and can be either a comma, a tab or a semicolon.

- 3 You can **add** items to your order in **three different ways**. Use only **ONE** of these methods:
 - a **Copy and Paste** multiple sequences from **Excel**.
 - b **Copy and Paste** from a **text editor** such as Notepad.
DO NOT use Microsoft Word or any other word processor, since word processors add hidden characters and hidden formatting that will cause the order to fail.
 - c **Type** directly into the **text box** provided by IDT on the ordering page.
- 4 The method of entry you use for your order must match the selection you choose in the **Format** box.
 - Excel (tab delimited)
 - name<tab>sequence<tab>notes
 - name;sequence;notes
 - name,sequence,notes
 - Vector NTI format (Customer specific - Contact IDT)

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