Fluent BioSciences

New Customer Welcome Packet

Welcome to Fluent!

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Introduction

Welcome to Fluent!

Dear Customer,

We want to welcome you to Fluent BioSciences as a new customer! We are happy to have you on board, and thank you for choosing us. We look forward to providing you a great single cell solution, and all the support you need along the way.

By now, you should have received a quote from our sales team. Please use this packet to guide you through the next steps.

If you have any questions or need more information, feel free to contact us via email at support@fluentbio.com.

To place your order, please use sales@fluentbio.com as the email address of choice.

We are always here to help!

Thank you,

The Fluent BioSciences Team

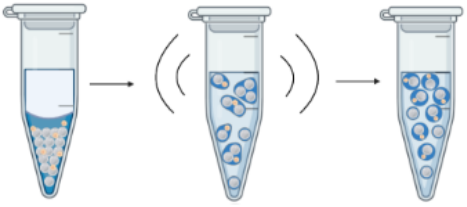
Fluent BioSciences
617-655-9666
150 Coolidge Ave
Watertown, MA 02472 USA

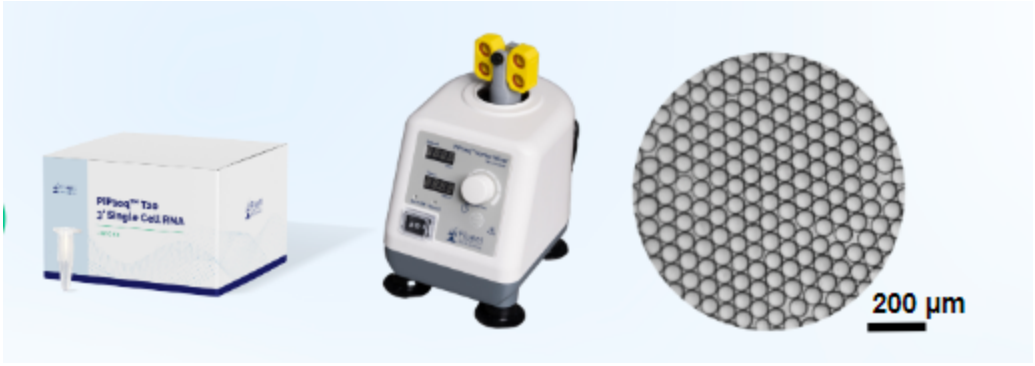
About Fluent

Launched in 2018, Fluent BioSciences, a life science tools company, was built on technology developed by co-founder Adam Abate's laboratory at the University of California, San Francisco (UCSF). Currently based out of Massachusetts, Fluent delivers single-cell technology to laboratories across the United States and abroad. Fluent's mission is to accelerate the understanding of biology and disease by eliminating barriers to single-cell analysis.

Our Technology

Our novel approach relies on Particle-Templated Instant Partitions (PIPs) to simultaneously segregate complex cell mixtures into partitions with barcoded template particles that can be easily processed for single cell applications such as single cell RNA sequencing (scRNA-Seq). This approach (PIPseq™) eliminates the need for complex, expensive instrumentation and microfluidic consumables.





Our Workflow

Our protocol can be completed in a convenient 2-day or 15 hour workflow, with various stopping points, to produce sequencing-ready libraries starting from single cell suspensions. During sample preparation, the cell suspension of interest is mixed with template particles and segregated into Particle-templated Instant Partitions (PIPs) by simple vortexing. The cells in PIPs are then lysed on a thermal device and the mRNA is captured by barcoded oligonucleotides incorporated with the template particles. cDNA is generated from the captured mRNA via reverse transcription and amplified to create a cDNA library for each individual cell. These are then processed into sequencing libraries using standard library preparation methods followed by next generation sequencing and then analyzed via Fluent PIPseeker software for data analysis.

Sales

Once You Receive A Quote

By now, you should have received a quote from our sales team! Your sales representative will notify you when the product is expected to ship and on next steps.

Next steps include:

1) Providing a Purchase Order (PO) and your tax exempt status/exemption certificate if applicable.
2) Please note that you also have the option of paying by credit card for your order. Request a prepayment link from sales@fluentbio.com and reference your Quote Number. Note that there is a 3% Service Charge when paying with a credit card.
3) Review the Planning Your Experiment section below.

You can contact our Sales team at sales@fluentbio.com for additional information, or to place additional orders.

What We Offer

	Cell Output (per rxn)	Reactions per Kit
PIPseq T2	Over 2,000	8
PIPseq T20	Over 20,000	4
PIPseq T100	Over 100,000	2
Nuclei Isolation Kit	User defined	4
Unique Dual Index (UDI)-96 Kit	User defined	96

Purchasing

Purchase Order and Other Information

1) Please provide Fluent with a Purchase Order.
    - This PO should include your Accounts Payable email, phone, and bill-to address.
    - Please send your PO to your sales representative, or to sales@fluentbio.com
2) If applicable, please provide your tax exempt status/exemption certificate to AR@fluentbio.com

Invoice and W9

Invoice

Your invoice will be created after your order ships. The invoice will be sent to your "Bill-to" contact that you provided on your Purchase Order.

W9

Here is a copy of our W9.

You can contact Fluent's Accounts Receivable team at AR@fluentbio.com with any questions, or for additional information.

Shipping

Materials

T2, T20 or T100 Full Kit

If you purchased a T2, T20, or T100 full kit, you will receive two separate cardboard box shipments. One cardboard box shipment (Figure 1) will contain the ambient(s), consumable(s), and 4C kit(s) in either a 11x9x9 or 15x15x7 shipping box. The second shipment (Figure 2) will contain dry ice with the -20C and -80C kit(s) in a 15x13x12 or 16x16x16 box, with box size depending on order amount (bulk

international shipments may arrive in a larger 21.25 x 15.5 x 15.5 box). One styrofoam container will contain dry ice and the -20 and -80C kit(s)

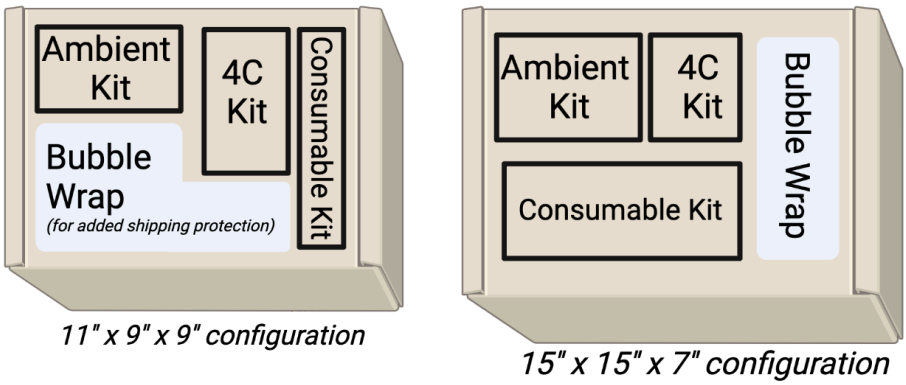


Figure 1: Standard configuration for ambient and consumable reagent shipment from a top down perspective- The 11x9x9 or 15x15x7 cardboard box with two smaller cardboard boxes inside (tan) and a clear bag containing the required consumables (do not discard). Please note the boxes are stacked on top of eachother and exact configurations may vary slightly,

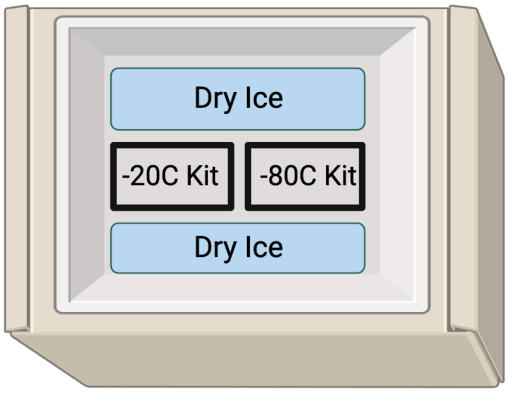


Figure 2: Standard configuration for -20C and -80C reagent kits from a top down perspective- The 15x13x12 or 16x16x16 cardboard box containing one styrofoam container (white). Please note the boxes are stacked on top of eachother and exact configurations may vary slightly.

Starter Equipment Kit

Your starter equipment kit will ship in a separate box (Figure 2).

The T2 full kit is the only starter equipment kit that comes with a platefuge. The T20 and T100 starter kits will be arranged largely the same but will not have a platefuge.

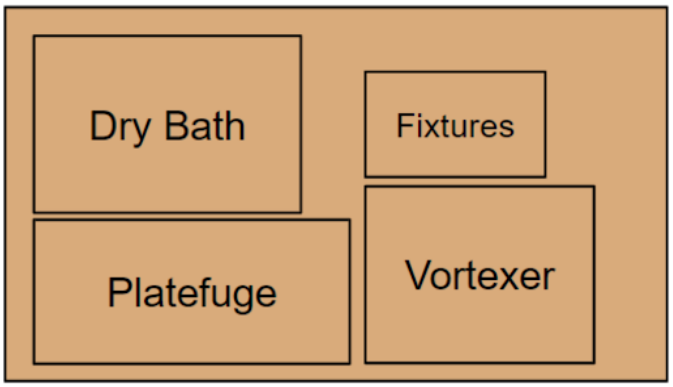


Figure 3: The T2 full starter equipment kit configuration from a top down perspective. Please note the boxes are stacked on top of eachother and exact configurations may vary slightly.

Nuclei Isolation, and Unique Dual Index Kit

If you ordered a Nuclei Isolation Kit it will be in the dry ice box. See Figure 2 above.

If you ordered a UDI Kit it will be in the dry ice box. See Figure 2 above.

Planning Your Experiment

Experimental Design

What Can You Do?

1) If you are new to single cell sequencing, review the literature for further information on sample preparation methods compatible with single cell sequencing for your sample type, single cell experimental designs that have been used for similar projects, and best practices for completing single cell sequencing studies.
2) Plan your experiment and check out our blog posts listed below to learn about performing a Pilot Study and optimizing your cell prep before going into PIPseq.
    a) Setting Up for Experimental Success: Exploring the Importance of Pilot Studies for scRNA-seq
    b) Common Mistakes in Cell Prep for Single Cell Sequencing
3) Download and review the compatible user guides applicable to your purchase. If you are a previous customer that still has v4.0PLUS kits remaining, be sure to select page "2" or "3" at the bottom of the page to find the appropriate user guides. Do not use the 'Use Guide Archive' arrow at the bottom of the page, which is for the obsolete v3.0 or v4.0 user guides to use with those older kits.

4) Please verify that you have received all of the materials shipped to you as outlined in the "PIPseq Platform Overview" section of the user guide, and that they are stored at the proper temperatures.
5) Please verify that you have all the necessary third party equipment and materials as outlined in the "Reagent, Equipment, and Consumable Requirements" section of the user guide.

Bioinformatics Analysis

PIPseeker

The sequencing data can be processed through Fluent's PIPseeker software, a comprehensive analysis solution that provides users with detailed metrics, gene expression profiles, basic cell quality and clustering indicators.

- You can download PIPseeker, the PIPseeker User Guide, and the tutorial on how to get started with PIPseeker here
- Here is a link to recent datasets using PIPseeker

Disclaimer: We ask that you perform your own sequencing analysis, and reach out with any questions or concerns. We recommend working with Latchbio if you need a cloud-based analysis option due to limited computing resources. Please contact the support team for further information.

For all Bioinformatics-related questions, please reach out to support@fluentbio.com

Resources

Links

- Website: https://www.fluentbio.com/
- User Guides: https://www.fluentbio.com/resource-category/user-guides/
- PIPseeker Download: https://www.fluentbio.com/resources/pipseeker-downloads/
- Blogs: https://www.fluentbio.com/blog/

Emails

- General: info@fluentbio.com
- Field Application Scientists + General Support:: support@fluentbio.com
- SDS Sheets for Fluent Products: safety@fluentbio.com

- Accounts Receivable Team: AR@fluentbio.com
- Sales Team and all Purchase Orders: sales@fluentbio.com

Legal Notices

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