Gene Expression Center
University of Wisconsin-Madison Biotechnology Center

10X Genomics scRNA-Seq Service Policy

We require a minimum 24-hour notice for cancellation of a scheduled submission as we are full cost recovery core and staff have blocked four hours on their calendar for the processing of samples related to the service requested. A service charge of $300 will be incurred for notifications less than 24 hours.

When scheduling a submission, you must pick a specific time (e.g. 1PM) for when you will drop off samples. Submissions that arrive more than 15 minutes after their scheduled appointment will be charged for GEC staff time in 15-minute increments at a rate of $150/hour.

We highly recommend "mock measurements" using our automated cell counter to evaluate test samples before your real submission to ensure maximum sample prep quality is achieved. This will also help determine the amount of time necessary for prep and travel time to the UWBC.

If cells are to be sorted, it is the client's responsibility to schedule sorting with UWCCC Flow Core and confirm with the GEC the date/time asap to ensure availability.

Every effort will be made to provide a successful and satisfactory experience but unfortunately, we cannot guarantee the results. Within reason, we will do our best to assist with troubleshooting if needed on a per project basis at the discretion of the core director.

Guidelines

- Do not leave cell/nuclei suspensions or fixed samples on the table outside room 2340. If no one meets you at the door, our staff offices are located down the hall in rooms 2322, 2320, and 2264.
- Bring fresh cells over on ice along with an aliquot of extra cell suspension buffer in case dilutions are necessary.
- Fixed samples for the Flex assay should be transported or shipped on dry ice.
- Minimum recommended concentration is 300 cells/µL (700-1200 cells/µL preferred). If possible, we ask for 100,000 cells per sample (or 150,000 to 200,000 sorted, if sorting first). If you anticipate being able to provide us with 50,000 cells or fewer, please contact us to discuss.
- The recommended cell suspension buffer is 1x PBS (Ca^{++}/Mg^{++}-free) + w/v 0.04% BSA (non-acetylated) + (up to) 1U/µl RNase Inhibitor (optional for cells; required for nuclei. Sigma Aldrich Protector RNase inhibitor PN-3335399001 recommended). Up to 2% BSA can be used if cellular aggregation is a concern. Many types of cell culture media with up to 10% FBS are also supported; for more information on alternate buffers, please see the 10X Genomics Cell Preparation Handbook. **Cell suspension buffers should be free of EDTA, DNase/RNase, and surfactants as these can interfere with GEM formation and/or the immediate reverse transcription**.