



Dear EUCOMM User,

Thank you for your interest in EUCOMM Material.

This document is designed to answer the **most frequent questions** in regard to the EUCOMM Material Transfer Process. It provides information in addition to those already included in the EUCOMM product ordering form. As you could possibly imagine we have to deal with a huge demand of material transfer requests and therefore like to initially answer the questions you might have by this document. In case your question is not answered, please do not hesitate to contact us. Please start the subject line with second response and address your questions in regard to the filling process to material-transfer@helmholtz-muenchen.de.

To request material from EUCOMM, **please fill the order form** which you **can download from** the EuMMCR (European Mouse Mutant Cell Repository) webpage <http://www.eummc.org/order.php> Please make sure to **use the latest version** at the time you place your order. The website always holds the latest form, which does also contain the latest prices.

You need **Acrobat Reader 8.1.2 or higher** to fill the form. The latest English version of Acrobat Reader can be downloaded from the following web site: <http://www.adobe.com/products/acrobat/readstep2.html>.

Many parts of the form are self calculating. The price structure for the handling fee of EUCOMM-material is also incorporated into the form. The form will calculate the **fee** which is to be paid **prior** to receiving the material. Please do not transfer any amounts or cheques but **wait for the invoice** which will be provided to you upon proper receipt of your order.

A. Filling instructions:

1. Please **fill all required fields**.
2. **Email the form's data** to us by **clicking** on the **[send by Email]** button. Using the email program installed on your computer the data will be mailed to material-transfer@helmholtz-muenchen.de for processing.
(If you encounter **problems sending** the email, please save the form on your PC and send the pdf-file containing your digital data to material-transfer@helmholtz-muenchen.de)
3. You will find the **corresponding MTA** for your material request on page 3 to 4. It is filled with the data you have already provided in the form.

Please **print two copies, have both copies executed by your authorized official and mail them** to the address mentioned below for countersignature. (If you have not emailed the order data already, please do so upon execution of the MTA, see step 2) we need this data for processing your order.

Helmholtz Zentrum München
German Research Center for Environmental Health (GmbH)
Legal & Technology Transfer Department
Ingolstädter Landstraße 1
85764 Neuherberg
Germany

4. Please understand that we have to deal with a vast amount of requests. Therefore we **can not acknowledge the receipt** of every request. We will come back to you in due course. **Please refrain from** any request regarding the status of your order **within 14 days after** your order has been placed and we have received two copies of the MTA. This will speed up the procedure for everyone. Please also note that we can provide the material to the scientific community **only to the extent it is available**. You surely will understand that preparation of your individual request will usually take 4 to 6 weeks upon proper receipt of your order.

B. Further proceedings: MTA / payment / release of Material

1. The European Mouse Mutant Cell Repository is a resource which shall be available to every scientist under the conditions of the EUCOMM MTA. The EUCOMM ES cells and vectors **are not an "of the shelf service"**. Upon your order we thaw the ES cells you have ordered, we expand and re-freeze several aliquots of them in order to be able to ship one of those aliquots to you and maintain the resource. This may take 4 to 6 weeks, upon huge demands there **may be a waiting list** until your material will be prepared. Due to a current personal shortage vectors may take more time to prepare, we ask you to be patient with us. We will try to provide you in due course with an estimate on the vector production time.
2. The EUCOMM MTA is **not** up for negotiation.
3. Upon **receipt of two duly executed MTAs** we will countersign the MTAs and **return one copy** together with the **corresponding invoice** to your institution. The **invoice will provide all payment details**. It is important that you include our **invoice number** into the payment reference.
4. We will **release and dispatch** the requested Material **only after receiving payment**. This means that the Legal & Technology Transfer Department will **only allow** the Material to be shipped after your payment was received, even if it is already refrozen and ready for shipment. We have noticed that the main factor for **delayed orders** is that we are missing the payment.

Additional information

If you encounter any trouble filling the form or mailing the order-form, please contact material-transfer@helmholtz-muenchen.de.

We hope you find this document useful and that it did provide you with the information you have desired. In case the afore-mentioned information did not answer your question, please do not hesitate to contact us.

Best regards,

Your EUCOMM Team