

Analysis Service Workflow

Pre-study discussion Agreement Customer MyData account **Documents** Send samples Receipt of samples **Analysis** Data delivery Invoicing

- A discussion between the customer and an Olink representative.
- The customer receives a quote by email.
- An agreement between the customer and an Olink representative to engage Analysis Service in Uppsala or Boston.
- Olink creates a customer account at a secure cloud service: <u>eu.mydata.olink.com</u> for analyses performed in Uppsala, or <u>us.mydata.olink.com</u> for analyses performed in Boston.
- The customer receives login credentials for the MyData account by email.
- A user guide for the MyData cloud service is found in the account.
- Multi-factor authentication (MFA) can be selected for extra security.
- All necessary documents are provided by Olink within the MyData cloud service:
 - 1. Analysis Service Agreement (ASA), including DPA
 - 2. Sample manifest template
 - 3. A copy of the quote
- The customer uploads the signed ASA and the filled-out sample manifest in the MyData cloud
- It is possible to add several contact persons for deliverables in the ASA. Each person listed will receive a MyData account and have access to the results. The contact person for the original MyData account must be listed in the ASA.
- The customer prepares and ships the samples according to the instructions in the Analysis Service Agreement.
- Olink Analysis Service confirms arrival of samples by email.
- Olink Analysis Service performs the experimental analysis and generates results data.
- Olink Analysis Service provides the following deliverables to the customer's MyData account:
 - 1. Results file with NPX data
 - 2. Certificate of Analysis
- The customer receives an email notification.
- Olink Finance department delivers the invoice to the customer.

For any questions, please contact Olink Analysis Service:

Uppsala, Sweden: <u>service@olink.com</u>

Boston, US: <u>service_boston@olink.com</u>