

From Order to Test Report: Our step-by-step process

For Patients

MicroGen^{DX}



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Choose and order your Test

How?

Order your test via www.microgendx.eu or by email at info@microgendx.eu.

Comments:

- After placing your order, you will receive a summary including the total amount to be paid.



2

Pay for your Test

How?

Payment instructions are included in your order summary.

Comments:

- You will receive a payment confirmation and an invoice.



3

Receive Sample Collection Kit

How?

The kit will be shipped to your delivery address.

Comments:

Kit includes:

- Shipping box with optional return label
- Sterile collection containers
- Biobag
- QR code
- Test Requisition Form (Labor Dr. Fenner)

Info: Kit can be stored at room temperature for an extended period.



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Collect the Sample and prepare Kit for shipping

How?

Review sample collection instructions at www.microgendx.eu and follow carefully.

Comments:

- Remove outer sleeve and open box. Take sample following collection instructions carefully, place into container and close it securely.
- Label each container with the provided stickers or write last name and date of birth on it. Place samples into biobag and seal it.
- Place the completed and signed test requisition form inside the biobag pouch. Place biobag into the shipping box and close the box.
- Save the "Patient Fenner Portal" QR code provided on a sticker inside the box — it will give you access to your lab report on the Fenner portal together with your last name and birthday.



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Ship Sample to Lab

How?

Via courier (UPS)

Comments:

- If you have a prepaid return label: Ensure the label is clearly visible on the box.
- To schedule a free pickup:
 - ✓ Online: ups.com/pickup → select "I have a prepaid return label." → enter your tracking number.
 - ✓ By phone: call UPS in your country and say: "I have a prepaid UPS return label and need a pickup."
- You can also take the box with your sample to a UPS drop-off point.
- Alternatively, organize the shipment yourself to: **Labor Dr. Fenner, PVT 10G, Bergstrasse 14, 20095 Hamburg, Germany**



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Access Test Report

How?

Log into Fenner test portal at portal.fennerlabor.de/befundabfrage.

Comments:

- The report is securely accessible via your QR code or by entering the 9-digit Fenner order ID, your last name and your date of birth.
- Your physician will also be able to access your results through this portal.