**联系人(contact info)**

**姓名(name): 电话(phone): 手机(cell phone):**

**电子邮件(email address):**

**课题负责人(PI):**

**单位(Institute):**

**地址(address):**

**Purchase Information**

**Product name:**

**Catalog#: Lot#**

**Distributor name（经销商）:**

**Order date: Received date:**

**主要问题和处理意愿(Key problems observed & expectation):**

**Technical Support Questionnaire – Stable Reporter Cell Line**

**Name:**Click here to enter text.

**Catalog #:**Click here to enter text.

**Lot Number:**Click here to enter text.

**PO/Order Number:**Click here to enter text..

**Cell Storage and Handling Conditions:**

1. Was the cell vial shipped on dry ice? Click here to enter text.
2. Was the dry ice still present when you received the cell vial package? Click here to enter text.
3. Did you start the cell culture right after receiving the cell vial or store it away? Click here to enter text.
4. If stored away, where was the cell vial stored? And how long was it stored?Click here to enter text.

**Thawing and Culturing Conditions:**

1. How did you plate the cells after thawing (plated directly or centrifuged the cells)? Click here to enter text.
2. Which flask or plate did you use (T25, T75, 10cm dishes, etc.)? Click here to enter text.
3. Which cell media and which media components did you use? Click here to enter text.
4. Was the media you used freshly made (any sign of contamination at that time)? Click here to enter text.
5. Did the media at that moment include any selection agents such as puromycin? Click here to enter text.
6. How long did you incubate the flask until the first media change or until you saw any attached cells (<1%)? (one day, two days, five days, etc.?) Click here to enter text.

Note: Depending on the cell lines, it normally takes 1-7 days to become adherent when first thawing and culturing the cells from the frozen vial. So it is recommend that one should give the cells enough time to be attached before first media change.

**Main Concerns and Observations:**Click here to enter text.