



- 1) Client raises a service request on on-line service request portal for Assessment by MS facility Staff (Under Assessment)
- 2a) Service requisition form will be assessed by MS Service team and client will be intimated on whether requested service can be provided and more information is requested from the client (Queries Submitted).
- 2b) If service is not able to be provided based on capabilities of MS facility, client will be notified (Request denied).
- 3) If accepted, client will be given with an experimental plan for approval (Experimental Plan Communicated).
- 4A) Upon user's approval, user will be requested to send in their samples (Approved).
- 4B) The MS facility will inform the user when the samples have arrived (Samples Received).
- 5) Samples are processed and report/s are produced (Experiments completed).
- 6) Report uploaded along with invoice for services (Report /Invoice uploaded and Awaiting payment).
- 7) Service completed when payment received (Payment received).