

WEB ORDERING OF OLIGOS - Frequently Asked Questions

1. How do I order oligos after 1 April?

From 1 April 2013, you can either order online via www.idtdna.com or download the IDT order form from <http://www.idtdna.com/pages/home/how-to-order> & the order form via email to oligo-my@base-asia.com.

2. I currently have reward points under <https://order.fbco-asia.com/>, what will happen to the points?

Reward points which are accumulated up to 31 March will be available for redemption and will expire on 30 June 2013. Points which are not utilized after the expiry date will be forfeited. No refund will be made.

3. How can I redeem my reward points?

Redemption can still be made via <https://order.fbco-asia.com> until 31 March 2013.

From 1 April, please contact your product specialist directly. As a quick reference, the following are the gift items available for redemption:

Item Code	Description	Points Required
GV4006	RM10 Tesco Voucher	1200
GV4007	RM10 Starbucks Voucher	1200
GV4020	RM10 Guardian Voucher	1200
GV4008	RM 20 KFC Voucher	2400
GV4009	RM 20 Nando's Voucher	2400
GV4021	1 pair of GSC Movie Tickets	3120
GV4022	RM40 Popular Bookstore Voucher	4800
GM5003	Tea Break Treat for Laboratory Meeting valued at RM100.00	12000

4. Do I need to open a new web account for www.idtdna.com?

For existing FBCO account users, IDT will create the new account using your previous login name and password. From 1 April onwards, simply login to www.idtdna.com and do a one-time account verification for your new IDT web account. Once completed, your account is activated and you can place an order right away.

5. Will IDT web ordering offer reward points?

This feature will not be available on www.idtdna.com

6. Who can I contact if I have questions on IDT web ordering?

You may contact the respective product specialist covering your account for a web ordering demo. Alternatively, you may email to oligo-my@base-asia.com or contact any of our Customer Care Specialists at +603-8943 3252.

7. I have a package or standing order arrangement for the ordering of oligos. How do I deduct my orders from my existing SOID account in the future?

If you order using your new IDT web account at www.idtdna.com, please indicate your SOID number in the PO number field at the payment step. For orders via email to oligo-my@base-asia.com, there will be no changes. Just cite your SOID number in your ordering email and we will deduct accordingly.

8. May I transfer my remaining rewards point from FBCO online to 1st BASE Online Ordering 100?

Yes, you may arrange for a one time transfer of your remaining rewards points from FBCO Online to **100** - 1st BASE Online Ordering. Please contact your Product Specialist or any of our Customer Care Specialists via email to oligo-my@base-asia.com or call +603-8943 3252.