

Othram and Sorenson Forensics Customer FAQ

1. What does Sorenson Forensics joining Othram mean for my agency?

It brings complementary forensic capabilities together, giving your agency coordinated support from evidence screening and traditional forensic DNA testing through advanced SNP testing and forensic genetic genealogy.

2. I already have a case with Othram or Sorenson Forensics. Do I need to take action?

No action is required for ongoing casework. Continue working with your current contacts and scientific team. Sorenson customers should see question 10 for vendor paperwork updates.

3. Will I continue working with the same contacts and scientific team?

Yes. You will continue working with the same contacts and scientific team.

4. Will turnaround times or expected completion dates for existing cases change?

The integration is designed to improve coordination and accelerate investigations. Your case representative can confirm the expected timeline for your case.

5. Will Sorenson Forensics continue operating in Utah with the same accreditation and licensing?

Yes. Sorenson Forensics will retain its Draper, Utah location and continue operating with the same team, accreditation, and licensing.

6. Where should I submit new cases and send evidence?

Contact Othram or your existing Sorenson Forensics representative to discuss your case and confirm submission and shipping instructions before sending evidence.

7. Can my agency now begin with Othram for evidence screening and traditional forensic DNA testing?

Yes. Agencies can engage Othram for initial evidence assessment, biological screening, and traditional forensic DNA testing, with additional capabilities available as the case progresses.

8. As a Sorenson Forensics customer, how do I access Othram's SNP testing and forensic genetic genealogy services?

Contact your Sorenson Forensics representative to discuss whether these services are appropriate for your case and coordinate the next steps.

9. Will pricing, existing quotes, or contracts change?

Existing quotes and contracts remain in effect. Contact your representative for pricing on new services.

10. Do we need to update vendor records, purchase orders, or billing information?

Othram customers do not need to make any changes. Sorenson customers will need an updated W-9 reflecting the new corporate entity and tax ID. Customers can contact Sorenson for the form, and the Sorenson team will also reach out, particularly to customers with contracts, to coordinate updates to company details.

11. Will SNP testing or forensic genetic genealogy happen automatically, or will our agency approve additional services?

Additional testing will be discussed with your agency and performed only with appropriate authorization.

12. Can you assist with a case that has already been tested by another laboratory?

Yes. Contact us to review the prior testing, remaining evidence, and potential options for additional analysis.