|  |  |  |
| --- | --- | --- |
| |  | | --- | | This guide will briefly define each field on the general sample submission form. If you require further assistance with filling in this form or have other queries, please contact [Customer Services](http://www.asurequality.com/contact-us/) (**Phone:** +64 9 626 8203 Option 1 | **Email:** [vlabauckland@asurequality.com](mailto:vlabauckland@asurequality.com)). | | |
| |  |  | | --- | --- | | Notes | * **Hazardous samples:** please attach a safety data sheet and label the samples and consignment with appropriate hazardous stickers * Prior to sample dispatch, please send product specification sheets to the Specifications Team: [specs@asurequality.com](mailto:specs@asurequality.com) * If you require a separate report for each product, please fill in a separate sample submission form * If you require notification of sample receipt (if you do not have VirtualLabPlus access), please email: [prealerts@asurequality.com](mailto:prealerts@asurequality.com) * If a submission form has not been dispatched with the samples, please forward a completed copy to Pre-Alerts (above email) * If you are filling in the form electronically: * Help texts are available within the form: while cursor is *inside* the cell, (a) viewing the status bar, or (b) pressing the F1 key * Any information entered outside the cells will *not* be printed. Please ensure that all information is within the cells. | | |
| |  |  | | --- | --- | | Company Name | | | Full company/business trading name (including the site, if there is more than one site under your company). | | | Address | | | The company's physical address and/or postal address. | | | Contact Person | | | Person that can be contacted if there are any sample submission issues. For any urgent/time-critical samples, it is recommended that this person will be contactable even if outside of your company's business hours. Please provide phone number (landline/mobile) and/or email address. | | | Customer Short Code | | | Each company is set up under AsureQuality's Laboratory Information Management System (LIMS) with a unique code. This helps to distinguish between customers with similar names. Please contact Customer Services to acquire your code. | | | Contract Number | | | Unique number(s) set up for the company. Your company may have multiple contracts which may depend on: multiple company sites, testing lab location, testing lab department. Please contact Customer Services to acquire your contract number(s). | | | Purchase Order | | | If your company requires a mandatory PO for invoicing, or if you want to use one as an invoicing reference, please state here. | | | Urgent (with Urgent Quote Number) | | | Results will be released in accordance with your contract turnaround times. If you require urgent testing, this requires pre-approval. **Only select this box if your request has been pre-approved**, and include the pre-approval number (urgent quote number) provided. Surcharges apply for urgent requests. Please contact Customer Services for pre-approval, or for queries regarding urgent requests. | | | Submission Reference | | | General identifier or title for the samples being submitted. | | | Date Submitted | | | Date on which the samples have been dispatched from the company. | | | Sampled By | | | Name of person who has prepared/submitted the samples. | | | GMP Sample | | | Select this option for: samples of pharmaceuticals, cosmeceuticals, and nutraceuticals, including intermediate and final stage products, raw materials and containers that are tested using pharmacopoeia methods (BP, EUP and USP). Testing may also be done on these samples that use methods other than pharmacopoeia methods (e.g. FDA, ISO, APHA). | | | Storage Condition | | | Storage instruction for the samples once unpacked on receipt, before and after testing. Select from one of: Ambient (15 to 25°C), Chilled (0 to 15°C) or Frozen (less than 0°C). | | | Comments/Additional Information | | | Additional comments/information for the laboratory, such as testing instructions or sample preparation. **Note:** these will not be visible on the report. | | | Report Comments | | | Additional comments/information that you wish to add on the report. **Note:** these will be visible on the report. | | | Reporting of Results | | | Distribution List : | Pre-defined default list of contacts for your company (or for the site/contract chosen). Note: this list may or may not contain all of the contacts set up for your company under AsureQuality’s LIMS^ | | The report will be automatically distributed to the default Distribution List. If you require any addition **for this project only**, please record the recipient(s) in this field^. If there is more than one recipient to be added, please separate the names and email addresses with a comma.  *^If you require any amendments to the default Distribution List, or the contact list for your company, please contact Customer Services – do not record in this field.* | | | |  |  | | --- | --- | | Product/Matrix | | | The type of sample being submitted. Product/Matrix is linked to the accreditation status on the report. For a full list of product hierarchy currently set up under AsureQuality's LIMS, please refer to this spreadsheet [(Ctrl+Click here)](https://www.asurequality.com/assets/Sample-Submission-files/AsureQuality-Sample-Matrix-and-Public-Spec-Explorer-6755-v1.xls). | | | Specification Code | | | Unique code set up in AsureQuality's LIMS that corresponds to your product specifications (limits/parameters). Please contact the Specifications Team to acquire a full list of specification codes for your company, or if you require one set up. You can also use the generic 'AQ Public Specs' for a wide range of products. For a full list of Public Specs, please refer to this spreadsheet [(Ctrl+Click here)](https://www.asurequality.com/assets/Sample-Submission-files/AsureQuality-Sample-Matrix-and-Public-Spec-Explorer-6755-v1.xls). | | | Sample Name | | | Unique identification for the samples being submitted. **Note:** this identification should exactly match the label on the packaging/container of the samples. | | | Sample Description | | | Full/more detailed description of the samples (if required). | | | Batch/Lot number | | | Batch/Lot number of the samples (if applicable). | | | \* | | | Additional information for identification (two fields available). **Options available:** Cypher, Manufacturing Date, Best Before Date, Use By/Expiry Date, Sampled Date, Sampled Time, Packed Date and Manufacturing Time. If what you require is not in the available options, please handwrite this on the form, or add this in the ‘Comments/Additional Information’ or ‘Report Comments’ sections. | | | Composite Testing | | | Sample : | A quantity or a single item representative of a whole product | | Unit : | Sample sub-divided into different quantities (e.g. separate packs/containers of the same sample) | | ***Individual Testing***  Samples will be tested with a result for each sample submitted. Samples will be tested individually **by default**.   * **DO NOT select** the ‘Composite Testing’ box if you require *individual testing* (e.g. 5 individual samples will produce 5 sets of results) * **DO NOT select** the ‘Composite Testing’ box if you have *pre-made a composite sample* – this will be treated as one sample * **DO NOT select** the ‘Composite Testing’ box, if you are submitting *multiple units of the same sample* to only make up the weight requirements for testing (e.g. 5 units of one sample to make up enough weight for microbiological/pathogen/chemical testing)   ***Composite Testing#***  Requires AsureQuality (AQ) to physically mix two or more individual samples or units, to form an accurate representation of the original individual samples or units (a ‘composite’ sample). This composite sample will be tested as one sample and therefore, will have one set of results.   * **Select** this option if you require AQ to make up a composite for the *individual samples* (e.g. 5 individual samples composited will produce 1 set of results) * **Select** this option if you require AQ to make up a composite for the *multiple units of the same sample* (e.g. 5 units of one sample composited will produce 1 set of results)   *#Composite fees apply. Please contact Customer Services.* | | | Tests | | | List the name of the tests (or AsureQuality test codes if provided) you require, including reporting units. Cross (x) the test required for each sample. Please contact Customer Services for test codes. **Note:** if you are using a template with a list of tests, either remove the tests that you do not require for the samples being submitted, or draw a line through the tests not required when the form is printed. | | | **Need more help?** | | | *Contact our Customer Services Team* | | | **Phone :** +64 9 626 8203 Option 1 | **Email :** [vlabauckland@asurequality.com](mailto:vlabauckland@asurequality.com) | | | *Visit our website* | | | [www.asurequality.com](http://www.asurequality.com/) | | |