

Reference Guide for Sample Submission

1.1 Summary

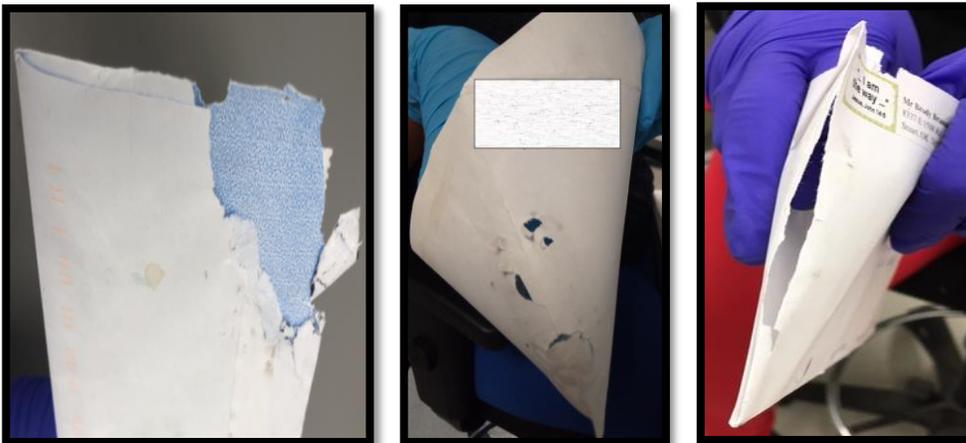
This document serves as a guide for sample submissions to Neogen, as well as packaging recommendations. Please contact DNAhelp@neogen.com with any questions.

1.2 General Guidelines

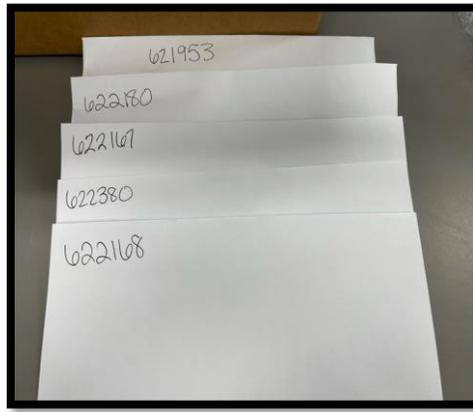
- Preparing samples for transit
 - Blood cards should be completely dry before sealing closed
 - TSUs
 - For 10 packs: send samples in the original box
 - Use blue trays when possible for larger orders
 - Semen straws should be protected from breakage inside of a ballpoint pen or other protective device
 - Other samples prone to breaking (blood tubes) should have plenty of packaging material for protection
 - Add samples added into separate baggies or envelope based on the order they belong to
 - Add the order number to the outside of the baggie/envelope
- Putting the package together
 - Avoid using standard paper envelopes
 - Use padded envelopes or boxes when possible
 - Include sample/order manifests in the package(s)
- Utilize tracking numbers when possible to monitor shipment and delivery of samples

Examples

Not recommended



Most recommended



1.3 Frequently Asked Questions

- What should be included with the sample/order manifest?
 - Sample/order manifests should be on an 8 ½ x 11-inch piece of paper and contain the barcode, animal ID, and testing information. Ideally, manifests are typed rather than handwritten.
- Can I include multiple orders in a package?
 - Yes! Multiple orders can be shipped in the same package however, we request a distinction in the orders. This means separating out the orders via sealed bags, placed in envelopes, or grouped together by a rubber band.
- What happens when a sample/order arrives at our lab?
 - When samples arrive at our lab, our sample reception team checks in each submission/order. This is done by visually assessing the package which arrives and noting anything that would have happened to the package during transit, for example if the envelope is not sealed, if there are puncture hole(s), missing part of the envelope, etc. Then our sample reception team member will open the package and empty its contents, being sure to thoroughly look through the package for all sample(s). Once all samples are out of the package, they will verify the order number with the samples by scanning the sample barcode and begin to check-in all samples. Our team uses software which ensures the samples scanned match what is intended to be in the order. If there are any samples missing or any extra samples, appropriate steps are taken. During this time our sample reception team will also scan in any paperwork which was submitted with the order so we can reference the paperwork should we need it after the package is discarded after a week's time.

- What if an extra sample is in the package?
 - If during our sample check in process, our sample reception team finds an extra sample in package they will email our customer service team with the information that is on the sample. Our customer service team will then email the customer/organization and ask for how to proceed with the sample.

- What if a package arrives with no order number or manifest included?
 - If a package arrives with no order number, no paperwork is included with the samples, and if customer service is unable to locate the customer with any of the information provided on the sample or with the return address information, this sample will be put into storage and discarded after 1 years' time.

- What if a sample is missing from the package?
 - If during our sample check-in process, our sample reception team finds that a sample is missing from the package they begin an investigation. The investigation begins by looking thoroughly at/through the packaging to ensure that the sample is not in the remaining packaging, then they search the area, this is then followed by the same steps being completed by a supervisor. Once the supervisor has verified that the sample is missing from the order, an email is sent to our customer service team. Our customer service team will then email the customer/organization to inform them of the missing sample and ask how they would like to proceed.

- How long do you keep the package the samples arrive in?
 - Our sample reception team keeps the original packaging for 1 week, but rest assured any paperwork that might reside in the package is scanned in when the samples are checked-in, so we have a digital record if needed for review later.