

NEW CLIENT INFORMATION

Thank you for choosing Eurofins | Environment Testing as your testing laboratory.

Attached are a few of the things you will need to get you started:

1. **Chain of custody** - All samples should be submitted with a chain of custody (COC) detailing the sample description / identification, testing required and turnaround time required. The chain of custody is also where you will let us know who to report results to, what format you prefer and also alert us to any special requirements or hazards associated with your samples.
2. **New client application** - This form will allow us to obtain all the contact information we need to initiate your account. Section A must be completed by all new clients. Completing Section A only allows results to be issued once invoice payment is received. Clients sending ongoing / high volume work may be eligible to open a 30 day account. Please complete Section B if you would like to apply to set up this type of account with us.
3. **Preservation chart** - This document outlines the preferred volumes and preservation methods for various common tests based on APHA, USEPA and Australian Standards. If you cannot find the test you require on this document please contact our Client Services department.
4. **Bottle order form** - Eurofins | Environment Testing can provide the appropriate containers for your testing. Please return this form via email and allow at least two days for delivery in the metropolitan area. For other delivery areas please contact our Client Services department.

Turn around times

Most standard tests have an expected turn around time of 5-7 working days. Faster turn around times may be available for some tests and will attract a surcharge. For details please contact our Client Services department. Samples received in the lab after 5.30pm are deemed to be received the next business day and turn around time will be calculated accordingly.

Sample registration

Once your samples are received in the laboratory we will use the information on your COC and new client application to register the samples in our LIMS (Laboratory Information Management System) and then send the samples directly to our lab areas for extraction and analysis. An SRA (Sample Receipt Advice) will be generated and sent electronically once the login process is complete. On the SRA you will find your Eurofins report reference number for the job and contact details of your Analytical Services Manager, who will be your main contact at Eurofins | Environment Testing for the duration of the job.

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| Last modified by: H. Le | Approved by: T. Lakeland | Page 1 of 3 |
| Editorial Committee: F. Sanjaya, Dr. R Symons, G. Jackson, H. Le, T. Lakeland | | Next required review date: 20 September 2022 |

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Accreditation

Eurofins | Environment Testing is a NATA accredited laboratory in Australia and IANZ accredited laboratory in New Zealand. Our certificates and scope of accreditation are available upon request.

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