



INSTRUCTIONS: SAMPLE SUBMISSION

CONTACT EUROFINS SAC KY HAI ĐANG

If this is your first time coming to us, thank you for choosing the service of **Eurofins Sac Ky Hai Dang** - a member of **Eurofins group**. To receive the best consulting and quotation, please contact

- **Hotline:** (+84) 28 7107 7879
Email: VN_CS@eurofinsasia.com



If you have been and are our customer, thank you very much for trusting and choosing **Eurofins Sac Ky Hai Dang**. Please contact those in charge or support sales to receive the fastest consulting and quotation.

SAMPLE PREPARATION

You will receive sample preparation instructions included with the quote, please review and follow the instructions so that we can receive the sample in the best condition.

1. Separate microbiological and physicochemical samples into 2 separate sample units
2. Quantity / volume:
 - Food samples: 250g –500g/ 1 sample unit;
 - Sample of animal feed: 300g - 500g/ 1 sample unit;
 - Water/liquid sample: 3 – 5 Liters/ 1 sample unit.
3. Containing and preserving submitted samples::
 - Food samples: sealed packaging.
 - Water samples: in specialized plastic or glass bottles.
 - Cold samples: sealed packaging, with gel ice and a cooler.



*Please provide at least 2 sample units

*For products with special properties, please mention specifically or contact the sample receiving department for further advice,

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SELECTION THE WAY TO SENDING SAMPLE

You can choose one of the following ways:



- Sent by post office
- Directly walk-in our located
- Use Eurofins Sac Ky Hai Dang sample shipping service*

* Note: when choosing our sample shipping service, please include the complete sample collection address and contact person. We will notify you of the cost after receiving the information.

COMPLETE INFORMATION FORM

Option 1: Use the EOL (Eurofins Online) system created specifically for you to place orders electronically. For details on creating a user account, please contact the quotation or sales staff in charge directly.

Option 2: You will receive Customer information – Sample information submission attached. Please fill out the information completely and send it back to the staff who sent the quote.

***In addition, there is payment information on the quote, please retain the information to make the payment step.**



INFORMATION FOR SENDING SAMPLE TO EUROFINS SAC KY HAI ĐANG

If you want to send samples to us, please choose from the following addresses:

- **HCM:** Lot E2b-3, Str. D6, High-tech Park, Tang Nhon Phu Ward, Ho Chi Minh City
- **Northern Branch:** Unit 7A, High-rise Factory / Block 1, No.2, BH5 Str., VSIP Bac Ninh, Tu Son Ward, Bac Ninh Province
- **Mekong Branch:** Room 319, Korea - Vietnam Incubator Park - KVIP, Tra Noc 2 Industrial Park, Phuoc Thoi Ward, Can Tho City



Working time:

- Morning : from 8h00 to 12h00
- Afternoon : from 13h00 to 17h00

Working day: Monday to Saturday except public holidays will be announced.



SAMPLE TESTING AND PAYMENT PROCEDURE

CONFIRMATION

After confirming that we have received all information including: sample, sample information submission form (or EOL) and payment, we will proceed to the next step.

Conduct identification - coding, processing samples according to sample information submission form



SENDING ACK FORM

Registration Eurofins Sac Ky Hai Dang will send you a sample receipt (ACK) with the following contents:

- Information on testing criteria – actual sample cost received.
- Estimated time to send results



FEEDBACK AND EDIT

Please double check the information and give us feedback about your edit request for:

- Results information, invoices
- Testing criteria, cost analysis
- Canceling or adding criteria

Notes:

- Food samples, please respond within 24h
- Microbiological sample: canceling is not supported

*For editing requests, please contact support directly or reply to the email that sent you the ACK form.

*Receiving a response to an edit request from a customer, we will support editing to the extent allowed and will return to step 2.

For inquiries related to sample submission, please contact:

Email: VN01_Reception_HCMC@eurofinsasia.com



SENDING RESULTS

After agreeing and confirming the necessary information, we will conduct testing.

Test results will be emailed at scheduled time on ACK from ASM department.

*For inquiries related to the results, please contact the results department: **Email:** VN01_ASM_HCMC@eurofinsasia.com

*You have to check and respond within 24 hours directly to the email that sent the results.



OFFICIAL RESULTS

When we receive confirmation of the results from you, we will send you the official results.

Results will be available in both electronic and paper versions.



FINANCIAL INVOICE

A financial invoice will be sent to you after the official results are released.

For inquiries related to invoices and debts, please contact the Accounting department: **Email:**

VN_Accounting@eurofinsasia.com





Hochi Minh
Lot E2b-3, Str. D6, High-tech Park,
Tang Nhon Phu Ward, Hochi Minh City

Mekong Branch
• Room 319, Vietnam Korean Tech
Farm, Road #8, Tra Noc 2 I.P.,
Phuoc Thoi Ward, Can Tho City

Northern Branch
• Unit 7A, High-rise Factory / Block
1, No.2, BH5 Str., VSIP Bac Ninh,
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