



## HOW TO SEND SAMPLES TO ALS LABORATORY

### Instructions for sending samples

To ensure the accuracy and reliability of reported results, **please send separate samples for:**

- Microbiological, chemical and each subcontracted analyses.
- The following individual analyses:
  - Sulphites (SO<sub>2</sub>)
  - Vitamins
  - Hydroxyproline/ collagen
  - Water activity
  - Nitrates and/ or nitrites
  - Meat content
  - Ethanol
- Each time point of the shelf life study.
- Express analysis if also analyzed without express reporting would be included.

If these analyses are required in one sample, please send a separate sample package for each analysis. Separate packages help to eliminate factors, which can influence results of analyses.

For information on the minimum amount of sample required for analyses, please contact our client service at: **czsupport.food@alsglobal.com or +420 226 226 998.**

### Packaging

- Please fix the samples in the box to protect them from breakage or spilling.
- For perishable goods, please freeze samples before sending. We recommend putting the samples to the box already frozen just before sending and inserting cooling pads. If the sample has a higher water content, it should be frozen in a sealed package.
- ! Please do not freeze samples for microbiological analysis and analysis of vitamins.
- **For food samples, please use the label FOOD on transport bag - unlabelled bags may cause delays. If sending food and enviro samples together, please place separately in the bag and label FOOD+ENVIRO.**



## Transport by DHL service

### Are you sending samples within the EU?



When sending samples, you can use either your own courier, or draw upon the **ALS-DHL Express Service**, which is based on special contract between ALS and DHL and enables easy tracking.

Please contact our Customer Services Department on **czsupport.food@alsglobal.com** or **+420 226 226 998** for transport cost estimate. Unless stated otherwise, transport costs will be invoiced, with no additional charge.

For frequent orders, you may like to consider using our bags. The bags are insulated, and cooling pads can be inserted upon request. We can deliver an agreed number of these bags in advance.

### To order a transport through DHL service:

1. Contact DHL in your country
2. Mention our ALS client number 950 526 272
3. Fill the address for delivery: ALS Czech Republic, Na Harfe 336/9, 190 00 Praha 9, Czech Republic, and contact information
4. Choose the Express mode, which our agreement applies to (not Economy or any other)

### Subsequently, please share the number of the shipment with us.

### Are you sending samples from outside the EU?



When sending samples, you can use either your own courier, or draw upon the **ALS-DHL Express Service**, which is based on special contract between ALS and DHL and enables easy tracking.

Please contact our Customer Services Department on **czsupport.food@alsglobal.com** or **+420 226 226 998** for transport cost estimate. Unless stated otherwise, transport costs will be invoiced, with no additional charge.

For frequent orders, you may like to consider using our bags. The bags are insulated, and cooling pads can be inserted upon request. We can deliver an agreed number of these bags in advance.

### Instructions before sending samples.

**Please note the veterinary authority will not issue permits for raw meat and raw milk. These matrices must be heat treated.**

- ▶ Please send samples in beginning of the week to avoid stuck shipments on borders during the weekend.
- ▶ Please include a description of all samples in the shipment – detailed description of matrices – for customs officers. The description is important also for samples without animal origin. Customs officers can ask about the content of shipment.
- ▶ If sending feed of plant origin, please indicate so on the pro-forma invoice for customs reasons.
- ▶ If sending samples of animal origin or products thereof (e.g. milk chocolate, cheesecake, sushi):
  - Please ask us to sort out the veterinary permission beforehand (about 5 working days needed) and attach the permission to the consignment.
  - We will manage all necessary documents, all we need from your side is a filled application form, which we provide you with.
  - We can arrange for a six-month permit for fish, fish products, eggs, beef gelatine and honey.
- ▶ If sending fish products, a catch certificate must be provided, as required by Article 12 of Council Regulation (EC) No 1005/2008. Alternatively, a please attach a sworn statement on aquaculture (artificial breeding) origin of fish and sea products.



## How to order ALS - DHL service for transport of samples:

- To order a transport through ALS-DHL service, please contact DHL in your country (toll free or, if necessary, contact DHL Czech Republic at +420 840 103 000) and order the collection of your consignment.
- Fill the Air Waybill the DHL courier delivers and mention our client number 950526272.
- Please ALWAYS choose the DHL EXPRESS mode (not Economy or any other) to which our preferential agreement applies. Our contracted prices for EXPRESS are considerably lower compared to any other regime.
- Fill the address for delivery: ALS Czech Republic, Na Harfě 336/9, 190 00 Praha 9, Czech Republic, and contact information.
- If you prefer having your consignment insured, please mention it on Air Waybill. There is a special box on the form which should be checked. It can be insured up to 1% of the shipment value.
- If sending glassware, please alert the DHL courier on this fact.
- Please provide temperature indications for the samples if relevant.
- Please, do not forget, that you have to attach the Commercial/Proforma invoice with following information:
  - Description of consignment (e.g. "Soil/water/food samples for scientific purposes, chemical analyses only").
  - Remark: "The material is neither explosive, flammable, radioactive, non-hazardous and does not require special spill, leak or disposal procedure".

## Please send us the number of shipment and proforma invoice.

Keeping this procedure should guarantee smooth transport of your samples to our laboratory. For more information about using our transport boxes or about transport conditions, don't hesitate to contact us:

**czsupport.food@alsglobal.com** or **+420 226 226 998**