

NEW CLIENT DETAILS FORM

Please complete and return **Fax:** (07) 3847 9890 or **Email:** Biotechlabs@snp.com.au

Results to:

Company Name		Full Contact Name	
Company Address	Street:		
	Postal:		
Phone #		Fax #	
Mobile #		ABN	
Email Address			

Invoice to: *(leave blank if as above)*

Company Name		Full Contact Name	
Company Address			
Phone #		Fax #	

Please specify the Sullivan Nicolaides Pathology (SNP) collection centre from where you will collect ordered supplies. [Link to Collection Room Locations on the SNP website](#) SNP CC →

Remove the strike-through if any of the following apply.

- ~~An extra copy of the report is to be sent by mail.~~
- ~~A date and time of collection will appear for all samples.~~
- ~~When multiple samples are submitted they are always to appear on separate reports.~~
- ~~I wish my results to be daily updated to the website (we will contact you for login/password).~~
- ~~A Purchase Order is required on invoices (Record the PO on the submitted request form).~~
- ~~Separate invoices are required for each PO — An invoice cannot have multiple Purchase Orders.~~

Reports: Select One → [Emailed, not mailed] | [Mailed, not emailed] | [Mailed and emailed]

Invoices: Select One → [Emailed, not mailed] | [Mailed, not emailed] | [Mailed and emailed]

Emailed invoices will go to these addresses →

Warm Water System & Cooling Tower Testing: (if applicable)

- Cooling Tower samples - High Plate Counts are to be emailed
- Preliminary Plate Count reports are issued for samples still in progress for Legionella analysis
- Legionella analysis – I require notification of suspect positives

Please list 3 companies and contact person able to supply a credit reference check:

1.	
2.	
3.	

Office Use Only:				
Customer Number N	Entered into Biotech	Entered into YIC	Request form sent	Enter email in group list
Sign & Date:				

Please retain the details below for reference:

Account Details:

Account: ANZ
Account Name: Biotech Laboratories Pty Ltd
BSB: 012 327
Account Number: 837 069 309
Branch: North Ryde, Sydney
Terms: 30 Days

EFT Payments:

Please ensure a remittance advice, detailing invoice numbers and amounts are emailed (accounts@biotechlab.com.au) or faxed (07) 3847 9890 with every payment.

Please include:

1. The invoice number/s being paid
2. The date of payment.
3. The name of the company's account
4. The amount paid.

Cheque Payments:

Please include:

Please ensure a remittance advice, detailing invoice numbers and amounts are attached with every payment.

1. The invoice number/s being paid
2. The date of the cheque.
3. The amount of the cheque.
4. The cheque drawer

Additional Conditions:

- Prices quoted exclude GST and are per sample.
- Prices for microbiological analyses are adjusted annually in line with current CPI.
- Reports, NATA endorsed where applicable, shall be emailed & a hard copy mailed unless advised otherwise.
- A surcharge of \$1.50 *per sample* is applied to samples received without an **analysis request form** detailing each sample's identification and the analyses required.
- A surcharge of \$17.50 /sample is applied for processing on Saturdays and \$22.50/ sample on a Sunday unless particular arrangements has been made.
- Processing on public holidays will only occur if prior arrangements are established. Surcharges applied will be advised.
- No confirmation fees are charged. Apart from the above surcharges the cost of analysis is final.
- For analyses that require confirmation of suspect colonies, the reporting time is delayed.
- Transportation of samples from any Sullivan Nicolaides Pathology (SNP) collection centre to Biotech Laboratories is supplied at **no charge**.
- Transportation of samples is at the discretion of SNP and large or heavy containers can be rejected.
- Supplies of eskies, ice-bricks, containers and other supplies are sent at no charge to the nominated SNP collection centre. To order stores contact Biotech Laboratories either by phone (3847 9488), email (general@biotechlab.com.au) or via the website www.biotechlab.com.au/contactus/storesordering
- Supplies are held for 7 days at the SNP collection centre. If not collected in this period, the supplies may be returned to Biotech Laboratories.
- Chemical analysis attracts a handling fee of \$40.00 per batch. Chemical analysis is subcontracted to National Measurement Institute (NMI) *NATA Accreditation No.89*. The agreed turn-around is a minimum of 10 working days from receipt at NMI. Prices are set by NMI and subject to change.

Sampling Requirements

Sampling is to be performed by your staff and is out of the control of Biotech Laboratories. Please ensure your staff is informed of the following requirements. All documents referred to are available from the laboratory. When sampling, it is essential that you do the following:

- Ensure that the sample taken is representative of the source under investigation. This may require multiple samples to ensure you have a statistically relevant representation.
- The collection technique must ensure that the sample is not compromised during the collection procedure. Do not use eskies or courier bags as sample containers as these are reused and not sterile.

Sample size and containers for different analyses

Chemical analyses: Contact the laboratory and specify the analyses to be performed and we will advise the containers or amount of samples required. This information is provided to us by the Australian Government laboratory, National Measurement Institute.

Microbiological analyses: Ensure you have on file the applicable documents from the following list. These can be obtained by contacting the laboratory.

- Sample size requirements, Collection and TAT - Food Samples
- Sample size requirements, Collection and TAT - Water Samples
- Sample size requirements, Collection and TAT - Miscellaneous Samples

Sampling procedure

Water sampling: Direct collection into sample bottle or, only if flow is excessive, transfer into a sample bottle from a collection vessel. Bottle only to be uncapped during sample collection and at no other time. Do not rinse.

- Potable water: Request a copy of Procedure 48
- Legionella: contact the public health unit in your area for guidelines and procedure

Food and food products: It is optimal to supply the food in the same container or packaging as it will be presented for sale or consumption. Fresh loose food products such as fruit and vegetables are to be aseptically transferred to sterile or clean/dry containers which are sealed and labelled clearly.

Biosolids, soil and other environmental samples: Samples are to be aseptically transferred to sterile or clean/dry containers which are sealed and labelled clearly.

Air samples / Exposure Plates: Agar plates are exposed to the required volume of air with the lid removed. Immediately replace the lid after exposure without touching the agar surface. Seal the plate with adhesive tape. A small amount on opposite sides is sufficient.

Swab samples: Ensure you have on file

- Surface Swab collection procedures

Labelling requirements

All containers are to be labelled on the side of the container and never on the lid.

The minimum labelling requirements are:

- Company or facility name
- Full sample identification *

* Note that in some cases, such as swab samples, the area available on the container is not sufficient to record the full sample identification. In these cases it is acceptable to record the sample number on the container as long as this number is matched on the Analysis Request Form where the full identification is recorded. Ensure that the numbers 6 and 9 are written with an underscore (6 / 9) so that they cannot be misread.

Air samples: Agar plates are labelled on the base and never on the lid.

Sample storage and transportation requirements

All samples are to be stored and transported to the laboratory as per the following guidelines:

Water for Legionella testing: Ambient, if it will be processed within 24 hours. Refrigerated, if the samples will be received and processed within 48 hours.

Water for all other microbiological analyses: Refrigerated and transported on the same day as collection so that the samples are processed within 24 hours.

Frozen food: Frozen (this includes samples for histamine testing)

Refrigerated food: Refrigerated

Room temperature stable food: Ambient

Air samples: Refrigerated and transported on the same day as collection so that the samples are processed within 48 hours.

Swab samples: Ambient or refrigerated and transported on the same day as collection so that the samples are processed within 24 hours.

Analysis request forms

All samples submitted must be accompanied by an Analysis Request Form. This form must detail at least the following:

- Full client or company name. The company address is required if there are multiple listings for the company in our computer system.
- The full identification of each sample as it is to appear on the final laboratory report.
- Clear indication of what analyses are required for each sample.

Provision of other relevant information

Any further information that is relevant to processing samples or reporting results can either be emailed to the laboratory or noted on the Analysis Request Form. This information will then be added to your company profile.