



NQAC

Nestlé Quality Assurance Center
Dublin

SUCCESSFUL SAMPLE SUBMISSION GUIDE

Follow this guide to have a successful sample submission to NQAC Dublin and reduce the likelihood of placing your testing on hold.

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PREPARING SAMPLE SUBMISSION

Step 1: Obtain an NQAC Dublin Customer ID

A blank copy of the New Customer Form can be obtained by clicking the below link, or contact the NQAC Dublin customer service team at nqacdublincustomerservice@us.nestle.com.

[*New Customer Form*](#)

- The top of the form is who will receive copies of every laboratory report associated with the ID.
- The bottom portion is who will be invoiced for the testing.

Once the form is completed, click the submit button or email the form directly to nqacdublincustomerservice@us.nestle.com and our customer service team will contact you shortly.

Step 2: Creating your Submission

Submitting through our sample submission portal (or SAP for Nestlé factories when possible) is the preferred submission for both microbiology and chemistry testing. The portal includes most microbiology and chemistry tests offered by NQAC Dublin. If the testing option you need is not available, contact our customer service team (nqacdublincustomerservice@us.nestle.com) for assistance.

This submission option registers your request and allows the option to provide special instructions and target levels. This helps to avoid manual data entry and transcription errors.

Once submitted, you will receive an email that includes the packing list and sample labels. Please include a printed copy of the packing list with your shipment. The sample labels can be printed on Avery 8163 labels and should be attached to your samples before shipping. NOTE: Do not use USPS for shipping samples.

[*Sample Submission Portal*](#)

There is a sample help submission guide at the top of the login page.

PREPARING SAMPLE SUBMISSION

In addition, we do have analysis request forms that can be used in place of the submission portal. These submissions forms are available for special sample submissions such as shelf-life studies, commercial sterility, etc.

[Microbiology Help Guide and Form](#)

[Chemistry Help Guide and Form](#)

[Shelf-Life Help Guide and Form](#)

Step 3: Selecting Testing

NQAC offers a wide range of chemistry and microbiology analyses. Our Chemistry tests focus on release work and the turnaround time begins the day of receipt. All core microbiology testing is considered high priority and testing starts within 24 hours of receipt.

Our NQAC Dublin Analysis Portfolio will provide additional information on our testing offerings. Not sure which method to choose or can't find the method you are looking for? Contact us! Our technical experts and Customer Services teams are here to help.

[Analysis Portfolio](#)

In addition, you can also find resources on our website including help guides, recommendations on selecting the appropriate methods and technical data sheets.

[Resources](#)

Step 4: Chemistry Rush or Routine?

Rush testing is available for most Chemistry methods for 2x's the list price of the test and will receive priority over the Routine submissions.

PREPARING SAMPLE SUBMISSION

Step 5: Submitting Samples

Box or package samples with appropriate ice packs/packing material to prevent loss of sample integrity during shipping. In the shipment, include all the appropriate submission documentation. Below are tips to prevent deviations and possible delays in testing.

[How to prevent common deviations and delays in testing](#)

[Helpful Packed Box Checklist](#)

Samples are received at NQAC Dublin Monday through Sunday except certain holidays.

[Holiday Schedule](#)

If sending multiple submission forms in the same box, please try to keep the submission form with the appropriate sample set. This will help our processing teams sort your samples to prepare for testing faster.

Ship samples to: NQAC, 6625 Eiterman Road, Dublin, Ohio USA 43016

[Shipping Temperature Sensitive Samples](#)

[Shipping Environmental Samples Help Guide](#)

[Shipping Biohazard Samples](#)

[Shipping Samples from International Locations](#)

Step 6: Following Up

Need to check on the status of a sample? Check your emails for a "received notification". This email will list the estimated report date for your submission.

Our Customer Services team is available by email and phone to answer questions Monday through Sunday, 7:30 AM to 8:00 PM EST. Telephone: +1-614-526-5200
Email: nqacdublincustomerservice@us.nestle.com.

Step 7: Receiving Results

Results are sent in PDF format to the requested recipients. Excel data extracts are also available by request or can be assigned on your ID. Invoices are emailed after results are reported. Seeing emails, but no attachments? Contact your local IT/IS Dept. to investigate firewall security options. If you need further assistance, contact nqacdublincustomerservice@us.nestle.com.

SHIPPING TEMPERATURE SENSITIVE SAMPLES

In order to maintain sample integrity, it is important to maintain temperature control of samples that can be affected by higher temperatures.

NQAC Dublin requires temperature sensitive samples to be received within a specific temperature range in order to justify the sample integrity.

- All chilled / frozen samples submitted in a cooler box must be received at a temperature of $<10^{\circ}\text{C}$
- "Wet" environmental samples must be received between 0°C and 10°C
- Increased temperature being experienced by sensitive samples can lead to invalid results for microbiology testing

Tips and Recommendations for submitting temperature sensitive samples:

- Adjust the number of ice packs per weather conditions. We have found that during the summer, 5 packs in a small shipper, and 8 in a large shipper is usually sufficient.
- Dry Ice can be used for frozen Finished Product, but is not recommended for swabs.
- Coolers with multiple pieces maintain temperature poorly. The below pictures represent a better example of what is recommended.



SHIPPING ENVIRONMENTAL SAMPLES

Shipping environmental samples is considered the most difficult type of submission due to the required temperature range and viability restrictions.

- Elevated Temperatures - When an environmental sample is received at a temperature of $>10^{\circ}\text{C}$, it is considered compromised by NQAC Dublin's integrity definition. To prevent this issue from occurring, sufficient ice packs will be needed to keep the swab samples cool during the shipping process.
- Frozen Swabs - when environmental swab samples are received $<0^{\circ}\text{C}$ or frozen to the touch, the samples are also considered compromised.

To avoid environmental samples from becoming frozen, plastic bubble wrap or cardboard can be used to separate samples from direct contact with the ice packs



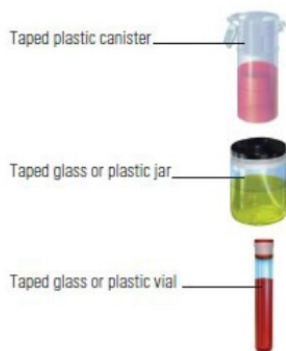
SHIPPING BIOHAZARD SAMPLES

In order to prevent delay of sample arrival, it is important to be aware of local and international shipping requirements before sending biohazard materials. These samples have specific packaging requirements.

Below is a summary of those guidelines:

Samples require triple packaging:

- **Primary** – Contains the specimen. This container should be leak proof and unbreakable.
- **Secondary** – Contains the primary container. It should also be leak proof and unbreakable. Empty space should be filled to prevent contact.
- **Tertiary** – This is a locking or screw cap, unbreakable container that contains the primary specimen, secondary packaging and absorbent material.
- **Outer** – This is the fiberboard box and must contain all appropriate IATA markings (for example, UN3373). Cool packs are able to be placed in this package.



Primary Packaging



Secondary Packaging



Tertiary Packaging



Outer Packaging

SHIPPING SAMPLES FROM INTERNATIONAL LOCATIONS

There are a few things you can do on your end to ensure smooth processing and customs clearance of your sample submission.

Please see below for a list of suggestions:

Permits:

Depending on the type of sample being shipped, you may need to include permit(s) for importation.

Contact nqacdublincustomerservice@us.nestle.com for the most up-to-date permit if your sample falls into one of these categories.

- Samples containing dairy or juices (requires supplemental documentation with the permit)
- Samples containing plant material
- Samples containing meat or meat by-products
- Cultures (plates or slants) - please contact our Contact Service group to ensure that your country is included on our already registered importation permit for these types of samples. Also, refer to our guide on shipping Biohazardous samples.

Prior Notice Form:

Complete this form by visiting the FDA website following the [step-by-step guide](#).

Heat Treatment Certificate:

Include any information related to any physical treatment that the samples underwent.

Certificate of Analysis:

Include any information related to the components constituting the samples/list of ingredients.

Statement of Use:

Include a statement outlining that samples are only for testing and not for human consumption.

HOW TO AVOID COMMON SUBMISSION DEVIATIONS

There are a few things you can do on your end to ensure smooth processing of your sample submission. Please see below for a list of suggestions:

Shipping

- Make sure the shipping container is in good condition and sturdy enough to arrive intact.
- Follow local regulations and guidelines to make sure that you have the appropriate documents needed (e.g. Permits, heat treatment information).
- See the suggestions for temperature sensitive samples in the [“Shipping Temperature Sensitive Samples” here.](#)

NQAC Processing

- Before shipping samples, make sure any necessary documents, including the packing list or analysis request form or SAP manifest, are included with your samples.
- Ensure that the information found in SAP or on your request form matches the sample. This will help get your sample into the laboratory without delay.
- Check that the labeling on your sample (SAP label, printed label, or packaging label) match the actual sample. **This is a critical step, NQAC is not responsible for communicating or correcting any discrepancies between the sample information and the submission paperwork.**
- Ensure that your sample has at least one identifying item on it that will allow NQAC to match your samples to the paperwork.

For further information, please refer to the [Packed Box Checklist](#) on tips how to avoid sample deviations or contact NQAC Customer Service.

PACKED BOX CHECKLIST

- Is the printed copy of the packaging list/ARF/SAP manifest in the box?
- Is the printed copy of the heat treatment certificate in the box (if applicable)?
- Do the samples match the packaging list and labels/ARF/manifest? **This is a critical step, NQAC is not responsible for communicating or correcting any discrepancies between the sample information and the submission paperwork.**
- Do I want my box returned? If so, is a printed return label included?
- Are there enough ice packs (not ice cubes) to keep the samples cool?
- Is there enough padding to protect samples in transit?
- Sending multiple boxes? Are they marked as 1 of 2 and 2 of 2 as needed?
- How heavy are the boxes? Less than 50lb is appreciated for safety!