

Primate Products, LLC

Genetic Testing Service Request Form 2018 version

Serving your needs is our highest priority.

Instruction: Please provide all require information, documents, and documentation. Not doing so may cause unnecessary delays. All requests for service must be accompanied by the following:

1. A completed & signed Genetic Testing Service Request Form
2. A Purchase Order or other form of payment (Business acct or credit card number)
3. A digital (i.e. Excel) file emailed (or placed on a CD and mailed) to Primate Products Inc. see address below.

The digital file should contain the following information for each sample:

- a. Type of sample (i.e., Blood, DNA, Tissue, Hair, formalin-fixed tissue, etc.)
- b. Approximate amount of sample sent(examples: 3ml, 5ul, 2 grams)
- c. Sample ID
- d. Alleged species
- e. If known: birthday, sex, dam, sire, suspected geographical origin.

**Email, fax and/or mail the following to Primate Products, LLC –Items 1, 2, and 3 above.
Include in shipment-a copy of Item 1**

Sample Collection, Storage & Shipping Information:

1. Samples shipped to ASU for diagnosis are classified as “Diagnostic Samples”. These samples are not classified as “Infectious Agents”.
2. Client is responsible for all supplies and materials as well as shipping costs.
3. Client shipping from the 50 United States and/or Puerto Rico:
 - a. The client is responsible for ensuring that samples are shipped in accordance with the mandated U.S. regulations governing the shipment of Diagnosis Samples, Dangerous Goods and dry ice (42 CFR 72: Interstate Shipment of Etiologic Agents). These regulations are mandated under the authority of the Center for Disease Control (CDC). It is policy of PPI that these requirements **MUST** be met in all cases.
 - b. Samples should be shipped overnight to PPI. Do not ship samples after Tuesday of any week. This provides enough time before a weekend to track down a shipment that is delay or misplaced by a carrier if necessary.
 - c. Samples must be shipped on ice, frozen gel packs, or dry ice in nested boxes (i.e., an exterior corrugated box and an interior Styrofoam box). Cold packs directly in contact with the samples should be very cold but not frozen, while exterior ones should be frozen. Please be sure to adhere to all transport carrier’s shipping requirements.
 - d. If samples need to be stored temporarily (i.e., for up to a week) prior to shipping, refrigerate them until you are ready to ship. **Note: Samples may be frozen except if they are stored in glass tubes.**

4. Foreign clients:
 - a. Foreign clients are responsible for ensuring that samples are shipped in accordance with mandated shipping regulations (see 3a). Foreign clients are also responsible to ensure that samples are shipped in accordance with regulations that are mandated by the Center for Disease Control (CDC), the United States Fish & Wildlife Service (USFWS), the Endangered Species Act (ESA) and the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Proper permits must be obtained before shipping samples are collected from any non-human primate. It is the policy of PPI that these requirements MUST be met in all cases.
 - b. A CITES export permit will be necessary if you are shipping non-human primate samples. Please visit the CITES website [HTTP://www.cites.org/eng/app/appendices.shtml](http://www.cites.org/eng/app/appendices.shtml) where you will see that all non-human primates are listed under Appendix II of the Convention. As a result, you will be required to obtain CITES Export permit from Management Authority responsible for implementation of CITES in your country before shipment of any samples to the U.S. Under CITES, blanket permits for such exports are authorized and in some countries they are available. If they are not available, it will be necessary to obtain an individual export permit before shipment to the U.S. Failure to obtain the appropriate permit can cause serious problems in the U.S. Unless you are already familiar with the requirements, you should check with your local Management Authority to determine the appropriate requirements. If this CITES permit is not properly completed and attached to the exterior of the shipping container, it is possible that your shipment may be detained or denied entry into the U.S.
 - c. The "CITES" should be the first word entered in the Description Section on the waybill form of the express courier you are using.
 - d. Please contact PPI with any inquiries you may have regarding procedures, regulations, and/or permits.
5. Blood samples- If sending blood samples send at least 3 ml** per sample in vacutainer tubes K2EDTA, or K3EDTA plastic tubes* (i.e., white, or lavender top tubes). A description of types of vacutainers can be found at: <http://www.bd.com/vacutainer/pdfs/plus> plastics tubes wallchart tube guide VS5229. Pdf
6. DNA samples – If you are sending DNA, send at least 15 micrograms of DNA in a neutral buffer (TB or water works best) with a minimum concentration of 60ng/ul and a minimum OD 260/280 of 1.8. Minimum volume should be 15ul/per sample.
*K3EDTA tubes also come in glass, but these tubes can break when frozen.
**More may be required based on services requested and number of animals being sent.
7. Important: Prior to shipping samples please email a complete service request to Primate Products, LLC at info@primateproducts.com. In the email, attach the excel file containing the information listed in the "Instruction" section Item #3 above. Please wait until you are contacted before shipping your samples. Include a 2nd copy of your service request in your shipment as well as a sample list [see template on page 7].

Contact and Shipping Address:

Samples are to be shipped to:

Kanthaswamy DNA Laboratory: CLCC 324

C/O Robert Oldt

Arizona State University, west Campus

4701 W Thunderbird Road

Glendale, AZ 85306

IMPORTANT: Tell Express Courier to deliver either before 12:00 noon or after 1:00 pm.

Customer Information:

Company/Research facility: _____
Contact Name: _____
Phone: _____ Fax: _____
Email: _____
Address: _____

City: _____ State: _____ Zip Code _____ Country _____
URL: _____

Result Delivery Method Requested

Results to be sent via: Mail _____ Email _____ Faxed _____ Other _____
Results to be sent to: _____
Title: _____
Email: _____
Phone: _____
Address: _____ Fax: _____

City: _____ State _____ Zip Code _____ Country _____

Billing Information Credit Card _____ Purchase Order _____ Check _____

To expedite Credit Card payments please provide information here, or if you prefer, PPI will call you to process payment:

Visa _____ Mastercard _____ Card #: _____
Expiration [mm/yy]: _____ Name on Card: _____

Purchase Order Number: _____

Business Account # (if registered with PPI): _____

Send Bill to Company/Individual Name: _____

Bill to Address: _____

City: _____ State _____ Zip Code _____ Country _____
Contact Person & Title: _____
Phone: _____ Fax: _____
Email: _____

Genetic Testing –Service Request Form

For office use only – Order #

TOTAL NUMBER OF SAMPLES TO BE SENT: _____ **In how many shipments?** _____

Planned Shipping Method: FEDEX: _____ UPS: _____ Other: _____

Important: Please confirm species of the animals being tested.

Have the samples (or animals from which the samples originated) been exposed to, or purposefully infected with any disease (i.e., SIV, TB, etc)? If yes please explain:

Please note:

Jobs are completed in the order that they are received.

Submissions of 300 or more samples at a time may result in an additional delay due to assay construction.

Please see the examples below for information regarding fields to include in you excel file.

Item #	Sample ID	Sex	Species	Sample Type	Amt of Sample	Concentration	Date of Birth	Dam	Known Sire or Possible Sires	Suspected Geographical Origin	Comment
Example #1	1245T	F	Cyno	Blood	3 mL	N/A	2001	5432T	Z21, T0135	Zamboraga, Philippines	
Example #2	CRB5555	F	MMU	DNA	30 ul	60 ng/ul	5/2/2033	CRB4444	Unknown	China, Sichuan Province	SIV+
Example #3	Y1X243	M	Cyno	F-Fixed Tissue	4 grams	N/A	3/2005	YOW243	Y9011	Unknown	

Enter the name of the Excel file that you will be sending with this Service Request Form:
