

New Customer Guide

Below is a simplified process overview of the stages required to provide analysis of customer's samples.



Quote

- Customer contacts ALS for quote via email to the Quotes Inbox Quotes.UKEnviro@alsglobal.com
- ALS provide customer with quote
- Customer accepts quote via email and must complete credit application form before sending any samples
- Customer is assigned a Customer Services Co-ordinator who contacts the customer to discuss bottles, chain of custody forms, results formats and payment methods



Bottle Delivery

- Bottle consignment with all bottles required for analysis are delivered to the customer, free of charge within the UK
- Customer fills bottles according to ALS Container Guide instructions
- Customer fills in all paperwork clearly and labels bottles appropriately, including date and time of sampling
- Only the quoted analysis is requested



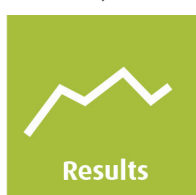
Sample Collection

- Clients contact Customer Services to arrange collection and obtain consignment number for drop-off location or ALS courier
- Samples are transported via refrigerated vehicle to assigned ALS Laboratory
- Customer must provide Customer Services Co-ordinator with a valid PO



Sample Analysis

- Samples arrive at the laboratory and are registered for all the analysis requested on the paperwork
- Order acknowledgment sent immediately to the customer detailing the unique job reference, samples and testing along with expected due date. Customers have 24 hours to alert their Customer Services Co-ordinator if there are any errors or amendments
- Laboratory analysts process samples and customers are kept informed, via customer services, of any anomalies associated with their samples
- Customer must provide Customer Services Co-ordinator with a valid PO with the Chain of Custody
- Customers can see progression of samples through results viewing platform myALS if account has been activated and PO has been given



Sample results report

- Once all results are entered, authorised and a PO has been provided the customer receives their results report
- Your Customer Services Co-ordinator is available to contact should you have any questions or queries regarding your results