

## GETTING THE MOST FROM YOUR EXPRESS POST SACHELS

We work hard to process your samples in a timely manner. What can you do to help reduce the overall time it takes to receive your results?

Ensure your sample card details are filled out correctly. Each month we have a small number of samples arriving with no sample information. This prevents us from identifying the machine or customer that the sample originated from. If you fail to identify your sample clearly there is a good chance you may not receive a result.

The Express Post satchels are a simple way to get your samples to the laboratory promptly. Are you aware you have some obligations to complete before they are treated as Express Parcel Post? Before posting the satchels please ensure the senders name and address is completed and sign the Aviation Security and Dangerous Goods declaration. Failure to complete either of these may result in your satchel travelling traditional parcel post. This may increase transportation time.



Our recent study showed 18% of returned satchels from the survey group did not have a senders address completed and 44% did not have the Aviation Security and Dangerous Goods declaration signed. These satchels may have been treated as parcel post and taken longer to be delivered.

Easy steps to remember:

1. Complete your sample labels clearly (you can print these from the Oil Commander software).
2. Ensure you fill in you the satchels sender details.
3. Sign the declaration before posting.
4. Lodge in an Express Post yellow box if available.



Thank you for choosing to use HD Laboratory Services.