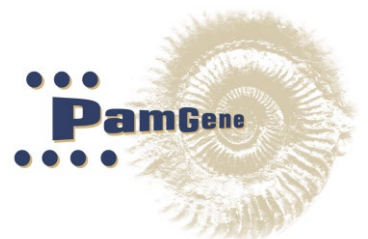


Protocol

Shipping samples to PamGene





Protocol for Shipping samples to PamGene
Version 1.0

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AIM OF THIS DOCUMENT

The aim of this document is to help ensure that the process of shipping samples to PamGene's headquarters in the Netherlands is as smooth and efficient as possible, and that all samples arrive in good condition without any issues. By providing clear guidelines, we aim to assist you in preparing, packaging, and documenting your samples in a way that minimizes the risk of delays, damage, or loss during transit.

Please be aware that while it is not possible to eliminate all risks entirely, carefully following these instructions and including all required documents will help ensure that nothing stands in the way of a smooth and successful shipment.

The responsibility for shipping samples to PamGene rests solely with the sender. While PamGene is not responsible for the shipment process, we are happy to share our experience and best practices to help ensure that your samples arrive safely.

1 GUIDELINES FOR SHIPPING SAMPLES TO PAMGENE

Dry ice shipping courier:

- The selection of a dry ice shipping courier (e.g. Marken, Biocair, World Courier, FedEx, DHL) is at your discretion and remains the responsibility of your institution.
- When arranging the shipment, please ensure that you request cold shipping to maintain the appropriate temperature conditions for the contents.
- Before booking, contact the courier for a current estimate of delivery time to the Netherlands (EU) and proceed accordingly.

Pre-shipment document checklist:

Prepare and upload the following documents when booking the shipment

- ✓ **Include a (proforma) invoice:** Use a proforma invoice (on your institute or company letterhead) with the product value clearly stated for customs clearance. Contact the logistics team at PamGene if unsure.
- ✓ **Include packing list:** Use the "Excel Labelling Sheet PamGene Analysis," printed on your institute or company letterhead.
 - Request this sheet if you don't have it yet.
 - Send the completed sheet to your project leader at PamGene before shipping.
- ✓ **To ship animal tissue samples,** please complete the customs form (attached).
 - Outside EU, use form – Animal By-Product Submission and Research Consent Form.
 - Within EU shipment, use form – NVWA Template.
- ✓ **HS code**
 - n.a. for internal EU shipments
 - for USA shipment to EU: link for determine code: <https://www.trade.gov/harmonized-system-hs-codes>
 - for UK shipment to EU: link to determine code: <https://www.gov.uk/trade-tariff>
- ✓ If needed, our EORI number is NL809175939 and our VAT number is NL809175939B01.

Recommended shipment days: (If you have not been advised by the courier)

1. **Outside the EU:** preferred to ship on Friday to ensure weekend transit and weekday delivery at PamGene.
2. **Within the EU:** preferred to ship on Monday to ensure delivery within four days.

Ensure the shipment contains sufficient dry ice

- **Outside the EU:** Use at least 30 kg of dry ice, if dry ice cannot be replenished during transport by your courier.
- **Within the EU:** Use 10-15 kg of dry ice.



Shipping address and logistic contact person:

Recipient: Piek Wei Ong
PamGene International B.V.
Wolvenhoek 10
5211 HH 's-Hertogenbosch,
The Netherlands

PamGene Phone Number: +31 (0) 73 615 80 80

Tracking Number: Please email the tracking number to:

- Piek Wei Ong: pwong@pamgene.com
- Laken Woods: lwoods@pamgene.com

Attach all printed documents to the package and email digital copies to PamGene's logistics contact.

We will assist and coordinate the shipment as much as possible.
PamGene cannot be held responsible for any delays or damage as this is beyond our control.

2 INSTRUCTIONS FOR PACKING THE SAMPLES

1. **Labelling samples:**
 - Label the (Eppendorf) tubes (preferably Safe Lock) or cell culture plates in coordination with the "**Excel Labelling Sheet PamGene Analysis**".
 - Before shipping the material forward the Excel labelling sheet to your project leader at PamGene.
2. **Sealing:**
 - Do not use parafilm to seal tubes or plates, as it will not hold with dry ice shipments.
 - If sealing is needed, use paper tape or cryotape, ensuring it overlaps to seal your plates. Always make sure it is clearly labeled.
3. **Container:**
 - Choose a sturdy, insulated container capable of withstanding the cold temperature of dry ice, such as a Styrofoam cooler.
 - The container should be large enough to hold up to 30 kg (66 lbs) of dry ice.
4. **Packing Tubes/ plates:**
 - Place the (Eppendorf) tubes (preferably Safe Lock) or plates in a cryogenic storage box or a sealable bag.
 - Fix the lid to the box with cryogenic tape or place the box into a sealable bag.
5. **Dry Ice:**
 - Add an appropriate amount of dry ice (see shipping section above) to the Styrofoam cooler.
 - Fill any remaining empty spaces in the container with additional insulating materials, such as newspaper, packing peanuts, or foam padding, to minimize air circulation and maintain the low temperature.
6. **Securing the Lid:**
 - Close the lid of the container securely.
 - If using a cooler, consider securing it with strong tape or straps to prevent accidental opening during transportation.
7. **Outer Packaging:**
 - Place the Styrofoam cooler inside a corrugated cardboard box.
 - Ensure there is no space between the Styrofoam cooler and the cardboard box.
8. **Labelling Package:**
 - Add the address label on the top **and** the side of the box including all documents.

By following these guidelines, you can ensure the safe and effective shipping of your samples.

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