

# Tissue - Shipping Instructions

## International Orders

### You MUST carefully complete ALL 5 steps:

**Please Note:** DART processes all sample as efficiently, quickly and carefully as possible. However we are unable to process samples damaged or contaminated in transit, or if they are impounded by Customs.

Please be advised that compliance with strict Australian Quarantine regulations is **Mandatory** or your samples will not reach us and will be destroyed by Customs.

Please follow our instructions very carefully.

<b>1. Create Order</b>	<ul style="list-style-type: none"><li>• Register, if not already, then Login to Online Ordering at <a href="http://www.diversityarrays.com">www.diversityarrays.com</a>;</li><li>• Create a <b>Sample Tracking Template File</b> (required next); <b>Remember wells G12 and H12 are used for control and MUST BE EMPTY</b></li><li>• Create an order – Select 'Order Services' to access Online Ordering and create your order;</li><li>• Print a copy of the Service Specification to include with order package.</li></ul>
<b>2. Sample Preparation and Packaging</b>	<p><b>Animal Tissue samples Must be preserved in 70% Ethanol.</b> <b>Plant Tissue samples Must be pounded/pulverised.</b></p> <p>Please package your samples in:</p> <ul style="list-style-type: none"><li>• Well sealed 96-well plate(s),</li><li>• <b>FULLY SKIRTED</b> Please for rigidity and convenience of bar-coding.</li></ul> <p>To avoid leaks and cross contamination of samples during shipment we strongly recommend:</p> <ul style="list-style-type: none"><li>• Fully skirted, V-shape bottom 96 well PCR plates Twin-Tec from Eppendorf</li><li>• Strips of 8 clear FLAT caps from Sarstedt ref 65.1998.400.<sup>1</sup></li><li>• Seal firmly/securely!</li><li>• Package in a rigid box with ample packing to allow for rough handling during shipment;</li><li>• Include the printed copy of the Service Specification.</li></ul> <p>For all courier companies: make sure all our contact details are correctly and legibly written, including phone number.</p> <p>See: <a href="http://www.diversityarrays.com">www.diversityarrays.com</a> for video packaging instructions</p>
<b>3. Ship To Address</b>	<p><b>Diversity Arrays Technology</b> <b>Building 3, Level D,</b> <b>University of Canberra</b> <b>Bruce, ACT 2617</b> <b>Australia</b></p> <p><b>Courier Instructions</b></p> <p><b>Lat: -35.236712</b> <b>Long: 149.084286</b></p> <ol style="list-style-type: none"><li>1. Enter Allawoona St from Ginninderra Dr.</li><li>2. Right into Broula St</li><li>3. Right into Kirinari St</li><li>4. Left into Monana St – Building 3,</li><li>5. Level D – Top (South West end)</li></ol>

<sup>1</sup> Sarstedt discontinued strip caps 65.989.002 (made in Germany) and 65.1998.002 (made in the USA). These are replaced by 65.1998.400 (made in Great Britain or Hungary) these can be used for the strip chains and the Eppendorf twin Tec 96 well PCR plates.

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## You **MUST** carefully complete **ALL 5** steps:

You should carefully follow all the instructions on the web site about the paperwork:

<http://www.diversityarrays.com/international-customers-guideline>

**Essential** that for shipments **from outside of Australia** that the **Supplier's Declaration MUST**:

- Be printed **on your organisation letterhead** paper
- Quote the Air Way Bill number
- Be signed by the sender
- Describe your samples accurately as either:  
"Preserved tissue in %70 ethanol from species (name) for in-vivo use only - no import permit required"; OR
- "Pounded plant seed/tissue species (name) for in-vivo use only - no import permit required";
- The declaration **MUST** also clearly state that the samples are sent for destructive analysis in the PC1 laboratory of Diversity Arrays Technology Pty Ltd.

**Air Way Bill (AWB)** must:

- Accurately describe your samples (space is more limited) as:  
"Preserved tissue in %70 ethanol from species (name) for in-vivo use only - no import permit required"; OR  
"Pounded plant seed/tissue species (name) for in-vivo use only - no import permit required"
- **Do NOT** use the words PLANT or PLANT SAMPLES without also mentioning **pounded** OR the words Animal without PRESERVED IN 70% Ethanol
- Clearly/legibly include Colleen Hopper's phone number **+61 2 6122 7314**.

**Envelope MUST BE ATTACHED OUTSIDE**, marked -

**"Quarantine and Customs documentation"**. It must contain:

- **All** the paperwork (including a copy of the Service Specification)
- **A pro forma invoice**, on your organisation's letterhead stating the value of each plate of 96 samples at **20 USD or Euros or AUD** as you wish.

### 4. Documents Required For Outside of Australia

### 5. Notify DART

When you ship the package **email us** at [samples@DiversityArrays.com](mailto:samples@DiversityArrays.com) the:

- Name of the courier company (**including its Australian agent**)
- The tracking number
- The completed **Sample Tracking File** (from step 1).

**Warning:** Failure to carefully follow **all** these instructions **will cause delays** in your order reaching us and a high probability of **samples arriving that we cannot process** or be withheld by Customs and possibly destroyed.