

New Client Guide

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



Quote

- Client contacts ALS for quote via email to the Quotes Inbox Quotes.UKEnviro@alsglobal.com
- ALS provide client with quote
- Client accepts quote via email and must complete credit application form before sending any samples
- Client assigned a Client Services Co-ordinator who contacts the client 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 Client, free of charge within the UK
- Client fills bottles according to ALS Container Guide instructions
- Client 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 Client 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
- Client must provide Client 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 Client detailing the unique job reference, samples and testing along with expected due date. Clients have 24 hours to alert their Client Services Co-ordinator if there are any errors or amendments
- Laboratory analysts process samples and Clients are kept informed, via client services of any anomalies associated with their samples
- Client's must provide Client Services Co-ordinator with a valid PO with the Chain of Custody
- Client 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 Client receives their results report
- Your Client Services Co-ordinator is available to contact should you have any questions or queries regarding your results