



GENERAL FAQ

Do you have questions regarding sample submission or communications with our lab? Our most frequently asked questions can be found below. If the answer to your question is not listed, or you need further clarification, please contact Customer Service at nqacdublincustomerservice@us.nestle.com.

SAMPLE PROCESSING AND SUBMISSIONS

How do I use the Online Submission Portal?

To get started, we would request that you register as a user online <https://nqacdublin.com/submitsamples/>. Once registered you can either use the Submission Help Guide button to walk yourself through the submission process or you can contact Customer Service at nqacdublincustomerservice@us.nestle.com to request a call where we walk you through the process at a time that would work best for your team.

Do you receive samples for testing on Saturday & Sunday? When will testing begin on samples submitted over the weekend?

We accept samples at our location from 7:30 AM to 8:00 PM EST, 7 days a week.

Samples received before 4:00 PM EST will be processed same day for testing, unless a deviation is identified. Samples received after 4:00 PM EST (unless critical shipment) will not be started until the following morning.

Samples received using the UPS Critical courier service before 5:30 PM EST, will be processed same day for testing.

Saturday Submissions

Samples submitted for delivery on Saturday must be marked for Saturday delivery with the courier or the samples will not be delivered until the following Monday.

Sunday Submissions

Samples can only be submitted to NQAC Dublin on Sundays using the UPS Critical courier service or hand delivery.

How do I ensure my cooler and ice packs are returned to my location?

Please fill out a pre-paid return shipping label and include it with your shipment to have the cooler and ice packs returned.

How do I receive guidance on completing an application for a permit to ship biological agents?

Please contact Customer Service at nqacdublincustomerservice@us.nestle.com for assistance on completing this permit.

How do I request a method not listed in the Analysis Portfolio?

Please contact Customer Service at nqacdublincustomerservice@us.nestle.com to determine if we can accommodate your request.

How can I ensure that my special testing instructions are followed for my submission?

Please enter the instructions into the designated "Special Instructions" field on the analysis request form. If you are submitting via our online submission portal, you enter them in the "Instructions" or "Add Instructions" fields.

What if I run out of room for entering special instructions on the Analysis Request Form?

Please provide a paper copy of your special instructions with the shipment to ensure that we have your special instructions in their entirety.

How many days does NQAC store retention samples after testing?

NQAC will store retention samples for up to 5 days after the issuance of the final report.

Can NQAC provide my specifications?

No, NQAC Dublin does not manage or know the specifications needed for your materials. Please contact your Spec Author or Regulatory Contact for this information. We can assist you in interpreting your specifications to ensure you are choosing the correct methods for testing. We are also able to assist with the following inquiries:

Is it possible to retest in a way to obtain results to match specification?

Can I please get a retest to confirm results?

For other information regarding your specifications, you will need to contact your Spec Author or Regulatory Contact.

When will I receive my results?

An email containing expected due dates will be sent once your samples are processed at our location.

Please contact Customer Service at nqacdublincustomerservice@us.nestle.com for additional information regarding the turnaround times offered for our methods.

Will I receive a notification when my samples are received at NQAC Dublin?

Yes, report recipients listed on your submission will receive an email when the samples have been received and processed at our location. It is important to compare this email to your original request and notify us immediately if there are any discrepancies to adjust before the testing begins.

What time will I receive my final report?

Our results go through a three-level approval process. Once your sample has met all the acceptability criteria, the results are released. Most of the results are reported near the end of business at NQAC, which is 3 PM–6 PM EST. If sample volumes were heavier on the day your sample was received, your results may be reported later than the above timeframe.

To have your results reported sooner in the day, we recommend sending your samples on an early courier shipment, which is generally received around 8 AM EST.

What time is “end of business”?

You can typically expect results between 3 PM – 6 PM EST. If sample volumes were heavier on the day your sample was received, your results may be reported later than the above timeframe.

If you do not have results by the morning after results were expected to be issued and have not received any other form of communication from NQAC, please contact Customer Service at nqacdublincustomerservice@us.nestle.com.

Can I rush microbiology analyses?

Due to the nature of the testing and the necessary incubation times, microbiology samples cannot be rushed. Reports are sent in a first in-first out manner.

Samples can be expedited by contacting Customer Service at nqacdublincustomerservice@us.nestle.com before samples arrive and providing the courier tracking number.

Can I request priority for my microbiology sample submission?

Yes, samples can be expedited by contacting Customer Service at nqacdublincustomerservice@us.nestle.com before samples arrive and providing the courier tracking number.

Additionally, if you ship your samples on an Early AM courier service, your submission will be received around 8 AM EST. By doing this, your samples would be opened and started sooner, which may lead to your results being issued earlier in the day on the expected due date.

Can I update to rush handling on the chemistry samples I sent previously?

Yes, we can update to rush handling depending on the sample status in our system. Please contact Customer Service at nqacdublincustomerservice@us.nestle.com to have this update completed.

Why does my final report state that the sample was compromised, leaking or had a broken container?

If your sample is marked “compromised”, it was received over/under temperature, out of the time range of 24 -36 hours for time sensitive samples or damaged in some way. Prior to testing being initiated, you should have received a notification informing you of the samples condition and asking you how you would like to proceed.

What does an “original container needed for analysis” mean?

An original container does not necessarily mean that the sample must be submitted in its original product container. What is needed is a separate sample to complete the requested analysis so that the sample does not have to be opened or handled prior to testing to prevent unwanted contamination.

Can I request microbiology analyses to be completed using retained sample that was originally tested for chemistry?

Our chemistry analyses are not prepared for testing using aseptic technique. Due to this, microbiology testing cannot be performed using a chemistry retention sample.

Can I request chemistry analyses to be completed using retained sample that was originally tested for microbiology?

Yes, all samples that have been processed through our microbiology department are handled using aseptic sampling procedures. If sufficient retention sample is available, we will work to accommodate your request. However, if the chemistry analysis needs an original unopened container this request will need to be processed as compromised.

Why do I need to list an SAP Material ID Number or a unique identifier for my microbiology sample submission?

While not required we do recommend listing an **SAP Material ID Number or a unique identifier**. We use this number at NQAC to record and track the necessary dilutions/pH levels needed to provide you with accurate results.

Can I cancel testing on a sample?

If samples haven't been received at our location yet, we are able to dispose the samples upon receipt with your permission without any charges.

If samples have been received but are not in the laboratory yet, we can cancel testing and dispose the samples with your permission without any charges.

If the samples are in the laboratory, we can cancel the testing that is in progress but not completed but you will be charged for the testing.

If samples are in the laboratory and if results are entered, we are **unable** to cancel at that time and you will receive results for those analyses.

How do I communicate anticipated increased and special requests submissions?

Please contact Customer Service at nqacdublincustomerservice@us.nestle.com. By providing NQAC with a forewarning, we can prepare for the increased sample volume by getting materials ready and adequately staffing for the increased need. Without this notification, some samples may be held causing delayed results if we are unable to accommodate larger submissions due to limited resources.

SAMPLE DEVIATIONS

How long will NQAC hold a sample that is deviated?

Deviated product sample (excluding waters or wet environmental swab samples) will be held until the end of 10 business days. If a response is received requesting to hold the sample for an additional time period, we will accommodate as needed.

Deviated water or wet environmental swab sample will be held until noon on the following business day from when it was received. Due to the time restraints relating to sample viability for these submission types, water and wet environmental swab samples are only considered viable 24-36 hours after swabbing. However, we will hold them for this stated additional period in case you would like to process them as compromised. If you choose to proceed at that time, they will be marked as compromised in our system and this will be listed on the final report that is received.

If the deviation can be fixed without confirmation from the customer, we will process the sample the same day. Otherwise, the sample will be processed the following business day.



REPORTING, ACCOUNT INQUIRIES, & OTHER COMMUNICATIONS

How do I receive separate reports for individual samples?

For submissions that are only requesting chemistry analyses, you will typically receive a sample report. This means that each sample should be issued as its own final report. In some cases, we may issue whole project reports (includes all samples associated with a submission). A whole project report can also be issued upon request.

For microbiology submissions, we will issue full project reports which include all samples associated with a submission. However, partial reports are issued for projects that have analyses with longer turnaround times, such as mold and yeast.

Please note, that if separate sample reports are needed for microbiology testing, these samples will need to be submitted using separate analysis request forms or web submissions so that they are registered as separate submissions in the system.

How do I communicate that I have updated my Analysis Request Form?

Please send your updated Analysis Request Form to nqacdublincustomerservice@us.nestle.com

In your email please provide the following information:

Is the updated ARF included with your sample shipment?

What is being updated?

Tracking number/date shipped

How do I receive month billing statements, W-9 forms, and pending invoices?

Please contact Customer Service at nqacdublincustomerservice@us.nestle.com for further information.

Who receives information regarding my sample submissions?

Account Owner	Receives laboratory reports, presumptive notifications (if applicable), deviation communications (in some circumstances), pertinent information regarding updates at NQAC Dublin
Invoice Recipient	Receives invoices
Reports Recipients (listed on Analysis Request Forms)	Receives laboratory reports, deviation communications, pertinent information regarding updates at NQAC Dublin
Primary Contact of Deviations	Receives deviation communications, pertinent information regarding updates at NQAC Dublin
Shipper	When paperwork is separated from the sample and no other information is received, we will attempt to contact the person's name listed on the shipping label

How do I become directly associated with a NQAC Customer ID Number?

You may contact the owner of the account or the administrators for your location's NQAC Customer ID Number to have you added or you can contact Customer Service at nqacdublincustomerservice@us.nestle.com.

How do I start receiving notifications from NQAC?

If you need to receive results, invoices, or delay communications, we may add you to our address book. To have this accomplished, please contact Customer Services at nqacdublincustomerservice@us.nestle.com. Additionally, you can also request to be added to an NQAC Customer ID Number that is currently active for your company location.

What does IP mean on my partial report?

IP means that the testing is “in progress”.

Generally, when you see this, additional testing or confirmation is needed to achieve the result you are looking for.

How do I provide feedback for the service that is provided by NQAC?

You can provide feedback [here](#) or contact Customer Service at nqacdublincustomerservice@us.nestle.com. Your feedback is crucial for highlighting areas that we currently excel in and provides us with an opportunity to continuously improve our services.