



December 1, 2020

UC Laboratory Clients,

Thank you for choosing UC Laboratory for your laboratory services.

Online Survey

UC Laboratory strives to give superior service to all of our customers. We are asking you to take a couple of minutes out of your busy day to take part in an online survey. I can assure you that we will look at every response in order to make everyone's experience with UC Laboratory great. The survey will be available from now until the end of March 2021. Please go to this link: <https://www.surveymonkey.com/r/Z9RTPY6> or scan the QR code at the end of this letter. You should be able to complete the survey on your computer, tablet or mobile device.

Biosolds

The laboratory staff has a favor to ask of you when you are getting ready to send in your biosolds. If at all possible, please contact the lab to let us know when we can expect your sample to arrive. We want to make sure we are staffed to take care of your samples. This is especially important when you are including fecals which have a short holding time.

Current NPDES Permits

We are in the process of getting current NPDES permits from as many of our clients as possible. It makes it more convenient for us if we have one to reference in case of a question and we are unable to reach the operator. We also like to use it to inform a facility if they have exceeded their limits. If you have not already done so, please mail, fax or email it to us at your earliest convenience.

Subcontracted Analytes

A current list of UC Laboratory MDH accredited analytes is always available to you by either contacting us or at the MDH website. On occasion you will need a sample tested for something that is not on our current scope/certificate. Please know that if this is the case, we will subcontract those samples to an appropriately accredited laboratory. A list of the most common subcontracted analytes and the methods can be found on our website: www.uclaboratory.net If you are needing a method not listed, please contact our office to make arrangements.

Holiday Weeks

Please look over the list of days that UC Laboratory is closed which you will find on our website. Depending on the day of the week that it falls on, we may need to adjust our route days. If you are unsure of when you are being picked up on those days, please feel free to ask your route driver or call the lab.

Please take a couple of minutes to check any supplies you might have on hand. If you have any extra coolers or are in need of a cooler, let us know.

Supplies (bottles, coolers, etc)

All preserved bottles should have a sticker on them with an expiration date. If any of your bottles have acid that is expired, contact us so that we can replace them.

Update Contact Information

You will find our contact information form located on our website. If your facility has experienced any changes (operator, phone numbers, billing information), please fill out that form and return it to us as soon as possible.

At UC Laboratory, standard turnaround time for most analytical services is 7-10 working days. If analytical results are needed sooner, or a project contains a large amount of samples, please contact UC Laboratory to make arrangements in advance.

All of us at UC Laboratory truly appreciate the opportunity to serve you. Customer service is something we pride ourselves in. Always feel free to contact us with any questions or concerns.

Sincerely,



Amy K. Schreader
UC Laboratory
Quality Assurance Officer/Deputy Technical Director

Enclosures:

UC Laboratory Sample Acceptance Policy
UC Laboratory Modified Procedure Authorization Form

On Website:
Chain of Custody Example
Current list of analytes & certified methods
2021 Holiday closures
Subcontracted analyte list
Contact Information Update

QR Code for survey:

