



BFAR-NFLD
860 Arcadia Bldg.,
Quezon Avenue, Quezon City

Request for the Laboratory Analysis

Form No. **QF 7.1-01**
Revision No. **3**
Effectivity Date **01/12/2022**

Number:

Name of Company	✓	ATTN: SONIA S. SOMGA Laboratory Manager E-mail Address.: receivingnflid.bfar@gmail.com Contact No.: 0919-0041280
Address	✓	
Contact No / E-mail	✓	
Source of Sample	✓	<input type="checkbox"/> Official / Monitoring Sample <input type="checkbox"/> Industry Sample <input type="checkbox"/> Enforcement <input type="checkbox"/> Technical Assistance

Laboratory Code	✓ Product Description	✓ Production/ Customer Code	✓ Analyses Requested	Test Standard/Method	Condition of Sample

Review of Request

1. Within the testing capability and resources of NFLD Laboratory, the abovementioned request for test shall be conducted.
2. The tests shall be conducted in reference to the abovementioned Test Standard/Test Method.
3. The customer shall be informed immediately if any deviations from the contract occur.
4. In the event that samples need to be subcontracted, NFLD shall inform the customer (through telephone/email/writing) that these samples shall be sent (preferably) at an PNS ISO/IEC17025:2017 (or equivalent QS) accredited laboratory. In this connection, please be informed that:
 - 4.1 NFLD shall act accordingly upon the written reply from the customer.
 - 4.2 If samples will be sent at an PNS ISO/17025:2017 accredited laboratory. NFLD shall not be liable for whatever damage the sample will sustain brought about by the destructive tests (if any) performed on the sample.
5. Change(s) in the request for testing work should be relayed to NFLD, in writing, addressed to the Laboratory Manager, NFLD. In connection with this, please be informed that:
 - 5.1 If request of halt of all/some tests is made, excess/undue payment (if any) shall be refunded only by way of crediting this payment to future financial obligation of the payer to NFLD.
 - 5.2 NFLD shall consider request for additional test(s) as new testing work. Thus, another Request for Laboratory Analyses shall be filed.
6. After the conduct of test, the tested samples shall be retained for one (1) month after the release of Test Report. NFLD shall entertain inquiries/claims regarding this particular testing work only within this period. After this period has elapsed, NFLD implements its procedure for retrieval/disposal of tested samples.
- ✓ 7. To facilitate the retrieval of tested samples kindly note your intention below:
 _____ The customer will retrieve the retained sample. _____ The customer will not retrieve the retained sample.
8. Re-test/Re-sampling shall only be conducted for samples that failed with a (the) requirement(s) of the relevant Test Standard/Test Method. In this connection please be guided that:
 - 8.1 Re-test shall be performed *on the retained sample and only for the specific test requirement that the sample failed.*
 - 8.2 Re-sampling shall be performed *on the new sample drawn and submitted and for all the test requirements.* NFLD shall consider this request as new testing work. Thus, another Request for Laboratory Analyses shall be filed.
9. The Official Test Report for the sample shall be released on _____, in accordance with the Work Schedule. For industry samples, official Report of Test shall not be released without the full payment of testing fee. NFLD shall not send official Report of Test through e-mail **unless otherwise authorized by the Laboratory Manager. (Waiver/consent for the possible delay on the issuance of Report of Test located at the back of this form). If you wish to email your Report of Test kindly note your intention below:**
 ✓ _____ The customer request to email the Report of Test to _____ . _____ The customer will pick up the Report of Test

Collected by (Complete Name, Address and Contact Number):

Date and Time:

Remarks:

✓ CONFORME: Name and Signature (Company Representative with ID Number)	✓ Date :	Name and Signature of Laboratory Representative	Date:

NFLD	CASHIER		
Sample Received by:	Date Received	Payment (Partial/Full)Amount	OR NO.
(Customer Service Officer)		Cash	Check
Remarks			Bank
			Date payment received
		BFAR Cashier	

To all NFLD Customers:

For your guidance, please read the following **General Information in the Acceptance of Testing Work at NFLD.**

Submission of samples and payment of testing fees

A. For Industry Samples:

1. Samples to be submitted should be accompanied with completely and accurately filled up (in duplicate copies) Request for Laboratory Analyses form.
2. To validate the drawn samples, the sample itself (where applicable) should be duly signed/dated by the Authorized personnel of the company who drew the said samples.
3. In cases where samples maybe sent through courier, NFLD may accept the samples but it reserves the right not to officially log the samples and subsequently test them until payment has been made. Such sample shall be stored only for one week, after which, it will be disposed of appropriately.
4. Quantity/Weight of samples to be submitted should be adequate (and where practicable including its required retained sample). The quantity/description and specification of the fish product samples should reflect what is declared in the Request for Laboratory Analyses form.
5. Additional testing fee may be charged after the actual assessment made by NFLD.

B. For Monitoring Purposes only.

1. Customer shall completely and accurately fill up (in duplicate copies) the Request for Laboratory Analyses form or provide the necessary information. The Customer Service Officer will fill up the form based on the information.

C. For all types of customer

1. The customers are advised to protect their samples from damage/deterioration during transport from their premise to NFLD.
2. When NFLD is required by law or authorized by contractual arrangements to release confidential information, the customer or individual shall, unless prohibited by law, be notified of the information provided.
3. The customer is advised to submit samples that are ice packed or frozen, while for the other type of samples, refer to Doc. No. ML 7.2-01 (Master List of Analyses)
4. The minimum weight per type of sample to be submitted should meet the requirements in the Doc. No. ML 7.2-01.

Note: *The Laboratory is not liable for samples while they are in transit, prior to their acceptance.*

Testing of Samples

1. NFLD follows the "first in first out policy" in accomplishing its testing work.
2. NFLD maintains a tentative due date for the completion of its testing work, depending on the workload of the concerned laboratory.
3. NFLD will not entertain follow up on status of testing until the scheduled date of issuance of Report of Test.
4. For official and/or experimental samples, NFLD will request the concerned customer to submit another sample (e.g. from other batch) if results of monitoring are outside the specified limit. This will however be allowed twice, otherwise, customers will be advised to undertake the necessary corrective actions.

✓ WAIVER/CONSENT FOR POSSIBLE DELAY ON THE ISSUANCE OF REPORT OF TEST

I (name) _____ representative of (name of company) _____, is willing to wait and consented the laboratory for the possible delay on the issuance of the Report of Test beyond the scheduled releasing date due to insufficient or lack of supplies, consumables or test kits, malfunctioned equipment and other uncontrollable event or circumstances.

_____ Date

_____ Signature over Printed Name

After test

Only the written Report of Test approved by the Laboratory Manager, NFLD shall be considered valid.

Retrieval of tested samples

Note: The customer should state his intention (see back) to retrieve the tested sample. To retrieve the retained sample, the company representative must present the duplicate copy of Request for the Laboratory Analysis together with Company ID at the Customer Service of NFLD.

Service to Customers

1. For our continual improvement, we encourage our customer to fill up our **"Citizen/Client Satisfaction Survey Form"** and **"Customer Complaint Form"** for any complains. Forms are available at the Customer Service Section.

2. NFLD accepts samples at the Customer Service Section, 860 Arcadia Building, Quezon Ave., Quezon City from Mondays to Fridays except for Holidays, Saturdays and Sundays between 8:00AM to 4PM. But for Microbial Analysis and Bacterial Identification, acceptance of samples is EVERY Monday till 12:00PM with a complete workday week. (kindly refer to the pamphlet/brochure of NFLD and to the BFAR website for other information).