

# Animal Tissue - Shipping Instructions International Orders

## You MUST carefully complete ALL 5 steps:

**Please Note:** DArT processes all samples 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**, otherwise your samples will be ceased and potentially destroyed by Customs.

Please follow our instructions very carefully and contact us if you have any questions.

### 1. Create Order

- Register, if not already, then Login to Online Ordering at [www.diversityarrays.com](http://www.diversityarrays.com);
- Create a **Sample Tracking Template File** (required next);  
**Wells G12 and H12 are used for control and MUST BE EMPTY**
- Create an order – Select 'Order Services' to access Online Ordering and create your order.

**Animal Tissue samples MUST be preserved in 70% (to 100%) ethanol.**

Please adhere to the following package instructions:

- Use **FULLY SKIRTED**, V-shaped 96 well PCR plate(s) to allow for our automated plates processing;
- Provide no more than 20mg of tissue per sample; please contact us ([dart@diversityarrays.com](mailto:dart@diversityarrays.com)) if you have any doubts about tissue size/weight or if you have not used our services for the organism/tissue you plan to send to us before;
- Make sure the tissue is fully submerged in 70% (to 100%) ethanol, however do not exceed 70µl to 100µl of liquid (tissue size dependent);
- Seal the plate(s) thoroughly with **PCR strip caps NOT PCR plate seals**

**To avoid leaks and cross contamination of samples during shipment we strongly recommend: 'Eppendorf twin.tec<sup>®</sup> PCR Plate 96'** (Eppendorf, catalogue number 0030128.648) and **'Strips of 8 clear FLAT caps'** (Sarstedt, catalogue number 65.1998.400<sup>1</sup>).

**If you experience difficulties sourcing recommended or equivalent products we can arrange shipment of recommended products for a small fee, please contact us ([dart@diversityarrays.com](mailto:dart@diversityarrays.com)).**

### 2. Sample Preparation and Packaging

- Package the plate(s) with animal tissue samples in a rigid box with ample packing (bubble wrap or similar) to allow for rough handling during shipment.

**For all courier companies:** make sure all our contact details are correctly and legibly written, including phone number.

See: [www.diversityarrays.com](http://www.diversityarrays.com) for video packaging instructions.

<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).

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### 3. Ship To Address

Diversity Arrays Technology  
Building 3, Level D,  
University of Canberra  
Bruce, ACT 2617  
Australia

### Courier Instructions

Lat: -35.236712

Long: 149.084286

1. Enter Allawoona St from Ginninderra Dr.
2. Right into Broula St
3. Right into Kirinari St
4. Left into Monana St – Building 3,
5. Level D – Top (South West end)

**This step is crucial in order to avoid shipping delays, seizure and potential destruction by Australian Customs.**

Please follow **ALL** the instructions on our website for the required paperwork:

<https://www.diversityarrays.com/order-services/international-customers/>

**Print two copies of the required documents:**

- **Supplier's Declaration,**
- **Import Permit** (<https://ordering.diversityarrays.com/files/ImportPermit.pdf>)
- **Service Specification (from step 1),**
- **Sample Tracking File (from step 1),**
- **Pro forma Invoice.**

### 1. Supplier's Declaration MUST:

- Be printed **on your organisation letterhead** paper,
- Quote the Air Way Bill (AWB) number,
- Be signed by the sender,
- Describe your samples accurately, stating:  
**"Preserved tissue in 70% ethanol from species (*insert full name*) for in-vivo use only"**.
- The declaration **MUST** also clearly state that the samples are sent for destructive analysis in the PC1 laboratory of Diversity Arrays Technology Pty Ltd.

### 2. Air Way Bill (AWB) must:

- Accurately describe your samples (space is more limited) as:  
**"Preserved tissue in 70% ethanol from species (*insert full name*) for in-vivo use only"**
- **Do NOT** use the words **ANIMAL** or **ANIMAL SAMPLES** without also mentioning **PRESERVED IN 70% Ethanol**

### 3. Print 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).

Place the first set of the required documents in an envelope **attached to the OUTSIDE of your package, clearly labelled "Quarantine and Customs Documentation"**. Include the second set of these documents inside the package.

Clearly/legibly include **DART Quarantine Officer** phone number **+61 2 6122 7314** or **+61 2 6122 7300**.

### 4. Documents Required For Outside of Australia

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### 5. Notify DART

Once your package has been sent please **email us** at [samples@DiversityArrays.com](mailto:samples@DiversityArrays.com) the:

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

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