

Plant 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 our Online Ordering at 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.

Plant Tissue samples (freeze/dried) MUST be pounded/pulverised.

Please adhere to the following package instructions:

- Use '**MicroTube Rack System™, 1.1mL Single Tubes in Racks**' (from National Scientific Supply Co, Inc. USA, website: nat-sci.com, catalogue numbers TN0946-01R for racks and TN0946-01B for tubes*) or equivalent to allow for our automated plate(s) processing,
- Label the tubes from either row A or row H with their well position (for example A1, A2, A3 etc.);
- Provide around 5-10mg of plant tissue per sample/tube; please contact us (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;
- Use '**PiercableTPE capband-8 cluster**' (capmat format from Micronic, The Netherlands, website: micronic.com, catalogue number MP53204**) or equivalent, to firmly and securely seal the tubes;
- Make sure that **ALL** tubes across the rack are tightly sealed;

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).

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

* Please use the link <http://nat-sci.com/product/mtrs-racks-and-tubes/> while navigating for the recommended product.

** Please use the link <https://www.micronic.com/product/tpe-push-caps> while navigating for the recommended product.

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

See: www.diversityarrays.com for video packaging instructions.

2. Sample Preparation and Packaging

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You MUST carefully complete ALL 5 steps:

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** instructions provided on our website for preparation of the required paperwork: <https://www.diversityarrays.com/order-services/international-customers/>

Print two copies of the required documents:

1. **Supplier's Declaration,**
2. **Service Specification (from step 1),**
3. **Sample Tracking File (from step 1),**
4. **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:
"Pounded plant tissue species (*insert full name*) for in-vivo use only - no import permit required."
- 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:
"Pounded plant tissue species (*insert full name*) for in-vivo use only - no import permit required."
- **Do NOT** use the words **PLANT** or **PLANT SAMPLES** without also mentioning **POUNDED**.

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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You **MUST** carefully complete **ALL 5** steps:

5. Notify DART

Once your package has been sent please **email us** at 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).

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.