Customer Support and Ordering Information

Simplify ordering with the CAP online store.

Now you can order proficiency testing and quality improvement programs, learning opportunities, publications, and more right from your computer.

- Review your 2020 prepopulated quote.
- Add new programs based on your test menu.
- Manage your shipping and billing information.

To get started, visit cap.org and select SHOP at the top of the homepage.

Customer Support and Ordering Information

Customer Support

Customer Contact Center Hours: Monday–Friday, 7:00 AM–5:30 PM CT
Extended Support Hours: Monday–Friday, 9:00 PM–5:00 AM CT (email correspondence only)

Contact Information	
Call us to: • Place or modify an order • Update contact and/or demographic information (laboratory name, address, contact email address, telephone and fax numbers) • Discuss special needs (international) • Initiate CAP*TRAK*er℠ email	**800-323-4040 option 1** **847-832-7000 option 1** (Country Code: 001 for international customers)
To contact the CAP via email	Go to cap.org and select **Contact & Support** at the end of the homepage. **OR** Send an email to **contactcenter@cap.org**.
To submit orders or permits	Fax: **847-832-8168** (Country Code: 001) Email: cdm@cap.org
Laboratory Accident Hotline	800-443-3244 847-470-2812 (Country Code: 001 for international customers)

CAP*TRAK*er Email

The CAP's electronic PT kit shipment-tracking service offers these benefits to your laboratory:

- Locate your PT kit in an instant.
- Receive CAP*TRAK*er emails notifying you of program shipments.
- Link to carrier tracking information through a CAP*TRAK*er email.

To initiate the receipt of CAP*TRAK*er emails, please forward your name, account number, and email address to contactcenter@cap.org.

e-LAB Solutions Suite

Use the CAP's online portal to manage your laboratory improvement programs. The portal provides helpful, convenient, and easy-to-use tools to:

- Access the CAP's web-based reporting solution, Performance Analytics Dashboard.
- Enter, review, and approve your PT results with interactive online forms.
- View and print copies of evaluations, participant summary reports, kit instructions, and result forms.
- Access your analyte scorecard, customized PT shipping calendar, and other analytical tools.
- View and update your CMS analyte reporting selections to ensure proper regulatory reporting.
- Manage your laboratory's online access, user permissions, and your individual profile.
- Manage your accreditation documents, including customized accreditation checklists and test menu/activity change forms.
- Enhance your automated reporting capabilities with e-LAB Solutions Connect (available in the US and Canada).
- Connect to CAP Learning tools, assessments, and modules.

This site contains a Users Guide that will guide you through the process of using e-LAB Solutions Suite. When you enroll/register for e-LAB Solutions Suite, your laboratory will receive important email notifications regarding PT events such as kit and evaluation availability.

Program Certificates

At the completion of the program year, participating laboratories will receive a program certificate that recognizes each institution's participation in the CAP Surveys and Anatomic Pathology Education Programs.

Program Usage and Materials

- All program materials are intended for proficiency testing (PT) use only.
- You may not transfer or incorporate PT samples, their progeny, unmodified derivatives, or modifications thereof into a program intended for sale or uses other than proficiency testing, quality assurance, or education.
- Upon disposal of PT samples, their progeny, reagents, disposable equipment, unmodified derivatives, or modifications thereof used in PT, you should autoclave or incinerate and dispose of these materials as hazardous waste.
- All directions concerning use of the program materials are intended as guidance only.
- No license is either granted or implied by the sale of any program.
- The CAP contracts with vendors in producing the materials for its proficiency testing programs.
- The CAP follows PT manufacturer directions in determining the packaging, transport, and shipping conditions of all materials. These requirements may differ from the in-laboratory storage specifications indicated in the kit instructions that accompany your PT. Upon delivery of your PT, follow the kit instructions immediately and conduct the CAP PT as soon as possible.

Laboratory Accident Hotline
800-443-3244
847-470-2812 (Country Code: 001 for international customers)

Accidental exposures while processing specimens from the CAP, including cuts and contamination of mucous membranes or non-intact skin, should be reported to the CAP hotline for evaluation and questions regarding prophylaxis. Please provide the identification number of the relevant specimen.

Biohazard Information/Warning Statements

- The Centers for Disease Control and Prevention (CDC) has classified all bacterial and viral strains used in PT challenges as not greater than a Biosafety Level 2. A full description of Biosafety Level 2 handling requirements as defined by the CDC Office of Health and Safety in Biosafety in Microbiological and Biomedical Laboratories is provided at cdc.gov/biosafety/publications/bmbl5/index.htm.
- All Surveys include a biohazard warning statement appropriate for handling of the material.
- Surveys that do not include etiologic agents are still expected to be handled in keeping with CDC universal precautions and OSHA bloodborne pathogen rules.
- The CAP's Safety Data Sheets (SDS/MSDS) are available on cap.org (Laboratory Improvement > Catalog and Ordering Information).

Governing Law

- All CAP transactions are governed by Illinois state law. Unless otherwise stated US Commercial Code prevails.

CMS Reporting

- The College of American Pathologists must submit PT results to the CMS for all laboratories providing a CLIA identification number.
- Your reporting preferences are outlined on the **CMS Analyte Reporting Selections** document, which is available online in e-LAB Solutions Suite.
- If a laboratory does not notify the CAP in advance that they have discontinued testing of a regulated analyte, a score of zero will be given.
- To avoid any penalties and ensure appropriate reporting in the future, you must note analytes listed on this report for which you do not perform testing.

PT Referral

Please share this information with anyone who performs and/or manages PT specimens.

Proficiency testing referral has come under greater scrutiny from inspectors for the CMS. The CAP's PT Program reminds participants that per CLIA '88, a laboratory must test the PT specimens it receives in the same manner as it tests patient specimens—specimens must be tested with the laboratory's ***regular workload***, using the laboratory's ***routine methods***, and the ***same number of times*** it routinely tests patient specimens. However, laboratories ***must not communicate results, share PT specimens, or refer PT specimens*** to a laboratory with a ***different CLIA number*** for tests not on the laboratory's menu even if the referral for testing is routinely performed for patient specimens.

Ordering Information, Forms, and Terms and Conditions

Renewal Orders (for current customers)

- Programs ordered as of August 1 are prepopulated on your order renewal form.
- Review all prepopulated PT ordering information including program enrollment, kit quantity, and demographic data.
- Refer to the Surveys catalog for program changes and discontinued or new programs.
- Complete form with payment information and return all pages by email to cdm@cap.org or fax all pages to Customer Data Management at 847-832-8168 (Country Code: 001).
- Upon receipt of the order, an email acknowledgment will be sent to the shipping contact listed.
- Once processed, an order confirmation will be emailed to the shipping contact. Order changes can be made at that time.
- You can also see a list of programs in your PT Shipping Calendar at cap.org.
- Renew online:
  - Visit cap.org and select SHOP at the top of the homepage. Log in and go to "I'm making purchases for" to select your laboratory.
  - Review, modify, and submit the prepopulated quote found under the "Quotes" link.
  - Note: To begin ordering on behalf of your organization, you will need to have ordering privileges granted by your Site Administrator.
- Use the prepopulated order forms:
  - Return **ALL** pages of your renewal order form, **including payment information.**
  - **Print clearly and follow all instructions for adding and canceling programs. Legible printing will help ensure the accuracy of your order.**
- Provide clear and complete shipping address, contact name, telephone number, and email address information on your order form.
- The CAP will not accept post office box numbers for shipments.

New Customers (placing your initial order)

- Visit cap.org and go to the Laboratory Improvement > Catalog and Ordering Information section to access a CAP order form.
- Complete ALL pages of order form, **including payment information**. Provide clear and complete shipping address, contact name, telephone number, and email address information.
- Return ALL pages of the order form and payment information to cdm@cap.org or fax all pages to Customer Data Management at 847-832-8168 (Country Code: 001).
- The CAP will not accept post office box numbers for shipments.
- Upon receipt of the order, an email acknowledgement will be sent to the shipping contact listed.
- Once processed, an order confirmation will be emailed to the shipping contact. Order changes can be made at that time.

Order Deadline

- Order by December 1 to ensure full participation.
- Order early. Programs have limited quantities.
- Orders received after December 1 will be processed by date of receipt and prorated per program availability.

Order Additions and Cancellations

- The CAP will make every effort to accommodate orders received after December 1. Orders are dependent on the shipping schedule, specimen availability, and specimen stability.
- Due to vendor commitments, the CAP must receive cancellations no later than **six weeks** prior to the published ship date to receive credit for canceled programs.
- A refund will not be issued for any paid fees once the shipment has been released, or six weeks prior to the first scheduled ship date of the year.
- The CAP is not responsible for the return of shipments due to certain force majeure situations such as when shipments are returned from customs authorities. Participants are responsible for all costs and expenses related to the return of shipments to the CAP or its designated distributor if the reason for such return is late program cancellation, refused shipment, or invalid ship-to address.

Prelicensure/Reinstatement Service

- The CAP provides PT samples to laboratories that may need to perform prelicensure testing before beginning patient testing and/or reinstatement testing due to PT failures. Contact the CAP for cost and availability.
- PT samples with limited stability are not available for prelicensure/reinstatement testing.
- Reinstatement evaluations will be provided upon submission of results to the CAP.

CAP and CLIA Numbers

- Please have your CAP number available when placing orders. For new CAP customers, a CAP number will be assigned to the laboratory and will appear on your order confirmation.
- US and international customers subject to CLIA: Confirm or provide the laboratory's CLIA identification number, which is assigned by the Centers for Medicare & Medicaid Services (CMS) and can be obtained from your laboratory director. Contact your CMS Regional Office if you do not have a CLIA identification number.
- Orders may be submitted pending assignment of your CLIA number. Forward the number to the CAP once assigned.

Prices/Estimated Costs

- Prices exclude taxes, duties, brokerage fees, disbursement fees, and other applicable shipping and customs charges. These fees are the responsibility of the importer. All prices are subject to change without notice.
- The CAP reserves the right to change the published prices and ship dates.
- Estimated Costs: Contact the CAP if your institution requires an estimated cost (provided as a pro-forma invoice) prior to submitting payment. Upon receipt of the pro-forma invoice, submit the completed order form, including payment method, to the CAP for processing of your order.
  - A pro-forma invoice can be requested by including the request when submitting your order forms, contacting the CAP, or via the online store.

Payment

Complete the Payment Information section of the order form. **To avoid delay in the processing of your order,** you must use one of the five following methods of payment:

- **Checks:** Make payable to the College of American Pathologists in US dollars and indicate the check number on the form.
- **Credit Card:** Include the card number, expiration date, cardholder's name, and authorized signature in the fields provided on the form.
- **Purchase Order:** A purchase order indicates a future commitment to pay. Indicate the purchase order number on the form
- **Letter of Authorization:** If your institution does not use a purchase order system, a signed letter of authorization on your institution's letterhead is acceptable. Please include the payment method (bank draft, wire transfer, etc.) information in your letter. Indicate this payment option selection on the order form and include a copy of the letter with your completed form
- **Wire Transfer:** See next page for more information

Payment (cont.)

- **Wire Transfer Information**
  - Include all bank fees with your payment. The CAP is not responsible for bank fees incurred while remitting payment. Make arrangements with your financial institution to include all wire transfer fees charged by intermediary banks.
  - Short payment due to deduction of intermediary bank fees will leave an open balance on your account. You are responsible to pay in your next wire transfer to the CAP.
  - Remit wire transfer payment to:
    - BMO Harris Bank N.A., 311 West Monroe Street, Chicago, Illinois 60606 USA
    - Phone: 312-461-2121
    - Account Number: 223-733-7
    - ABA Number: 071000288
    - SWIFT #: HATRUS44
  - Include the following information:
    - Customer name
    - CAP number
    - Account number
    - Invoice and/or order number

Payment Terms and Conditions

- For orders processed by October 31, 2019, payment terms are extended until December 1, 2019.
- After November 1, 2019, terms will be net 30 days from the invoice date.

Tax Information

- The CAP will calculate and add appropriate taxes for your locale to your invoice if your institution is subject to sales tax.
- Include applicable taxes with your prepaid order.
- Enclose your tax-exempt certificate with your order form if your institution is not subject to sales tax or if you have not previously notified the CAP with any changes.
- The CAP federal tax identification number is 36-2118323.

Tax Identification Number/Value-Added Tax (VAT)

Provide the CAP with your federal tax ID or VAT if your country requires that number be listed on the commercial invoice.

The CAP's terms and conditions supercede any terms and conditions supplied by the customer.

Permitting Information

What you need to know before your PT program is shipped:

General Permit Requirement Information

Many countries require import permits or other clearance documentation for customs clearance (regardless of dangerous goods status of a program).

- Work with your local authorities to determine if any permits are required.
- As a recipient, you are responsible for obtaining any import permits/documents and forwarding these to the CAP for inclusion with the program shipment. Provide these same documents to your broker or your local designated carrier.
- Programs with dangerous goods materials may require special permits and incur additional charges.
- Do not use the CAP Surveys catalog program descriptions for permit preparation and customs clearance documents. Program specifications may have changed after catalog publication and do not provide sufficient detail. Contact the CAP to obtain such information.
- You are responsible for monitoring permit expiration dates and submitting a new permit six weeks prior to the scheduled ship date.
- **Program materials may not ship without required documentation.**

Submit permits at the time of ordering, preferably with an extended expiration date of December 31, 2020, in order to cover all shipments. **At a minimum, submit permits six weeks prior to the stated program ship date to ensure timely delivery.**

Additional Documentation

Contact the CAP if you require additional documentation to place orders or receive shipments. Examples of available documentation include: US IRS Form 6166 Certificate of Residency, Articles of Incorporation, and the CAP's tax status.

Programs that may require import permits are listed below and are accurate as of May 1, 2019.

General Permit Requirements and Dangerous Goods Classification UN3373

Program Code	Program Name
BCS	Blood Culture
BCS1	Blood Culture, *Staphylococcus aureus*
BDP, BDP5	Bacterial Detection in Platelets
BDPV, BDPV5	Bacterial Detection in Platelets, Rapid
BSTS	Bacterial Strain Typing, *Staphylococcus*
CAMP	*Campylobacter*
D	Bacteriology
DEX	Expanded Bacteriology
D1	Throat Culture
D2	Urine Culture
D3	GC Culture
D8	Group B Strep Detection
E	Mycobacteriology
E1	Mycobacteriology, Limited
F	Mycology
F1	Yeast
F3	*Candida* Culture
HC4	Herpes Culture
HC6, HC6X	*C. trachomatis* and *N. gonorrhoeae* by NAA

Program Code	Program Name
HPS	*Helicobacter pylori* Antigen, Stool
IDN	Nucleic Acid Amplification, Organisms without MTB
IDO	Nucleic Acid Amplification, Organisms
LN38	CMV Viral Load Calibration/Linearity
MBT	Microbiology Bench Tools Competency
MC3	Urine Colony Count
MC4	Urine Colony Count Combination
MRS	Methicillin-resistant *Staphylococcus aureus* Screen
MRS5	Methicillin-resistant *Staphylococcus aureus* Screen, 5 Challenge
PNA1	PNA FISH for *Staphylococcus*
PNA2	PNA FISH for Yeast
RMC	Routine Microbiology Combination
SCP	Stem Cell Processing
VR1	Virology Culture
VRE	Vancomycin-resistant *Enterococcus*
VS	Vaginitis Screen Antigen Detection – BD Affirm VP III

WARNING: The **Instrumentation (I) Survey** specimens may contain corrosive or toxic substances, environmental hazards, or irritants. This Survey ships as a Class 9 dangerous good with a specimen volume below the threshold requiring special packaging.

Note: CAP Viral Measures VMI-VM6X do not ship under a Dangerous Goods Classification; however, some countries may still require permits due to the nature of the material.

Hawaiian Permits

Import permits are required by the state of Hawaii. You may obtain an import permit by contacting the Plant Quarantine Branch of the State of Hawaii Department of Agriculture. Complete form PQ-7 to obtain an import permit or a letter of authorization.

Hawaiian Permit Requirements

Program Code	Program Name	Documentation Requirement
ACA	Antichromatin Antibody	AR
AHIV	Anti-HIV 1/2	AR
ARP	Antiribosomal P Antibody	AR
BCS	Blood Culture	NR
BCS1	Blood Culture, *S. aureus*	NR
BDP, BDP5	Bacterial Detection In Platelets	NR
BDPV, BDPV5	Bacterial Detection In Platelets, Rapid	NR
BOR	*B. pertussis/parapertussis*, Molecular	AR
BP	Blood Parasite	AR
BSTS	Bacterial Strain Typing, *Staphylococcus*	NR
BV	Bacterial Vaginosis	NR
CAMP	*Campylobacter*	NR
CBT	Cord Blood Testing	NR
CDF2, CDF5	*Clostridium difficile*	AR
CHPVD	Human Papillomavirus, Digene	AR
CHPVK	Human Papillomavirus, SurePath	AR
CHPVM	Human Papillomavirus, ThinPrep	AR
CRYP	Cryptococcal Antigen Detection	AR
D	Bacteriology	P
D1	Throat Culture	NR
D2	Urine Culture	P
D3	*N. gonorrhoeae* Culture	NR
D5	Gram Stain	AR
D6	Rapid Group Strep A Antigen Detection	AR
D8	Group B Strep Detection	NR
D9	Rapid Strep Antigen Detection, Waived	AR
DEX	Expanded Bacteriology	P
E	Mycobacteriology	NR
E1	Mycobacteriology-Limited	NR
F	Mycology and Aerobic Actinomycetes	P
F1	Yeast	P
F3	*Candida* Culture	NR
FSER	Fungal Serology	AR
FSM	Fungal Smear	AR
GIP, GIP5	Gastrointestinal Panel	AR
GNBC	Gram-Negative Blood Culture Panel	AR
GPBC	Gram-Positive Blood Culture Panel	AR
HBVL	Hepatitis B Viral Load, 3 Challenge	AR
HBVL5	Hepatitis B Viral Load, 5 Challenge	AR
HC1	*C. trachomatis* Antigen Detection (DFA)	AR
HC2	Herpes Simplex, Antigen Detection (DFA)	AR
HC3	*C. trachomatis* Antigen Detection (EIA)	AR
HC4	Herpes Simplex Virus, Culture	NR
HC6, HC6X	*C. trachomatis/N. gonorrhoeae* by Nucleic Acid Amplification (NAA)	NR
HC7	*C. trachomatis/N. gonorrhoeae* with DNA	AR
HCV2	Hepatitis C Viral Load	AR
HIVG	HIV Genotyping	AR
HPS	*H. pylori* Antigen, Stool	NR
HPV	Human Papillomavirus	AR
ID1	Nucleic Acid Amplification, Viruses	AR
ID1T	Nucleic Acid Amplification, JC & BK	AR
ID2	Nucleic Acid Amplification, Respiratory	AR

Continued on next page

Permit Definitions

AR = AR Letter: Hawaii Department of Agriculture letter for programs not specifically regulated but still requiring documentation for importing

NR = NR Letter: Hawaii Department of Agriculture letter for programs considered to be low risk but still requiring documentation for importing

P = Permit

Hawaiian Permit Requirements continued

Program Code	Program Name	Documentation Requirement
ID3	Influenza A, Influenza B, & RSV by NAA	AR
ID5	HSV, V2V—Molecular	AR
IDME	Meningitis/Encephalitis Panel	AR
IDN	NAA, Organisms Without MTB	NR
IDO	Nucleic Acid Amplification, Organisms	NR
IDPN	Infectious Disease, Pneumonia Panel	AR
IDR	Infectious Disease, Respiratory Panel	NR
LBAS	*Legionella* Antigen Detection	AR
LN38	CMV Viral Load Calibration Verification/Linearity	NR
LN39	HIV Viral Load Calibration Verification/Linearity	AR
LN45	HCV Viral Load Calibration Verification/Linearity	AR
LPX	Laboratory Preparedness Exercise	P
MBT	Micro Bench Tools Competency	P
MC3	Urine Colony Count	NR
MC4	Urine Colony Count Combination	NR
MGEN	*Mycoplasma genitalium,* Molecular	AR
MRS, MRS5	Methicillin-resistant *Staphylococcus aureus* Screen	NR
MRS2M, MRS5M	MRSA Screen, Molecular	AR
MTBR	Molecular MTB ID & Resistance Detection	AR
MVP	Molecular Vaginal Panel	AR
NAT	Nucleic Acid Testing	AR
P	Parasitology	AR
P3	Parasite, Fecal Suspension, Immunoassay	AR
P4	Parasite, Fecal Suspension, PVA, Immunoassay	AR
P5	Parasitology, *Giardia/Crypto* Immunoassay	AR
PNA1	PNA FISH For *Staphylococcus*	NR
PNA2	PNA FISH For Yeast	NR
POC4	POC Strep Screen Competency	AR
RHCVW	Anti-HCV, Rapid Methods, Waived	AR
RMC	Routine Microbiology Combination	P
SBAS	*S. pneumoniae* Antigen Detection	AR
SCP	Stem Cell Processing	NR
SP	Stool Pathogens	AR
SP1	Norovirus	AR
SPN	Stool Pathogen, without Shiga Toxin	AR
ST	Shiga Toxin	AR
TTD	Tick-Transmitted Diseases	AR
TVAG	*T. vaginalis*, Molecular	AR
VBDM	Vector-Borne Disease-Molecular	AR
VLS	BK, CMV, and EBV Viral Load	AR
VLS2	Viral Load	AR
VM1	Viral Markers-Series 1	AR
VM2	Viral Markers-Series 2	AR
VM3	Viral Markers-Series 3	AR
VM4	Viral Markers-Series 4	AR
VM5	Viral Markers-Series 5	AR
VM6, VM6X	Viral Markers-Series 6	AR
VR1	Virology Culture	NR
VR2	Virology Antigen Detection (DFA)	AR
VR3	Infectious Disease Serology	AR
VR3M	Infectious Disease Serology, Mumps	AR
VR4	Virology Antigen Detection (Non-DFA)	AR
VRE	Vancomycin-resistant *Enterococcus*	NR
VS	Vaginitis Screen Antigen Detection	NR
VS1	Vaginitis Screen, *T. vaginalis*	AR

Permit Definitions

AR = AR Letter: Hawaii Department of Agriculture letter for programs not specifically regulated but still requiring documentation for importing

NR = NR Letter: Hawaii Department of Agriculture letter for programs considered to be low risk but still requiring documentation for importing

P = Permit

Canadian Permits

Canadian regulations require permits to import animal, plant, and human pathogens. Permit applications should list the CAP program code and full program name. Do not list the Program Fulfillment Group (PFG). Do not list the mailing designation (A, B, C).

These permits must be obtained for all infectious modules by the recipient from:

- The Public Health Agency of Canada (PHAC). Contact PHAC.licence-permis.ASPC@canada.ca.
- Canadian Food Inspection Agency (CFIA) permits may also be required. Contact CFIA.permission.acia@canada.ca.

Canadian Permit Requirements

Program Code	Program Name	PHAC License: HAR (RG2) & HPTR (RG2) if culturing	PHAC License: HPTR (RG2) if culturing	CFIA OBCS (aquatic-animal HAA/HAR)	CFIA Compliance Letter	CFIA COA (plant PPA/PPR)
BCS	Blood Culture	X		X	X	
BCS1	Blood Culture, *S. aureus*	X		X	X	
BDP, BDP5	Bacterial Detection in Platelets	X				
BDPV, BDPV5	Bacterial Detection in Platelets, Rapid	X		X	X	
BSTS	Bact Strain Typing, *Staphylococcus*	X				
CAMP	*Campylobacter*	X		X	X	
CBT	Cord Blood Testing			X	X	
D	Bacteriology	X		X	X	
D1	Throat Culture	X		X	X	
D2	Urine Culture	X		X	X	
D3	*N. gonorrhoeae* Culture	X		X	X	
D8	Group B Strep Detection	X		X	X	
DEX	Expanded Bacteriology	X				
E	Mycobacteriology	X		X	X	
E1	Mycobacteriology-Limited	X				
F	Mycology and Aerobic Actinomycetes	X		X	X	X
F1	Yeast	X		X	X	
F3	*Candida* Culture	X		X	X	
FSER	Fungal Serology					
HC4	Herpes Simplex Virus, Culture	X				
HC6, HC6X	*C. trachomatic*/*N. gonorrhoeae* by Nucleic Acid Amplification (NAA)	X		X	X	

Continued on next page

Definitions

HAA/HAR—Health of Animals Act and Health of Animals Regulations

HPTR—Human Pathogens and Toxins Regulations

PPA/PPR—Plant Protection Act and Plant Protection Regulations

OBCS—Office of Biohazard Containment and Safety

RG2—Risk Group 2

Canadian Permit Requirements continued

Program Code	Program Name	PHAC License: HAR (RG2) & HPTR (RG2) if culturing	PHAC License: HPTR (RG2) if culturing	CFIA OBCS (aquatic-animal HAA/ HAR)	CFIA Compliance Letter	CFIA COA (plant PPA/ PPR)
HCV2	Hepatitis Viral Load		X			
HIVG	HIV Genotyping		X			
HPS	*H. pylori* Antigen, Stool	X				
ID1	Nucleic Acid Amplification, Viruses		X			
ID2	Nucleic Acid Amplification, Respiratory		X			
IDME	Meningitis/Encephalitis Panel		X			
IDO, IDN	Nucleic Acid Amplification, Organisms	X				
IDR	Infectious Disease, Respiratory Panel		X			
LN38	CMV Viral Load Calibration Verification/ Linearity		X			
LN39	HIV Viral Load Calibration Verification/ Linearity		X			
LN45	HCV Viral Load Calibration		X			
MBT	Micro Bench Tools Competency	X		X	X	
MC3	Urine Colony Count	X		X	X	
MC4	Urine Colony Count Combination	X		X	X	
MRS	Methicillin-resistant *Staphylococcus aureus* Screen, 2 Challenge	X		X	X	
MRS5	Methicillin-resistant *Staphylococcus aureus* Screen, 5 Challenge	X		X	X	
NAT	Nucleic Acid Testing	X				
PNA1	PNA Fish For *Staphylococcus*	X		X	X	
PNA2	PNA FISH For Yeast	X				
RMC	Routine Microbiology Combination	X		X	X	
SCP	Stem Cell Processing			X	X	
SP1	Norovirus		X			
VBDM	Vector-Borne Disease-Molecular		X			
VM1	Viral Markers-Series 1		X			
VM2	Viral Markers-Series 2		X			
VM3	Viral Markers-Series 3		X			
VM4	Viral Markers-Series 4		X			

Continued on next page

Canadian Permit Requirements continued						
Program Code	**Program Name**	**PHAC License: HAR (RG2) & HPTR (RG2) if culturing**	**PHAC License: HPTR (RG2) if culturing**	**CFIA OBCS (aquatic-animal HAA/ HAR)**	**CFIA Compliance Letter**	**CFIA COA (plant PPA/ PPR)**
VM5	Viral Markers-Series 5		X			
VM6	Viral Markers-Series 6		X			
VM6X	Viral Markers-Series 6, Additional Material		X			
VR1	Virology Culture	X				
VRE	Vancomycin-resistant *Enterococcus*	X				
VS	Vaginitis Screen Antigen Detection	X				

Some programs require multiple permits. If the lab is not culturing the programs in column marked "PHAC License: HPTR (RG2) if culturing," they would return the provided permit request letter signed "No Permit Required."

Definitions

HAA/HAR—Health of Animals Act and Health of Animals Regulations

HPTR—Human Pathogens and Toxins Regulations

PPA/PPR—Plant Protection Act and Plant Protection Regulations

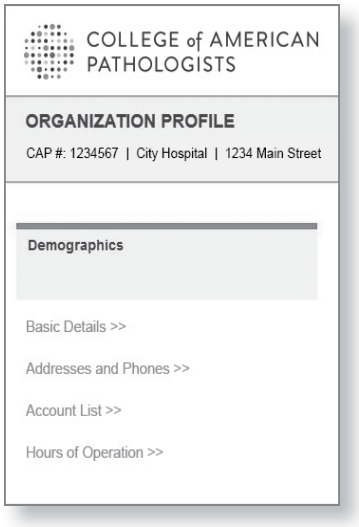
OBCS—Office of Biohazard Containment and Safety

RG2—Risk Group 2

Ensure your laboratory's information is up-to-date.

The CAP's online Organizational Profile tool ensures your laboratory's information is current to alleviate any issues with your proficiency testing and accreditation procedures. No more mailing forms or experiencing delays in processing—information is recorded in real time.

Log into e-LAB Solutions Suite to review and update your laboratory's information.



Shipping Information

Shipping Terms and Conditions

- Incoterms for all shipments are made CPT destination. Customers are responsible for all customs fees, duties, taxes, and brokerage fees. The shipping and handling fee does not cover additional costs incurred by the recipient's government or brokerage company.
- The CAP is not liable for loss or damage caused by force majeure.
- Proficiency testing shipments will be sent via overnight or two-day service domestic.

Shipping and Handling Fees

Our goal is to ensure program materials are shipped to maintain stability and reach your laboratory using a reliable transportation carrier. The CAP requires the addition of a 1% fuel surcharge for 2020 program shipments for all continental US customers due to the increase in shipping rates. Additional shipping fees for programs shipped to all non-continental US customers are indicated in the table below.

Shipping and Handling Fees

Destination	Shipping Fee Per Program (US $)
Alaska	$55
American Samoa	$55
Canada	$120
Guam	$55
Hawaii	$55
Puerto Rico	$95
Virgin Islands	$95
Shipments beyond the continental US and destinations noted above	$160

Shipping and handling fees shown above are collected for shipments sent beyond the continental US and cover shipping costs and handling requirements. Additional fees, duties, and taxes not reflected in the CAP list price may be imposed on proficiency testing orders. Participants should contact their local customs office and local UPS office regarding any additional charges that may be imposed.

- Discuss your local delivery requirements.
- Identify your broker with your local UPS office.
- Consider establishing an account with UPS for direct billing of duties and taxes. It is common practice for carriers to charge additional disbursement fees for advancing duties and taxes due to your government. If an account is not established with your local UPS office, deliveries may be delayed or arrive Collect on Delivery (COD).
- Inquire whether signing a power of attorney for brokerage services will expedite clearance of your shipments.
- Inquire if there are documents you can prepare in advance and place on file for the program year.

Local duties and tax charges may apply to shipments within your geographic area.

- Duties and import taxes imposed by countries outside of the United States are the responsibility of the customer and cannot be waived by the CAP.
- Other government fees imposed by your country are the responsibility of the customer and cannot be waived by the CAP.
- Shipments are processed CPT Destination.

Programs Exempt from Shipping and Handling Charges

Program Code	Program Name
APAPCPT, APAPJPT, APAPKPT, APAPLPT, APAPMPT, PPTENR, Series 1 and 2	Glass Slide Gynecologic Cytopathology PT Program with Glass Slide PAP Education, additional pathologist or cytotechnologist
APAPCE, APAPJE, APAPKE, APAPLE, APAPME, Series 1 and 2	Cytopathology Glass Slide Education Program, additional pathologist or cytotechnologist
AUP	Autopsy Pathology
AUP1	Autopsy Pathology, additional pathologist
BMD	Bone Marrow Cell Differential
CAPBIND*	CAP Survey Binder
CPIP/CPIP1	Clinical Pathology Improvement Program
CY	CAP/ACMG Cytogenetics
DPATH/DPATH1	Online Digital Slide Program in Dermatopathology
DY	Ligand Assay, Special
EHE1	Expanded Virtual Peripheral Blood Smear
EMB	Embryology
FNA/FNA1	Online Digital Slide Program in Fine-Needle Aspiration
FNAG1	Fine-Needle Aspiration Glass Slide Education Program, additional pathologist or cytotechnologist
FR/FR1	Forensic Pathology
HPATH/HPATH1	Hematopathology Online Education
NEO	Neoplastic Cellularity
NGC1	Nongynecologic Cytopathology Education, additional pathologist or cytotechnologist
NGSB1	NGS Bioinformatics for Illumina Platforms
NGSB2	NGS Bioinformatics for Ion Torrent Platforms
NGSBV	NGS Bioinformatics Somatic Validation
NGSE	NGS Undiagnosed Disorders-Exome
NP/NP1	Neuropathology Program
PIP1	Performance Improvement Program in Surgical Pathology, additional pathologist
PIPW/PIPW1	Online Performance Improvement Program in Surgical Pathology
All Q-TRACKS®, Q-PROBES™, Q-MONITORS®	Quality Management Tools
SEC	CAP/ACMG DNA Sequencing Interpretation
SMCD, SM1CD, SM2CD	Semen Analysis - Online
TICP/TICP1	Nongynecologic Cytopathology – Intraoperative Touch Imprint/Crush Preparation Program

Continued on the next page

*The CAP does not charge shipping and handling for binders that are included with your order. The purchase of additional binders will incur a shipping and handling fee.

Programs Exempt from Shipping and Handling Charges continued	
VBF	Virtual Body Fluid
VBP/VBP1	Online Virtual Biopsy Program
VGS1	Virtual Gram Stain Basic Competency
VGS2	Virtual Gram Stain Advanced Competency
VIP/VIP1	Variant Interpretation Only
VPBS	Virtual Peripheral Blood Smear
VS2	Vaginitis Screen, Virtual Gram Stain

*The CAP does not charge shipping and handling for binders that are included with your order. The purchase of additional binders will incur a shipping and handling fee.

Carriers

The CAP will send all standard proficiency testing program shipments via UPS, the CAP's preferred carrier. If your organization is specifically requesting shipment via a freight forwarder or another designated carrier **at your expense,** provide the CAP with your final shipment address, account number, and the freight forwarder's US domestic address and contact information.

Carrier Contact

Carriers or customs officials may attempt to contact your PT shipping contact if there are issues regarding clearing your shipment; make sure you provide the CAP with your PT shipping contact email and local number. Please respond to these requests for additional information as soon as possible. Contact the CAP if you need additional information to expedite clearance.

If you fail to respond to information requests from carriers and customs officials, the following may occur:

- Your organization may incur additional charges for storage and management fees.
- You may incur additional fees due to disposal or return of your shipment.

Special Requirements

Discuss any special shipping requirements or updates with the CAP Customer Contact Center staff.

Communicate all requests for special shipping arrangements to the CAP a minimum of six weeks prior to the stated program ship date.

Commercial Invoice

Commercial invoices are affixed to packages as required by international shipping conventions. The commercial invoice is an official transaction record between an exporter and an importer. Customs officials use this form to clear your shipment.

The invoice total listed on the commercial invoice is not an amount due to the CAP or your country. The invoice total is listed for the purpose of computing duties and taxes.

Delivery

CAP programs are shipped door-to-door service whenever possible. In instances where your country does not allow delivery to your door, the CAP can only arrange shipment to an airport. In these instances you will be notified when a program has been cleared and is ready for pickup. You must pick up your shipment at that point. If you refuse to pick up your shipment, your order

Stability

Some programs have limited stability and may not be available in certain countries. For more information, contact the CAP Customer Contact Center.

Programs With 10 or Less Days Stability	
Program Code	**Program Name**
B27*	HLA-B27 Typing
BALL	B-Cell Acute Lymphocytic Leukemia
CBT*	Cord Blood Testing
EPO	Erythropoietin
FL3*	Flow Cytometry
GH2, GH5	Hemoglobin A_{1c}
HFC*	Hemocytometer Fluid Count
LN15	Hemoglobin A_{1c} Calibration Verification/Linearity
MX1B	HLA Crossmatching, Antibody Screen and Identification (Class I) basic
MX1C	HLA Crossmatching, Antibody Screen and Identification (Class I) comprehensive
MX2B	HLA Crossmatching, Antibody Screen and Identification (Class II) basic
MX2C	HLA Crossmatching, Antibody Screen and Identification (Class II) comprehensive
MXB	HLA Crossmatching, Antibody Screen and Identification (Class I and II)
MXC	HLA Crossmatching, Antibody Screen and Identification (Class I and II)
PCNEO*	Flow Cytometry, Plasma Cell Neoplasmas
RFAV1*	Rare Flow Antigen Validation CD1a
SCP*	Stem Cell Processing
ZAP70*	ZAP-70 Analysis by Flow Cytometry

Note: The CAP strives to deliver all program materials in a stable condition. Surveys that must be kept cold will ship with frozen cold packs or dry ice as needed and allowed by country importation regulations. If transportation to your location cannot meet these conditions, please note that replacements will not be available.

For CAP-accredited international laboratories, the CAP requests that your laboratory perform testing on these materials. If unacceptable results are achieved and it is established that such results are due to shipping conditions, your laboratory may review options with the CAP Laboratory Accreditation Program staff at accred@cap.org.

*Programs with less than five days stability may not be suitable for participants located outside the US and Canada.

Dry Ice

Some shipments are packed on dry ice to maintain stability. Dry ice shipments are shipped as UN1845 dangerous goods shipments. Due to sublimation, there may not be any dry ice present when you open your kit. This condition is not an indication that the program material has been compromised. If your country does not allow dry ice shipments, your Surveys will be packaged with cool packs that may not be as effective in maintaining a cool environment. When you receive your shipment, follow the kit storage instructions as soon as possible.

Program Materials Shipped on Dry Ice

Program Code	Program Name
ABGIC	Accuracy-Based Glucose, Insulin, and C-Peptide
ABL	Accuracy-Based Lipids
ABS	Accuracy-Based Testosterone, Estradiol
ABTH	Harmonized Thyroid
ABU	Accuracy-Based Urine
ABVD	Accuracy-Based Vitamin D
ACA	Antichromatin Antibody
AFD	Antifungal Drugs Monitoring
AG*	1,5-Anhydroglucitol
ARP	Antiribosomal P Antibody
BDPV, BDPV	Bacterial Detection in Platelets, Rapid
BGL, BGL1	CAP/ACMG Biochemical Genetics
BMV2*	Bone Specific Alkaline Phosphatase
BNP, BNP5	B-Type Natriuretic Peptides
BU*	Bone and Mineral Metabolism, Urine
C1*, C3*/C3X*, C4*, CZ*/CZX*, CZ2X*/CZVM*, Z*	Chemistry and Therapeutic Drug Monitoring
C7*	Pseudocholinesterase
CMSP	CAP/ACMG Cardiomyopathy Sequencing Panel
CRT, CRTI	Cardiac Markers
CRTQ	Quality Cross Check—Cardiac Markers
CS	CAP/AACC Immunosuppressive Drugs
CZQ*	Quality Cross Check—Chemistry/Therapeutic Drug Monitoring
DAI*	Urine Drug Adulterant/Integrity Testing
DFC	Drug-Facilitated Crime
DMPM*	Drug Monitoring for Pain Management
EPO*	Erythropoietin
ETB*	Ethanol Biomarkers
EV	Everolimus
FOL*	RBC Folate
FT*	Fructosamine
FTC*	Forensic Toxicology, Criminalistics
GSA*	Glycated Serum Albumin
HCV2	Hepatitis C Viral Load

Continued on the next page

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, American Samoa, and to APO/FPO addresses.

Program Materials Shipped on Dry Ice continued

Program Code	Program Name
HIVG	HIV Genotyping
HV2	HIV Viral Load
ICSP	CAP/ACMG Inherited Cancer Sequencing Panel
IFS*	Interfering Substances
IGHV	IGHV Mutation Analysis
ING*	Insulin, Gastrin, C-Peptide, and PTH
K*, KK*, K2*, KVM*	Ligand Assay—General
KET*	Ketones
LCW	Chemistry—Limited, Waived
LN2*, LN2BV*	Chemistry Calibration Verification/Linearity
LN24	Creatinine Accuracy Calibration Verification/Linearity
LN25, LN27	Troponin Calibration Verification/Linearity
LN30	B-Type Natriuretic Peptides Calibration Verification/Linearity
LN31	Immunosuppressive Drugs Calibration Verification/Linearity
LN35, LN36, LN37	Coagulation Calibration Verification/Linearity
LN38	CMV Viral Load Calibration Verification/Linearity
LN41	Procalcitonin Calibration Verification/Linearity
LN44	Fibrinogen Calibration Verification/Linearity
LN45	HCV Viral Load Calibration Verification/Linearity
LN46	C-Peptide/Insulin Calibration Verification/Linearity
LPE*, SPE*	Lipoprotein and Protein Electrophoresis
MHO, MHO1, MHO2, MHO3, MHO5	Molecular Hematologic Oncology
MPA	Mycophenolic Acid
MRD, MRD1, MRD2	Minimal Residual Disease
NB*, NB2*	Neonatal Bilirubin
NGSHM	Next-Generation Sequencing—Hematologic Malignancies
NGSST	Next-Generation Sequencing—Solid Tumor
NIPT*	Noninvasive Prenatal Testing
NOB	Novel Opioids and Benzodiazepines
NTA	Nicotine and Tobacco Alkaloids
OFD*	Oral Fluid for Drugs of Abuse
PCARI*, PCARM*, PCARMX*	Plasma Cardiac Markers
RAP*	Renin and Aldosterone
RNA	Fusion RNA Sequencing
SALC	Salivary Cortisol
SARC	Sarcoma Translocation
SCDD*	Synthetic Cannabinoid/Designer Drugs
SCO*	Serum Carryover
T*	Toxicology

Continued on the next page

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, American Samoa, and to APO/FPO addresses.

Program Materials Shipped on Dry Ice continued	
Program Code	**Program Name**
TBLA	Total Bile Acids
TM*, TMX*	Tumor Markers
TNT, TNT5	Troponin T
UDS*, UDSM*, UDS6*	CAP/AACC Urine Drug Testing, Screening
UPBG	Porphobilinogen, Urine
UT*, UTCO*	Urine Toxicology Carryover
VF*	Vitreous Fluid, Postmortem
VITD*	25-OH Vitamin D, Total
Y*, YY*, YVM*	Ligand—Special
ZE*	Therapeutic Drug Monitoring—Extended

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, American Samoa, and to APO/FPO addresses.

Options for International Customers

If you are ordering programs shipped with dry ice or cool packs and the average temperature in your country is higher than 25°C (77°F), the CAP recommends you upgrade your shipment packaging to the extended shipper (XDS). The XDS is a dual insulation shipper intended to maintain the cold chain to destinations with warmer climates. The fee associated with such service is $30 per program.

Simplify ordering with our online store.

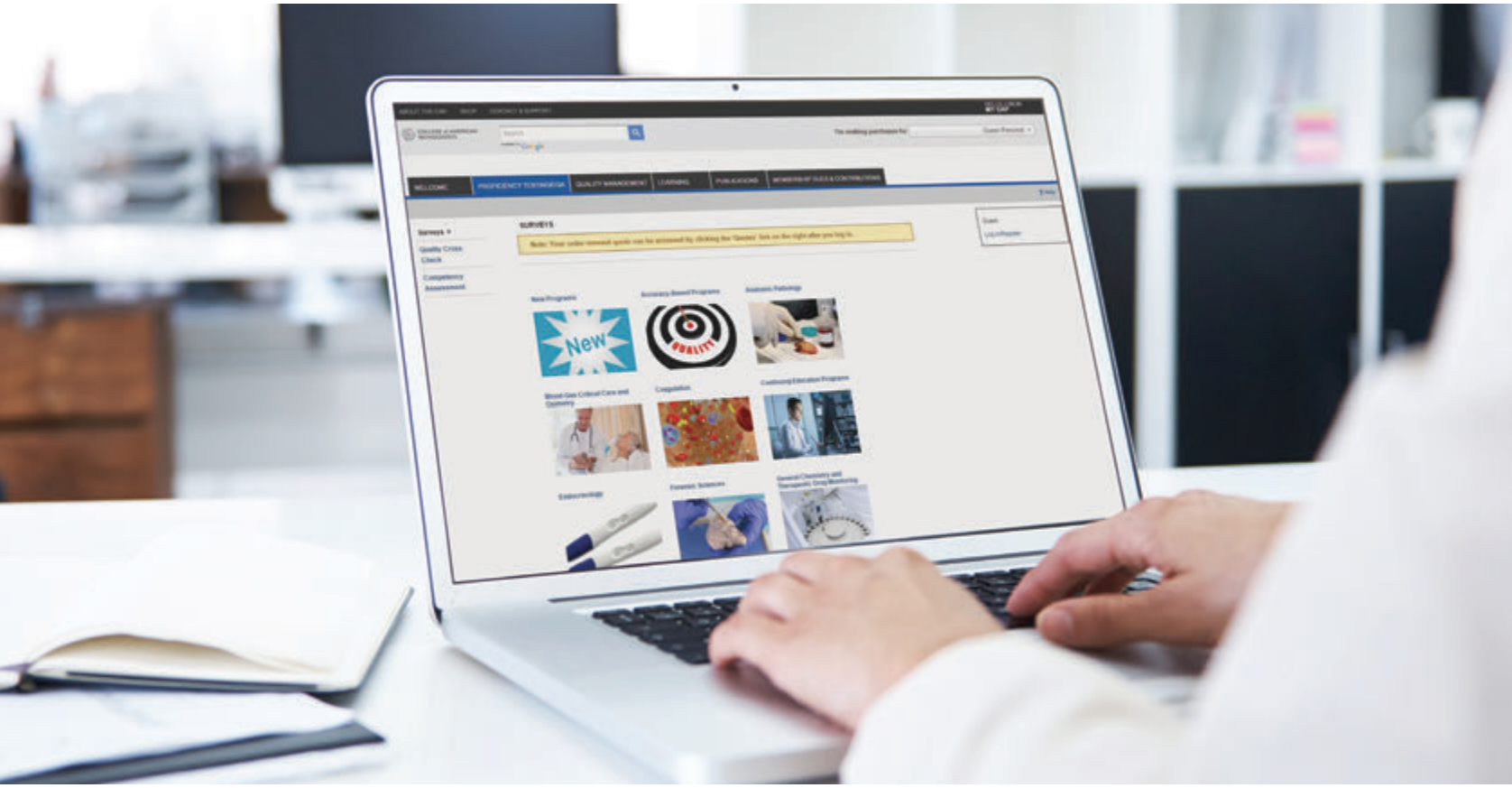
Order PT, quality management programs, learning opportunities, publications, and more.

From the online store, you can:

- Review your 2020 prepopulated quote (based on your 2019 order)
- Add new programs based on your test menu
- Manage your shipping and billing information

To get started, visit cap.org and select SHOP at the top of the home page.

Simplify ordering with our online store.



Order PT, quality management programs, learning opportunities, publications, and more.

From the online store, you can:

- Review your 2020 prepopulated quote (based on your 2019 order)
- Add new programs based on your test menu
- Manage your shipping and billing information

To get started, visit cap.org and select SHOP at the top of the home page.

Laboratory medicine is changing at a rapid pace. Our comprehensive range of programs is constantly evolving to keep you in step with these changes, so you will have more time for what matters most—accuracy in the laboratory.

- Choose from more than 650 programs—see pages 4-6 of the Surveys catalog for our full listing of new programs.
- Offer your staff up to 100 CE credits with CAP Surveys.
- Educate staff on testing trends and best practices with our Participant Summary Reports' extensive discussions.
- Purchase your programs and manage your account online—you can review, modify, and submit your prepopulated quote.

From routine to esoteric, our programs help you deliver performance you can measure and accuracy you can trust.

COLLEGE of AMERICAN PATHOLOGISTS

325 Waukegan Road
Northfield, IL 60093-2750
800-323-4040
847-832-7000 (Country code: 001)

ANAB ACCREDITED ISO/IEC 17043 PROFICIENCY TESTING PROVIDER

Printed with inks containing soy and/or vegetable oils

FSC www.fsc.org MIX Paper from responsible sources FSC® C132124

cap.org