

Client Procedure (CP) for obtaining Laboratory Services Online (Commercial)

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1. Purpose and Objectives

The purpose of this procedure is to detail the step-by-step process of how to request Laboratory Service/Testing with EHS Central Laboratory Online.

2. Scope

This covers and applies to all clients and stakeholders requiring or wishing to acquire Laboratory services from EHS Central Laboratory regardless of their location.

However, this does not apply to those clients/stakeholders who wish to comply with Regulatory requirements and may refer to PCFC-TRK-EHS-CL-CP-02, Client Procedure for Obtaining Laboratory Services (Regulatory) for further guidance.

3. Definitions and Abbreviations

3.1 Commercial services - refers to all tests/services offered by EHS Lab.

4. Procedure

4.1 Online submission

4.1.1 Clients to log in using their Trakhees Online account and follow the below steps and fill in the details requested:

Login >>> click EHS Customer Service >>> Laboratory Services

4.1.2 Once submitted, the client will receive the submission reference no. for their request and will be reviewed and responded to within 1-2 working days.

4.1.3 The submission will be reviewed, and the client may check the status of their request by logging in to their Trakhees Online Account and responding back to whatever is requested.

- a. More Info – requesting further details/information.
- b. Confirm Quotation - confirming the quotation will prompt the system to
Generate the Payment Advise (PA)
- c. Awaiting Payment Advice - the amount will be auto-debited if there is enough balance in your Trakhees Online Prepaid Account. If None, settle the amount as per the mode of payment mentioned in the PA.

4.1.4 The client must settle the payment advice once issued before scheduling their request for sampling/ sample collection.

4.1.5 If everything is settled and clear - The client will receive an auto-generated notification about their schedule.

4.3 Follow-Ups

The client may follow-up the by checking on their Trakhees Online Account and/or sending an email to the EHS email address (ID.Lab@pcfc.ae)

5. Service Completion Time

	Service	Completion Time
5.1	Online submission	1-2 working days (response timeframe per submission/ communication)

6. Service Fees

Depending on the service/s requested, fees will be generated through the Fees and Payment System (FnP)

7. Related Documents/ Forms

TRK-EHS-CL-QF05a Quotation-Service Proposal (as and when needed)

8. Applicable References and Regulations

Not applicable

9. Process Workflow

