



Client Procedure on How to Request for Laboratory Testing/Service (Commercial)

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1. Purpose and Objectives

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

2. Scope

This covers and applies to all client and stakeholders requiring or wish 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 on How to Request for Laboratory Testing (Regulatory)* for further guidance.

3. Definitions and Abbreviations

- 3.1 Commercial services - refers to all test/services offered by EHS Lab.
- 3.2 TRF - Test Request Form

4. Procedure

4.1 Online submission

- 4.1.1 Client to log-in using their Trakhees Online account and follow the below step and fill-in the details requested:

a. For Quotation

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

b. For Lab Test

Login >>> click EHS Customer Service >>> Laboratory Services >>> **Lab Test Request**

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

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

a. More Info – requesting further details/information

b. Issue Quotation (if requested)

c. Issue/generates Payment Advise (if requested)

4.1.4 Client must settle the Payment advise once issued prior on scheduling their request for sampling/sample collection.

4.1.5 If everything is settled and clear - Client will receive an auto-generate notification about their schedule.

4.2 Manual submission

4.2.1 Client may send their inquiry and/or request to EHS email address (ID.Lab@pcfc.ae) and EHS Central Lab will reply back with them within 1-2 working days.

4.2.2 The submission will be reviewed and client will receive a response back if needed such as:

- More Info – requesting further details/information
- Issue Quotation (if requested)
- Issue/generates Payment Advise (if requested)

- 4.2.3 Once confirmed, EHS Central Lab will generate a payment advise together with the Test Request Form (TRF) and send it to the client to settle.
- 4.2.4 Client must forward a copy of the payment receipt and the duly filled-up Test Request Form (TRF) signed by the authorized representative.
- 4.2.5 Client will be informed about their schedule.

4.3 Follow-Ups

Client may follow-up the by checking on their Trakhees Online Account and/or sending email to 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)
5.2	Manual 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

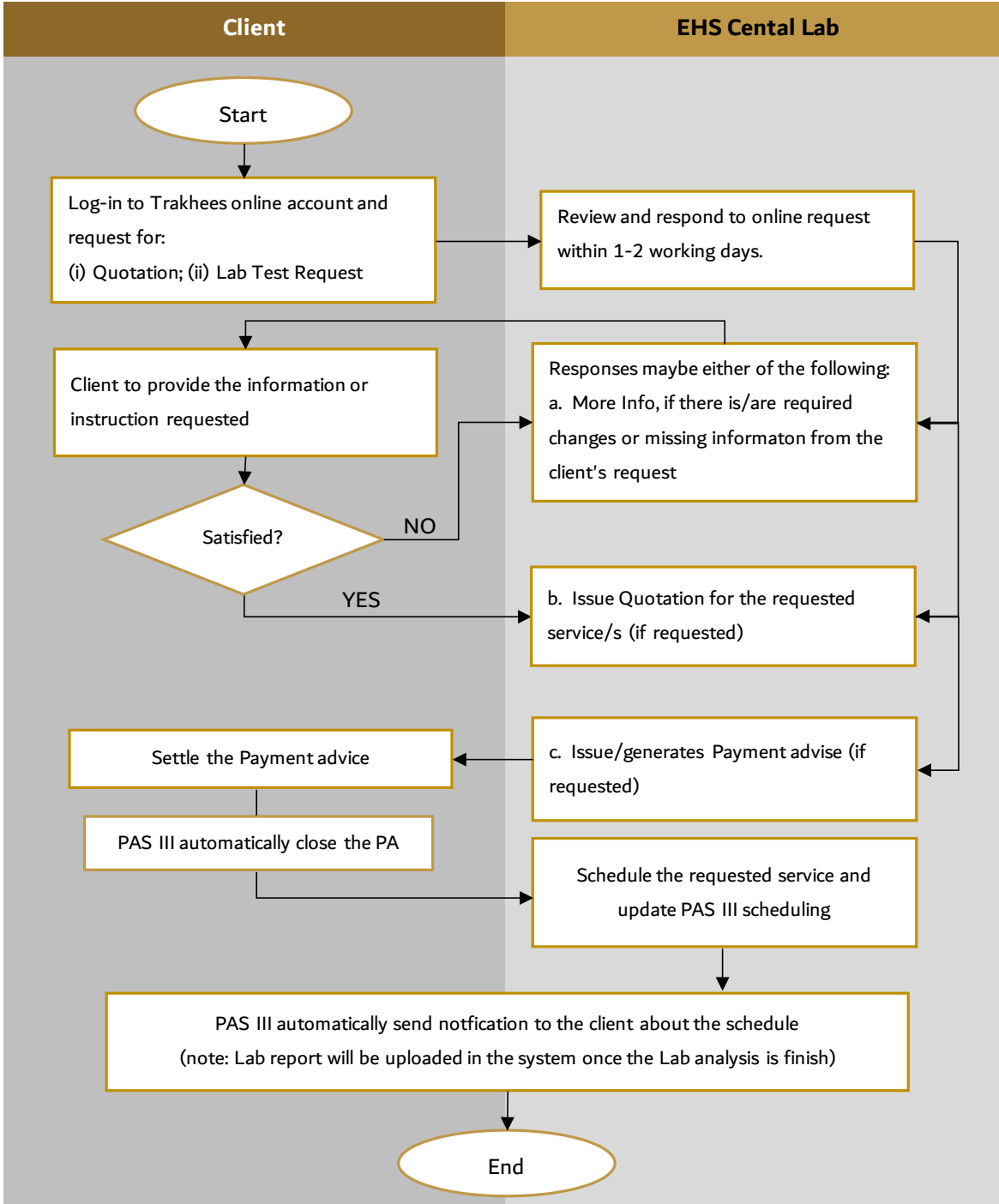
PCFC-TRK-EHS-CL-QF05b Test Request Form

8. Applicable References and Regulations

Not applicable

9. Process Workflow

9.1 Online Submission



9.2 Manual Submission

