

## Genics Customer Booking and Shipping Information Summary

### Purpose

The purpose of this document is to summarize the required shipping paperwork and processes for sending aquaculture feed samples in 70% Laboratory grade ethanol with DHL from anywhere in the world to Genics Service Laboratories in Australia.

### Background

Shipments in the global freight network travel as:

### **Aquaculture feed samples import permit number 0005866108 Not Restricted Under Special Provision A180.**

What this means is that the material is imported into Australia under an import permit. This permit requires that the material is fixed in 70% ethanol which renders the material non-infective (preserved and fixed).

The special provision A180 is a special condition that allows you to ship ethanol on air freight such as what DHL Express use. What this means is that there is less than 30 mL of 70% ethanol in each individual tube or individual bag. It then means that you have enough paper towel to absorb the full volume of liquid if it leaked. Then the total package (which can contain multiple tubes or bags) must be sealed one more time with a zip lock bag or similar. The total amount of ethanol in the parcel needs to be less than 1 litre of ethanol.

### Shipping paperwork and process

Step 1. Continue reading this summary

Step 2. Declaration is required to be completed (2 copies required). The Declaration form is located on the same webpage as this document as **Step 2**.

Step 3. Import Permit and MSDS for 70% ethanol forms need to be included (2 copies required). This form is located as **Step 3**.

Step 4. **ONLY FOR VIETNAM** (Due to Local Government Regulations)

### Vietnam – additional paperwork

Vietnam requires an Indemnity form which can be download as Step 4 in the shipping process.

## Genics Customer Booking and Shipping Information

### DHL Booked on Genics Account: We're here to help you every step of the way

Customers are welcome to request the Genics Team to book their shipment on the Genics DHL Account, provided they comply with the Import Permit, Special Provision A180 rules as described - in brief - sample in <30mL of 70% Laboratory grade ethanol per inner tube, paper towel to absorb total liquid volume in the event of leakage, additional plastic outer bag to seal with total parcel less than 1L.

Genics will add the total cost of shipping plus a small handling fee to the final invoice for the services provided. Note avoid large boxes with large empty spaces, smaller boxes cost a lot less and travel well within the DHL shipping network.

To request the Genics Team to book your parcel with DHL simply email the below information to [farmerhelp@genics.com](mailto:farmerhelp@genics.com)

1. Completed Manufacturers and Customs Declaration (excluding the Shipment Reference No.)
2. Vietnam only – completed indemnity form
3. Full name of person shipping
4. Phone/Cell number of person shipping
5. Email address
6. Drivers License Number
7. Physical address where the parcel can be picked up from
8. Where will parcel be located (reception, front door etc.)
9. Any additional instruction to help the DHL driver find your address?
10. Weight of the parcel in kg
11. Dimensions of the parcel (height, width, length) in cm
12. Date for pick up and time bracket when pick up can occur (e.g., 9am to 1pm). We will select the closest available date and time combination for your shipment.

Once these details are emailed to the Genics Team we will endeavor to book your shipment the same day and will email back all paperwork to be printed and put with your parcel.

If the local or nearest DHL Office does not pick up at the designated date and time on the shipping paperwork, the customer is responsible for calling the DHL Office to arrange pick up or dropping the parcel to the physical DHL Office in person.