**Genics Customer Booking and Shipping Information**

**Purpose:** The purpose of this document is to summarize the required shipping paperwork and processes for sending tissue 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:

**Exempt Specimens. Not Restricted & Exempt Under Special Provision A180.**

What this means is that the material is exempt from import permit requirements in Australia because the tissue is fixed in 70% ethanol which renders the material non-infective.

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 liter of ethanol. The outer packaging is a cardboard box.

**Shipping paperwork and process
Step 1.** **Continue reading this summary**

**Step 2.** **Manufacturers Declaration & Shipping Invoice** is required to be completed (2 copies of each required). These Declaration & Invoice forms are located on the same webpage as this document as **Step 2.** Your Invoice number must match what is used during the DHL or similar booking process. Your Shipping number is given after your booking is complete with DHL or similar.

**Step 3.** **ONLY FOR VIETNAM and INDIA (Due to Local Government Regulations)**

**Vietnam –** requires an Indemnity form which can be downloaded as **Step 3** in the shipping process.

**India –** requires an additional permit which can be downloaded as **Step 3** in the shipping process.

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

Customers are welcome to request Team Genics to book their shipment on the Genics DHL Account, provided they comply with the Exempt Specimen, Special Provision A180 rules as described.

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 log into your [portal account](http://my.genics.com.au/), or for new customers, request your account [here](https://genics.com.au/submitsamples/#register-org).

Once you are logged into your secure [portal account](https://my.genics.com.au/), you can request a new submission and follow the prompts to submit and request a shipment to be booked.

We are here to help, any questions, email info@genics.com