

Importation and Shipping Guide

This guide takes you through the process of enrolment with the RCPAQAP to participate in our External Quality Assessment (EQA) programs.

Links are provided to take you to relevant information in the enrolment process.

For assistance from a member of our Customer Service Team:

E: customer.service@rcpaqap.com.au

P: +61 2 9356 2003

For existing customers: You can submit a request in the [myQAP portal](#).

In some regions, we have [international distributors](#) to help you with your program selection, ordering, and importation.

Select programs:

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- Select programs to enrol in from our [RCPAQAP product catalogue](#).
- A formal quotation can be requested by selecting 'Add to Quote' on the items in our Product Catalogue. Once all items are selected, click 'Finalise Quote' and our team will contact you.
- Confirm that you can receive the samples by checking our full list of [shipping exclusions](#).

Shipping terms and conditions :

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1. Our Incoterms for all shipments are Delivered Duties Unpaid (DDU).
2. You may receive multiple items from your order in one package.
3. Our physical goods are shipped at \$20.00 AUD per shipment. This is declared on the commercial invoice with a generic description of the goods. The generic description of the goods is Exempt Human Specimens (IATA 3.6.2.2.3) Human Substrates/ Human Plasma/Human Serum. The HSN code is 3002.12.00.

[View our Terms of Trade](#)

RCPAQAP

The Royal College of Pathologists of Australasia
Quality Assurance Programs

Setting up an Account:

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- Once you have decided to enrol with the RCPAQAP, our team will provide a 'New Participant Request Form' that you must complete and return. This is where we collect information on your organisation, shipping address, contact information and naming conventions.
- The **Primary Contact** contact on your account is the individual who receives the shipping dispatch email sent when the shipment is picked up from our building. They will be responsible for clearing the shipment and may be contacted by our preferred carrier.
- Your shipping address should be locatable via Google Maps for address verification and should not contain any special characters. Our team will update your address to fit the requirements of our system.
- Each contact added will receive a login for the **myQAP portal** and will need to log in and activate their account by setting a password. The Primary contact can also add other contacts as needed.

Prepare and submit documents for customs:

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- **Safety Data Sheets (SDS)**. View and download RCPAQAP Safety Data Sheets across all disciplines and programs.
- RCPAQAP general **Intent of Use Letter** may be included in the document submission to assist with explaining what the shipment contains to customs officials.
- Submit all required documents to your government agency in advance of shipments arriving in your country to avoid delays.
- Respond immediately to courier or customs inquiries to ensure successful delivery.
- Customs cannot clear shipments missing necessary documentation.

Delivered shipments:

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- Inspect the contents immediately upon arrival to confirm that all materials on your packing slip have been received and arrived in suitable condition for testing.
- The temperature stated in the **RCPAQAP product catalogue** and Survey Instructions is for storage upon arrival, not the temperature the program should arrive in. Majority of our samples are sent at ambient temperature. Our stability data shows they are not negatively impacted.
- Survey instructions and Result Entry forms are available in myQAP after the date of the survey opening.
- Submit a request immediately about sample or shipment issues.

Together we make a difference.

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Get in touch directly.

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