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### **Frequently Asked Questions about hoh-PAK's new LIMS**

Q: What exactly is a LIMS?

A: A LIMS is a Laboratory Information Management System. It will enable us to better track your sample information, as well as all related Quality Control information.

Q: What are my reports going to look like?

A: Very much like the ones you now receive. Your results will be on the first page. But rather than the summary statement of our Quality Control data that you have been used to seeing, we will now include complete Quality Control data (on page 2 and beyond) for each analyte tested by hoh-PAK. A copy of your Chain of Custody will also be included.

Q: Will this be mailed or emailed?

A: We are encouraging our clients to receive reports via email, but this is not required. If you do want your analyses emailed, we will send both printed copies and electronic copies at first. We will then include a notice with your final "printed and mailed" Certificates of Analyses that you will only be receiving electronic copies in the future.

When emailed, your Analytical Report will be in a .pdf format. (Most Windows computer systems already have a version of Adobe Acrobat Reader, which will easily display this file format. If not, you can download it for free at <http://get.adobe.com/reader/> (You might see an offer to download a McAfee Security Scan – this is optional and you do not need it to open .pdf files.)

You have the option of printing hard copies of all or part of your reports (such as the Results page). Regardless of what you decide to print, we strongly suggest that you also keep electronic copies of all of your reports in their entirety.

Q: Will you email my invoices?

A: We plan to eventually switch to invoicing via email, but are starting with emailing only analyses.

Q: Will I have to pay my invoices online?

A: No. Your remittance procedure to hoh-PAK will remain the same.

Q: This QA/QC data is confusing! How do I read it?

A: Well...that's why most folks liked the summary! For most of our clients, as long as everything is within limits for the QC data, that's all you need to worry about. And if it's out of limits, it will be indicated.

*FAQs about hoh-PAK Laboratory's new LIMS*

Q: If everything is fine with the QA data, why are you sending it?

A: Because LDEQ requires that we do so. If you request an analysis that is NOT for LPDES reporting purposes, we will *not* usually send the QC data *unless you request that we do so*. However, we are required to send this data for all testing performed for your LPDES permit.

Q: I see "Batch" and "Source" numbers on that QC Data page, but my sample has a different number. Is that right?

A: Yes. Those numbers refer to the Laboratory Batch ID and the QC sample source and may or may not be the same as your sample number.

Q: hoh-PAK does my DMRs. How is that going to change?

A: The LIMS system will not affect your DMRs. However, LDEQ is introducing an online system of filing DMRs called "NetDMR." We will continue to prepare your DMRs for mailing until you indicate that you have set up a user account with NetDMR. We'll be providing more info on Net DMR soon, but don't want anyone getting overwhelmed with too many changes at once! However, if you want to get started with NetDMR now, let us know and we'll be happy to work with you.

Q: Why don't I see my pH listed as a parameter? Where's my pH? My DO?

A: Your pH results and any other testing done "in the field" rather than in the laboratory will appear in a separate block (entitled "Field Data") on your Certificate of Analysis.

Here are a few other things you may notice:

-- Our sample numbering system will change; however, each sample will continue to have a totally unique identification number.

-- "Qualifiers," if any, will be noted by a code – either in the "qualifiers" column on the results page, or in the "notes" column on the QA/QC data pages. Definitions of qualifiers and notes will be found on the "Notes and Definitions" page.

-- Subcontracted results will continue to be noted as such.

If you have questions, please don't hesitate to call us at 337-364-2967!