

JOB NO: \_\_\_\_\_

## REQUEST FORM

### CUSTOMER INFORMATION

Company / Laboratory Name			
Company / Laboratory Address			
Customer Details	Name		
	HP/Tel (O)		
	Email		
Sample Description (attach details, eg. datasheet)			
Submission Date	(Note: Expected delivery date, refer to T&C No.5)		

\* Please list your samples ID/name in respective analysis form for reference

Rev No: 5

### TYPE OF SERVICES/FACILITIES: (please tick ✓)

#### SERVICES/FACILITIES

Type	Please (✓)	Quantity	Unit Price (RM)	Extended Price (RM)
1. Nuclear Magnetic Resonance (NMR)				
2. Sample Preparation (Coating/CPD)				
3. GCMS				
4. GCMS/MS				
5. Confocal Laser Scanning Microscope				
6. Field Emission Scanning Electron Microscope (FESEM)				
7. Energy dispersive X-ray (EDX)				
8. Differential Scanning Calorimeter (DSC)				
9. Simultaneous Thermal Analyzer (STA / Thermal Gravimetric Analyzer (TGA)				
10. Surface Area Analyzer (BET)				
11. Dynamic Mechanical Analyzer (DMA)				
12. DNA Sequencer				
13. Real Time PCR				
14. Particle Image Velocimetry (PIV)				
15. QTOF LC-MS / LC-MS/MS				
16. UHPLC				
17. Rheometer				
18. Tensiometer				
19. Ellipsometer				
20. Others :				
<b>Total (RM)</b>				

### TERMS AND CONDITIONS

1. Please submit this form together with detailed information of the sample, parameters, method etc (as indicated in the "Sample Description" column under the "Customer Info" section)
2. Kindly return, to the office, the original copy of this Request Form together with invoice commitment/inter journal transfer/proof of payment/Purchase Order from your company according to the total amount offered before proceed with analysis
3. Payment term is 100% upon agreement and the payment must be made within fourteen (14) days after invoice is issued. The payment is subject to one (1) year validity from date of submission.
4. Cancellation of testing can be made by the customer but no refund will be provided for any payment that has been submitted. Please get our consultation and refer to acceptance criteria of samples before proceed the payment. (Consideration is given to change the type of testing)
5. The laboratory will provide test results within 15 working days (or more, with agreement by both parties), calculated upon receiving complete payment.
6. The quoted price is valid only for one-time test. If the test (or any sub-test) needs to be repeated for any reason (other than mistakes on laboratory's side), new charges will be incurred.
7. The laboratory has the rights to reject the test request. No fees will be charged if the test is rejected.
8. All payment shall be made via:
  - i. Online transaction: **umpoint.um.edu.my** or **epay.um.edu.my** (IPPP-Makmal Analisis INFRA)
  - ii. By grant: **'Akaun Aktiviti Makmal Perkhidmatan IPPP' (UM.0000096/KWJ.AK)**
  - iii. Invoice : **Bendahari Universiti Malaya (CIMB : 8001279998)**
9. Please put your samples in glass vials or plastic pack with proper labeling and send to the laboratory personnel.
10. The test report will be provided along with samples. Please collect your sample within 30 days from the date of release report otherwise it will be disposed by following the guidelines. We will not liable for any violation regulation by you.
11. Please clarify if your sample is toxic/hazardous to health
12. T&C are subject to change without prior notice.

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***I have read and agree the Term and Condition above***

Type of Payment	Deposit/Online Transfer/Cheque		Grant/Vote/Allocation Acc. No.:		Invoice	
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**Please tick (✓)**

Customer declaration, signature & stamp*		FOR OFFICE USE ONLY	
<p>I agree to allow IPPP/Bendahari UM to debits total amount of RM _____ from stated grant/vote/allocation to '<b>Akaun Aktiviti Makmal Perkhidmatan IPPP</b>' for this service charge.</p> <p>I hereby agree with all terms &amp; condition stated above.</p> <p>Customer Signature : .....</p> <p>Date : .....</p> <p>Supervisor Signature &amp; Stamp : .....</p> <p>Date : .....</p>		<p>Received by : .....</p> <p>Date : .....</p> <p>Approved by : ..... (TM/DTM/Technical Staff)</p> <p>Date : .....</p>	

### FOR LABORATORY USE ONLY

ACCEPTANCE AND REJECTION CRITERIA			
SERVICES/FACILITIES	ACCEPTANCE CRITERIA	YES (✓)	NO (✓)
Nuclear Magnetic Resonance (NMR)	Sample weight: at least 20 mg and <b>homogenized</b>		
	Use the 5 mm NMR sample tube. (No breakage tube used)		
	Sample must be fully dissolved in deuterated solvents with amount at least 600ul or 4cm height		
	Sample must be free from bubble, metal and particulate		
Sample Preparation (Coating / CPD)	Critical Point Dryer : 1. Please prepared the sample (eg: bacteria, fungi, insect or etc) in 4% gluteraldehyde solution. 2. Minimum size : 2mm x 2mm (biology sample) and 10mm x 10mm (solid sample) 3. Sample dissolve in pure acetone solution		
	Sputter Coater (Gold/Carbon): • Mounted or fit on Aluminum Stub.		
GCMS	<b>Volatile compounds</b> must have boiling points below 280°C		
	If unknown concentration, prepare in 3 types of concentration as below: 1. 2 ppm 2. 5 ppm 3. 10 ppm		
	All samples completely dissolved in solvent. Preferably acetone or Dichloromethane. <b>Strictly no chloroform!</b>		
	Provide method or parameter		
	Amount of Sample: 0.5 -1.5ml		
	Prepare in to GCMS vial.		
GCMS/MS	Comply with all the above GCMS terms.		
	SIM 1. Standard solution provided by customer. 2. At least 3 different standard concentrations for standard curve.		

	Direct Probe		
	1. Pure sample		
	2. Homogeneous powder		
	3. Boiling point 400°C		
Confocal Laser Scanning Microscope	Amount of Sample: 0.5 -1.5ml		
	Prepare in to vial		
	Preferably the stained sample has been viewed under fluorescence microscope		
	Thickness of sample did not exceed 200µm.		
Field Emission Scanning Electron Microscope (FESEM)	Stained with fluorescent dye/s (Please provide the excitation and emission wavelength)		
	Fixed sample mounted on the glass slide covered with coverslip.		
	Live cell must be put in a dish with optical glass bottom.		
	Sample size - very minimal (solid or semi-solid (ESEM).For charging / life sample can proceed with sample preparation (gold coating /chemical treatment).		
Energy dispersive X-ray (EDX)	Sample size - very minimal (solid or semi-solid (ESEM). Detection limit: Depend on element, KV and LLD.		
Surface Area Analyzer (BET)	Sample weight: at least 0.1 g		
	Melting point: More than 200 °C		
	Surface Area range: at least 1 m <sup>2</sup> /g.		
	Sample type: Solid (Fit into sample tube with diameter:~10mm)		
Differential Scanning Calorimeter (DSC)	Sample weight at least 5mg and homogenized		
	Sample in small size which can fit into designated aluminum pan. (Solid material only)		
	Temperature range between -70°C to 550°C		
	Provide STA/TGA results for reference		
Simultaneous Thermal Analyzer (STA) / Thermal Gravimetric Analyzer (TGA)	Sample weight at least 5mg and homogenized		
	Sample in small size which can fit into designated ceramic crucible		
	Temperature range between 30°C to 800°C		
Dynamic Mechanical Analyzer (DMA)	Sample must be in solid form and can be cut into rectangle with size:		
	<ul style="list-style-type: none"> <li>Width 0.1-10 mm</li> <li>Thickness 0.1-5mm</li> <li>Long 20-30mm</li> </ul>		
	Provide method or parameter (refer to journal)		
DNA Sequencer	Perform all the purified and cycle sequencing method or any method necessary		
	Adequate DNA quantity		
Real Time PCR	Sample must be DNA or RNA		
	Specialized consumables to be used , appropriate for the sample blocks of the Quant Studio 12K Flex system		
	<ul style="list-style-type: none"> <li>Micro Amp 8-Tube Strips(0.1 ml)</li> <li>Micro Amp Optical 96 – Well fast reaction plate with bar code</li> <li>Micro Amp Optical 384 – Well reaction plate with bar code</li> <li>Array card</li> </ul>		
Particle Image Velocimetry (PIV)	Experiment set-up must be appropriate with the room size and doesn't affect the environment cleanliness and must follow health and safety procedure for PIV analysis.		
Rheometer	No Acidic, Strong Alkaline and Chlorinated Sample		
	Semi-solid sample ONLY		
	Temperature range : 0 – 200 °C		
	Provide method or parameter (refer to journal)		
Tensiometer	Parameter/characteristic must be provided.		

	Acceptable type of sample: a) liquid sample b) soluble sample		
	Homogenous sample		
Ellipsometer	a) Sample must be in solid form, Fit the sample holder		
	b) Sample must be homogenous and has a flat surface.		
LC-MS / LC-MS/MS / UHPLC	Please clarify the sample, solution used and method.		
	Please attached analysis method(s) Chromatography/ spectra		
	Oily and Polymer sample are NOT allowed		
	Prepare into vial (clear solution )		
	All solvent/buffer must be at least HPLC grade, below listed are NOT allowed: a) Non polar solvent b) Non-volatile buffer c) Trifluoroacetic acid (not recommended)		

\* Please ensure every sample/experiment FREE from toxic or hazardous material (harmful to health), apply to all services/facilities.

Additional Remarks (if any):

Please refer to 'Attachment 1' for service charge

DECISION: ACCEPT / REJECT	Remarks (if any):
Reviewed/Accepted Date	