

| A. Handling of Submission of Sample/s         |  |  |                                 |  |
|---|--|--|---------------------------------|--|
| CLIENT STEPS                                  | AGENCY ACTIONS   | FEES TO BE PAID  | PROCESSING TIME                 | PERSON RESPONSIBLE                           |
| Submit sample/s                               | Customer Relations Officer (CRO) receives and evaluates the sample/s   | List of available tests, fees, and sample requirements are indicated in the brochures below. | 5 minutes                       | Customer Customer Relations Officer (CRO)    |
| Review and sign the Technical Service Request | <ul style="list-style-type: none"> <li>If service/s is/are available, the CRO inputs customer details in the Unified Laboratory Information Management System (ULIMS), agree with customer on the terms and print request</li> </ul> |  |                                 | Provincial Customer Relations Officer (PCRO) |
|   | <ul style="list-style-type: none"> <li>If not, the CRO refers the sample/s thru the OneLab Referral Network</li> </ul>   |  |                                 |  |
| For samples received in the PSTCs:            | For samples received in the PSTCs:   | List of available tests, fees, and sample requirements are indicated in the brochures below. |                                 |  |
| Pay corresponding courier fee                 |  |  |                                 |  |
|   | <ul style="list-style-type: none"> <li>PCRO receives and evaluates sample/s</li> </ul>   |  | 5 minutes                       | Customer                                     |
|   | <ul style="list-style-type: none"> <li>PCRO sends sample/s via courier to the Regional Office</li> </ul>   |  | 2 days                          | Customer Relations Officer (CRO)             |
|   | <ul style="list-style-type: none"> <li>CRO receives couriered samples in the Regional Office</li> </ul>  |  | 3 minutes                       | Provincial Customer Relations Officer (PCRO) |
| Secure Order of Payment                       | Encode Order of Payment  |  | 5 minutes                       | Accountant                                   |
| Pay corresponding testing and calibration fee | Issue Official Receipt (OR)  |  | 5 minutes                       | Cashier                                      |
| Return to RSTL Office and show issued OR      | Note the OR number in the releasing form   |  | 1 minute                        | Customer Customer Relations Officer (CRO)    |
|   | Perform/ Conduct Testing and Calibration   |  | 2-10 working days per parameter | Analyst and Calibration Officer              |