



Version No: 01 Issue Date: 30/03/2021 Portfolio: Discrete Water Quality	Horizons Regional Council	Section No: 15.5 Appendix: 1 Page: 1 of 2
	Hydrology Operations Manual	

Discrete Water Quality – Courier Tracking

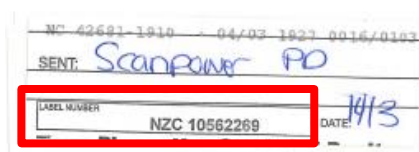
1. Overview:

Eurofins Environmental Laboratory Services (ELS) provides pre-paid courier labels for all water samples sent under Horizons Regional Council's (HRC) laboratory contract. New Zealand Couriers (NZC) is the contracted courier company for sample delivery between HRC and ELS.

Samples are time sensitive, with a standard delivery of within 24hrs of sample collection. Samples are couriered overnight to ELS from the NZC Palmerston North depot via the Lower Hutt NZC branch. NZC are well accustomed to both HRC and ELS and will continue to deliver chilly bins even when courier tickets are lost en route under normal circumstances (this is why HRC tape over the address labels and mark the chilly-bins it uses). However during extraordinary circumstances such as the 2022 Covid-19 Omicron surge the level of service may drop. It cannot be assumed that ELS will be aware of samples arriving either late or not at all. Therefore, for such periods HRC staff should track the samples progress as detailed in this SOP.

2. Label Number:

When tracking the samples you will need to obtain the relevant ticket stub. This should be left in the ticket book or drawer within the Water Quality Lab. The sample staff are required to add the run name and run date on the stub

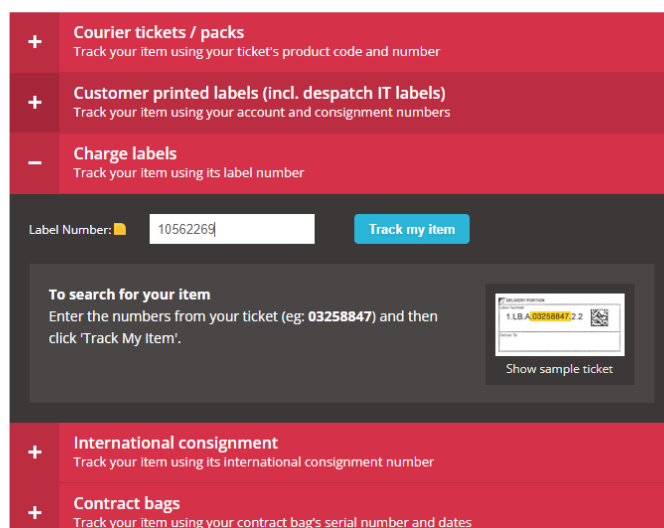




3. Procedure:

- Log onto: https://www.nzcouriers.co.nz/track_and_trace.html#ACharge.
- From the options, select 'Charge Labels'.
- Enter the label number on the stub (excluding the NZC prefix)
- Click on the track my item button

Track and trace

Select the item you wish to track from the options below.



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e. This should direct you to a results page showing the summary and transaction log.

Summary

Package	Pickup	Status	Delivery
NZC Charge Label 10562269	4:44PM 14/3/2022		7:28AM 15/3/2022

Track another item

Email results link

Print page

Detail for: **NZC Charge Label 10562269**

Query delivery >

✓

Pickup (4:44PM 14/3/2022)

- Picked up in area Town Run - Palmerston North by Courier 487. Couriers home branch is Palmerston North

✓

On Board (7:10AM 15/3/2022)

- Scanned in area Seaview / Eastbourne by Courier 406. Couriers home branch is Lower Hutt

✓

Delivery (7:28AM 15/3/2022)

- Delivered in area Seaview / Eastbourne by Courier 406. Couriers home branch is Lower Hutt
- Location: , Location Tag A0001023757 has Authority To Leave
- Signed for by "[Authority To Leave]"

4. Assessment:

Samples should be delivered at ELS by approx. 7:30am the following day. This will be shown in the summary table.

- If the sample has arrived there is no need for further action, any further issues should be directed to ELS.
- If the sample has not arrived at ELS by this time contact the NZC Palmerston North Branch ASAP on 06 353 1445.**

Samples arriving late may need to have testing removed or altered. For confirmation, contact the Discrete WQ portfolio holder.