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Discrete Water Quality – Courier Procedure

1. OVERVIEW.

From October 2023 samples being sent to Eurofins-ELS (ELS) will be split into two process streams. Upon return to Regional House:

- (i) All micro bottles will be packaged up in chilly bins and couriered same day using **NZ Post**.
- (ii) All other bottles will be picked up the following morning by the ELS courier.



This two process approach:

- Reduces courier charges to ELS thereby allowing Horizons to secure cheaper pricing.
- Enables the micro to be chilled according to NEMS and meet time limits increasing the QC of the analytical results.
- Enables the rest of the sample to be chilled sufficiently for subsequent pick up increasing the QC of the analytical results.

ELS will provide pre-paid courier labels for the water samples that are sent using **NZ Post**. Courier tickets are expensive and therefore must be used wisely and follow the correct procedure. **These tickets are exclusively for samples sent to ELS.**

EXCEPTIONS TO THE ABOVE PROCESS:

For the following situations **all sample bottles** may be sent via **NZ Post**:

- Samples dropped off remotely (i.e. Upper Whanganui SoE), refer to 3.5 below.
- Samples collected on a Friday, refer to 3.4.3 below.

2. USING SAMPLE FRIDGE / ELS COURIER.

All sample bottles excluding the Micro (these are time sensitive and need to be received by ELS within 24hrs) are to be bagged and placed within the sample fridge (by the rear door of Regional House) at the end of the sample run. The fridge key is hanging above the sink in the WQ lab – **please return after use**. The back-up key is on the white board behind the WQ Portfolio holder's desk.

The WQ Portfolio holder will provide the ELS Couriers contact number to all sample staff.

2.1 Sample preparation:

- (i) Unlock the fridge
- (ii) Bag the samples and place in the sample fridge
- (iii) Text the ELS courier **"HORIZONS SAMPLES READY FOR PICK UP"**
- (iv) Lock the fridge

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3. USING **NZ POST**.

All Micro bottles (plus the exceptions listed above) will continue to be couriered to ELS via **NZ Post** on the same day of sampling. Sample staff are to consolidate samples into as few chilly bins as possible where practicable to do so. Samples will be picked up between 4:30-5:00pm Monday-Friday.

3.1 Sample Preparation:

- (i) Place the samples in a clean chilly bin with plenty of ice packs
- (ii) Bag and add the paperwork to the bin
- (iii) Check the weight (refer to section 5 below)
- (iv) Stick the address label on the top of the bin
- (v) Tape the bin closed – tape over the address label to prevent this going missing
- (vi) Add the courier label(s) and PERISHABLE label

3.2 Sample Pick-up from Regional House:

The NZ Post driver will pick up samples at approx. between 4:30-5:00pm Monday-Friday from the rear door of regional house when instructed.

NOTE: **NZ Post DOES NOT** pick up from Regional House every day. The Discrete WQ portfolio holder / Special Projects team will be responsible for confirming with the courier when samples are to be collected. If you are collecting micro samples that are not confirmed in the WQ Calendar (i.e. Lake and Project work), confirm with the Discrete WQ portfolio holder / Special Projects team before midday on the date of sampling.

3.3 Sample Drop-off at NZ Post Depot:

Alternatively samples can be dropped off directly at the NZ Post depot at 9 Matthews Avenue (0800 268 7437) during weekdays up to **5:30pm**.

If you cannot make the courier by 5:30pm (NZ Post) or 6pm (NZ Couriers) contact the Discrete WQ portfolio holder / Special Projects team.

3.4 NZ Post Courier Labels

3.4.1 Courier Label: Courier labels come in printed runs from ELS, only one label is required per chilly-bin sent. These are delivered direct to the Discrete Water Quality portfolio holder and are prepaid – **DO NOT** use them for any other sample deliveries apart from those between HRC and ELS.

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Use numbers sequentially to aid tracking

One ticket per bin regardless of 18kg limit

Avoid taping over QR and bar codes

3.4.2 Courier Perishable Sticker: Add one of these to every chillybin – this confirms to NZ Post that the Samples are time sensitive.



3.4.3 Saturday Delivery Label: For Saturday delivery (packages sent on Friday), you must attach a single Saturday Delivery ticket as well as the standard charge label.



3.5 NZ Post Local Drop-offs: Local drop offs can be made from other locations. Please plan for such activities and confirm ahead of schedule to allow for changes from what's specified below:

- TAUMARANUI:** NZ Post Shop located within Paper Plus Taumarunui.
 77 Hakiaha Street, Taumarunui, 3920
 (07) 895 7430
 Drop off by: 4:00pm Monday-Thursdays
 (Fridays require Saturday label and are unreliable)

- OHAKUNE:** NZ Post Shop located within Take Note Ohakune.

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5 Goldfinch Street, Taumarunui, 4625
(06) 385 8645
Drop off by: 1:00pm Monday-Thursdays
(Fridays require Saturday label and are unreliable)

4. USING NZ COURIERS.

Horizons will retain some prepaid NZ Courier tickets in the short term to allow extra flexibility chiefly around the 6pm depot drop off (vs. 5:30 for NZ post).

Samples can be dropped off directly at the NZ Couriers depot at 12-22 Cook Street ((06)3531445) during weekdays up to **6pm**. If you cannot make the courier by 5:30pm (NZ Post) or 6pm (NZ Couriers) contact the Discrete WQ portfolio holder / Special Projects team.

4.1 NZ Couriers Courier Labels.

Courier labels come in books of 40 and only one label is required per package sent. These are delivered direct to the Discrete Water Quality portfolio holder and are prepaid – **DO NOT** use them for any other sample deliveries apart from those between HRC and ELS.

Only one courier book may be used at a time – do not take tickets from a new book until the current one is finished. Remove the label from the booklet by peeling from the corner marked, and affix this to the package. **DO NOT** remove the backing paper from the lower portion.

Fill in the following sections:

- Sent (1)** the run name
- Date (2)** the date you sent the package
- Name (3)** Print your name – Surname is fine
- Signature (4)** Sign the courier label



For Saturday delivery (packages sent on Friday), you must attach a single Saturday Delivery ticket as well as the standard charge label. Fill in the following sections:

- Sent (1)** the run name
- Date (2)** the date you sent the package

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5. CHILLY BIN USE:

5.1 Sample weight limits:

Following consultation with ELS Horizons imposed a **20kg limit** on sample containers that are to be couriered to ELS. Most couriers have a max limit of 25kg per item. If there are items whereby the 20kg limit cannot be adhered to (i.e. lake sampling jerry cans) then heavy lift labels need to be added.

The reasoning on this weight limit is to minimize the risk to all parties with respect to manual handling hazards. All samples to be couriered are to be weighed prior to being sent using the scales inside the WQ Shed to ensure that the 20kg maximum limit is adhered to.

5.2 Chilly bin sizes:

HRC currently have three main sizes of chilly bins:

	Capacity	Weight Empty
Small	9.5L	2kg
Medium (with handle)	22.7L	3kg
Large	45.4L	4kg

Slicker pads weigh from 0.25kg for the smallest ones up to 1kg.


5.3 Example Sample Limits:

Below is a matrix showing typical sample limits per size chilly bin based on a typical SoE sample (of approx. 2 Litres in volume and 2kg in weight) for general use. The matrix allows for the weight of the empty chillybin and an allowance for slicker pads:

		No. Of SoE samples							
Chilly Bin size	Capacity	1	2	3	4	5	6	7	8
Small	9.5L								
Medium (with handle)	22.7L								
Large	45.4L								

	Within 20kg weight limit
	In excess of 20kg weight limit

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Discrete Water Quality – Courier Procedure for Eurofins-ELS Samples

For micro only samples, simply ensure a chillybin is used that allows for sufficient cooling – it's very unlikely weight limits will be reached.