GENERAL INFORMATION

GOAL
The laboratory's product is environmental sample test data. Accurate and consistent results are our highest priority. To achieve this the laboratory has skilled, certified analysts, uses approved, calibrated test methods, routinely runs performance checks and system reviews, participates in independent proficiency check programs, and carefully documents all aspects of the laboratory operation. Clients may have confidence that this thorough quality assurance system provides data that are highly accurate and compliant with defined quality requirements.

Note, the laboratory is accredited to analyze and report data for environmental samples. We are not able to provide services for water or wastewater treatment or pollution mitigation, or engineering expertise, plan development or resolution of environmental issues.

ACCREDITATION
Oklahoma State Laboratory ID:  D9938
EPA ID:  OK01026
The laboratory is accredited for testing components as indicated on the various field and laboratory testing services pages.
Results from accredited tests may be reported for regulatory purposes.

SAMPLING
All samples require proper container, collection technique, handling, preservation and shipping to assure test data are accurate and compliant for regulatory reporting.
See further information in the Sampling, Handling and Preservation Guide.
Samples delivered to the laboratory must be accompanied by a sample submission/chain-of-custody statement that clearly describes sample collection, handling and shipping. This must be signed and dated by the sampler.

SAMPLE DATA REPORTING
Samples are typically reported within seven (7) working days of receipt in the laboratory.
Test results are usually reported by e-mail attachment or by hardcopy through the mail.
By client request, data may be reported via telephone or FAX.
Results may be delayed if a submission form does not accompany the samples.
"Rush" handling is available with a minimum 50% surcharge.
Confidentiality is assured by releasing results of all sampling, testing, data and reports only to the client. Information may be released to a 3rd party only by the specific written permission from the client.
BUSINESS OPERATIONS
The laboratory can work with clients to invoice work in convenient ways. Invoices can be included with test results or sent separately. Also invoices can be sent for each individual sample or on a monthly itemized statement. Terms are net 30 days. Accounts over 30 days will be assessed a finance charge of 1.33% per month. Payment is due at Oklahoma Panhandle State University, Texas County, Goodwell, Oklahoma. Discounts are available for customers based on sample volumes. Special analytical procedures, custom sampling and testing packages, and special reporting are available.

BUSINESS HOURS
Customers can access laboratory operations during work days and hours described below.

*Sampling needs, sample delivery activities, and test result expectations should be scheduled to coincide with these days and hours unless prior arrangements have been made and confirmed.*

*Special note regarding Coliform testing*
Samples for this test cannot be received on a Friday or on a day before a holiday. This is because the test results are read 24 hours after receipt.

9:00AM to 4:00PM daily, Monday-Friday, typical business work days, not including the following holidays:

- New Years Day  (January 1)
- Memorial Day  (last Monday in May)
- Independence Day  (July 4)
- Labor Day  (first Monday in September)
- Thanksgiving Day  (fourth Thursday in November) and Friday following Thanksgiving
- Several days at Christmas through New Years  (This is determined annually by the OPSU president. The days will be posted on the laboratory website well in advance of the Christmas holiday period.)

*NOTE*
When an official holiday falls on a Saturday, Friday preceding will be observed as the holiday. When an official holiday falls on a Sunday, Monday following will be observed as the holiday.

ABBREVIATIONS
The following abbreviations are used throughout the field and laboratory testing services pages.

- ASTM – American Society for Testing and Materials
- EPA – U.S. Environmental Protection Agency
- KDHE – Kansas Department of Health and Environment
- ODEQ – Oklahoma Department of Environmental Quality
- SM – Standard Methods for the Examination of Water and Wastewater
- TCEQ – Texas Commission on Environmental Quality