

Welcome to
AEGIS

SCIENCES CORPORATION

Thank you for giving AEGIS the opportunity to provide forensic toxicology services to your organization. As a new AEGIS client, we hope this Welcome Brochure will provide important information about our company policies and procedures.



ORDERING SUPPLIES

You will receive an initial supply of chain-of-custody forms, collection kits, and overnight shipping air bills with lab packs for sample collection and shipment to AEGIS for testing. When additional supplies are needed, they may be requested using one of the following options:

- Call our Supplies Department (800) 533-7052 ext. 636
- Visit www.aegislabs.com and click "Order Supplies"
- Email your request to supplies@aegislabs.com
- Fax your request to (615) 255-3030

When ordering supplies, please have the following information available:

- Client Name and Client Number (5 digit number at top of COC form)
- Ship-to address
- Type of kit and form needed (DOT, Non-DOT or Medical Examiner)
- Quantity of kits and forms needed

SAMPLE SHIPMENT

When AEGIS provides sample shipment to the laboratory, clients must use preprinted Air Bills for all samples shipments. **Air bills must not be altered!** The client will be responsible for any additional fees associated with sample shipment due to:

- Altering AEGIS-supplied air bills
- Using Non-AEGIS preprinted air bills
- Selecting a service other than Next Afternoon (preprinted)
- Selecting Saturday delivery

If you have any questions concerning Sample Shipment, please contact Client Services (ext. 610).

MISCELLANEOUS FEES

A \$15 fee will be charged in the following situations:

- A test is cancelled after receipt of sample
- A sample leaks in transit
- There is not enough sample to conduct the test

SAMPLE STORAGE

Samples reported negative are kept for seven-(7) days from the date of receipt. Samples reported positive are stored at -20° F for one year from the result report date, unless requested by client for longer storage. Please contact Client Services (ext. 610) for information concerning sample storage.

RESULTS REPORTING

During your account setup you will designate the "Report To" person for your account. This person will receive completed reports using one of the following options:

- Efax (for secured fax machines only)
- Call/Fax
- Email (requires email viewer CD-Rom; call Client Services (ext. 610) to order)
- Mail
- Please contact Client Services (x 610) if there is a change in the Report-to for your account.

PAYMENT TERMS

Terms for payment are net 30 days. AEGIS also accepts Visa, Mastercard, American Express, and Corporate Purchase Cards for payment. Invoices are faxed at least monthly to the fax number designated at account setup. Statements are sent only when an account becomes past due. Please contact our accounting department (ext. 614) for inquiries about invoicing and terms.

AEGIS COURIER SYSTEM

In a 40 mile radius of Nashville, TN, AEGIS Couriers pick up samples Monday-Friday. When you have a sample to be picked up, please call our Client Services Department (ext. 610).

AEGIS COLLECTION ROOM

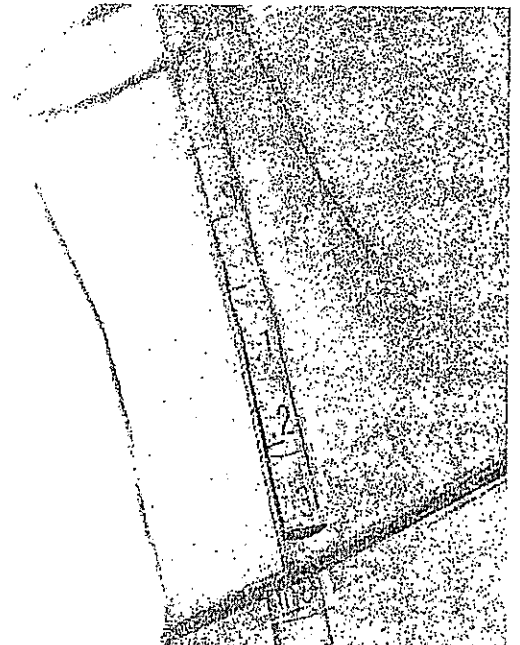
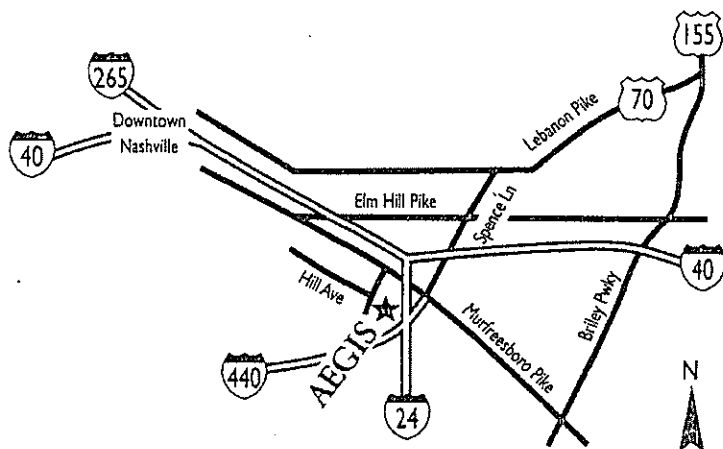
The AEGIS Collection Room is open Monday-Friday 8:00AM-5:00PM. The following services are provided by the AEGIS Collection Room:

- Forensic Urine Sample Collection (DOT and Non-DOT)
- Forensic Hair Collection
- Breath Alcohol Test by certified Breath Alcohol Technician
- Saliva and Blood Alcohol Testing

PLEASE NOTE: ALL AEGIS property is non-smoking. This includes the building, parking lot, and areas around the building.

DIRECTIONS/MAP TO AEGIS

Below is a map to AEGIS, which is also available at our website www.aegislabs.com on the ABOUT AEGIS page. Directions are also available on our phone system by pressing "1" when the opening message begins.



AEGIS MISSION

To promote a drug-free community
through education and forensic sciences,
To promote a close personal and professional
working relationship with clients, vendors, and staff,
To achieve the mission with high ethical and moral standards.

AEGIS GOAL

To provide you with accurate information and effective services that
result in a family, community, school, and workplace free from the disease of
drug and alcohol abuse.

AEGIS CLIENTS

Clients range from individuals and families to Fortune 500 corporations,
from private high schools to large universities, from single physician practices to
large hospital groups, and from city to state government agencies.

AEGIS SERVICES

We provide forensic toxicology testing for over 400 different substances in
urine, hair, blood, serum, tissue, organ, vitreous, and other sample types.

AEGIS is your source for toxicology information and analysis.

Visit our website for detailed information about all AEGIS services.

- Post-Mortem Toxicology
 - Drug-Free Sports
- Drug-Free Workplace
- Drug-Free Schools
- Drug-Free Families
- Specialty Toxicology
- Forensic Consulting

AEGIS PHONE DIRECTORY

<u>Department</u>	<u>Extension</u>
Sample Pickup by AEGIS Courier	Press 2
Client Services	610
Supplies Ordering	636
Directions to AEGIS	Press 1
Accounting	614
Marketing	619
Laboratory Director	620
Laboratory Manager	621

AEGIS

SCIENTISTS CORPORATION

225 Hill Avenue • Nashville, TN 37210

Phone: 615-255-7052 • Fax: 615-255-7030

Web: www.aegislabs.com • Email: info@aegislabs.com

Laboratory Operating Hours: 8:00AM - 5:00PM, Monday - Friday