Sample receipt, logging and custody

How a sample is received, photographed, logged under its accession, labelled, stored, held for a question, and withdrawn when no report will issue. The number is assigned at logging, and the turnaround clock starts there.

Not yet approved
No approval of this revision is on file. This revision states what the laboratory's results system enforces today; it takes effect when a named reviewer approves it.

Document		Laboratory	
Number	SOP-01	Name	Cupel Laboratories
Revision	1, first issue	Address	2599 Speakman Dr Mississauga, ON L5K 1B1
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Effective	Not yet in effect; takes effect when approved	Country	Canada
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Applies to	Every sample, every test code		
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1 Purpose

To receive a sample, record its condition, assign its accession number at logging, start the turnaround clock, label and store it, pause the clock only for a written question to the sender, and close the number by withdrawal when no report will issue. The Received time recorded here is the one printed on the report and the one the guarantee runs on.

2 Scope

Every sample sent for any test on the price list: ID (Identity); PUR (Purity); IDP (Identity + Purity); QNT (Mass per vial); H2O (Water content); LAL (Bacterial endotoxin); FULL (Full panel). Samples as sold, in the matrix the scope table names for every analyte (lyophilised powder); reconstituted solutions, oils, capsules and tablets are outside the scope. One lot per accession.

A vial that arrives opened, damaged or unlabelled is logged as received and put to the sender before any test, as the contact page tells the sender:

> We log it as received, record its condition in the result record, and email you before any test. An opened or reconstituted vial can still be tested, but the report records its condition on receipt, because a result on a vial someone has opened is not a result on the product as sold. If you want to know how a vial broken in transit or a sample lost in our hands is handled, ask us before you ship.
>
> The contact page, "What if the vial arrives opened, damaged or unlabelled?"

3 Responsibilities

Role	Responsibility
Person logging	Works under their own name in "Working as"; nothing is saved without one, and two people use two names. Photographs, records the condition, logs, labels and stores the sample, and opens a hold for any deviation on receipt.
Analyst	The person who creates the set is its analyst until the sign-off says otherwise (SOP-07).
Reviewer	Reviews the record receipt starts, before issue (SOP-07).

Named: Timothy Ian Benedicto, Medical Laboratory Technician; Roxanne Manlapaz, Laboratory Technician.

4 References and controlled sources

Standards and other documents

- Employment Standards Act, 2000 (Ontario), Part X: the public holidays the clock does not count.
- The intake sheet and the batch manifest the sender ships with the box (intake.pdf, manifest.pdf on the site).
- SOP-07 (review, issue and the register), SOP-08 (nonconforming work), SOP-09 (storage equipment).
- RUNBOOK.md sections 2 (the board and the clock), 4 (logging), 9 (a hold), 11 (the guarantee) and 13 (backup).

Controlled sources, read at every build

- data.json: intake (minimum sample, packing, payment, capacity, leftover material, international shipments), guarantee, terms, verify (the number's format and check digit).
- lab/entry_server.py: logging, the business-day clock, holds, withdrawal and the emails it prepares; it answers on this computer only, at 127.0.0.1.
- register.py: reserve(), withdraw() and the sample ledger; damm.py: the check digit (Damm, order 10).
- lab/labels_pdf.py: the vial and box labels.
- lab/orders.py: the order ledger.
- lab/CONTRACT.md: the sample block of the result set; "The accession is assigned at logging".

5 Definitions

Accession	CL-YYYY-NNNNN-C: four digits of year, five of serial, one check digit (Damm, order 10). Assigned when the sample is logged, printed on the report, and the number the public lookup answers for.
Order reference	The reference the order page gives an order. The sender writes it on the intake sheet and the outside of the box.
Set	The laboratory's working record of one sample, lab/results/<set>.json; its id is never published.
Logged	The first save that records a Received time. It reserves the accession in the ledger and starts the clock.
Received	The UTC time the sample was logged. Printed on the report; the guarantee runs from it, not from payment.
Business day	Monday to Friday that is not a US federal holiday. The logging day is day 0.
Hold	A written question to the sender about the sample: the only thing that pauses the clock.
Withdrawal	Closing a logged number under which no report will issue. The number is never reused.

6 Safety

- Read the current safety data sheet of every reagent before first use and keep it where the work is done. Wear a laboratory coat, safety glasses and chemical-resistant gloves for every step below.
- Treat every sample as a potent, biologically active substance of unconfirmed identity until its report says otherwise: open and weigh lyophilised powder so that it is not inhaled, and keep it off bare skin.
- The shipping box is opened gloved, on a bench covered with absorbent, plastic-backed paper; no vial is opened at receipt. A container that arrives broken or leaking is photographed where it lies, closed in a sealed bag without the powder being touched, and held for the sender's answer (a hold of kind "opened"). Loose powder or glass is never blown, brushed or swept: it is covered with a wipe wetted with water, lifted into a sealable bag, the area wiped twice with water and then 70% ethanol, and everything goes to the peptide solid waste; broken glass is sharps.
- Unopened vials destroyed at the end of the retention period go whole into the rigid peptide solid-waste container, never crushed or opened; the waste profile is the contractor's (SAF-01).
- Collect solvent and reagent waste in closed, labelled containers for disposal as hazardous chemical waste; never pour it to drain.

Safety, continued

- SAF-01, the laboratory safety document (the chemical hygiene plan, the waste plan and the exposure and spill response), is published beside this procedure and governs beyond the notes here: its hazard table, the protective equipment by task and the facts it marks as not yet supplied by the owner are the controlling text; the notes here are the bench reminders of it.

7 Equipment and materials

- A camera: the sealed container and the intake sheet are photographed before anything is opened, and the photograph is recorded on the set (/photo/<id>/<name>) as a “photo” entry in its audit trail.
- The laboratory’s results system, which answers on this computer only (References and controlled sources).
- Sample labels printed from the set once it is logged, carrying the accession, the QR to the public lookup, the analyte, the sender’s lot reference, the received date, the tests and the storage, on Avery 5160: 30 labels, 2 5/8 × 1 in (66.7 × 25.4 mm), on Letter or one 50 × 25 mm label per page; one per vial by what it is for (box, test, retain, return).
- Refrigerated and frozen storage for the condition each sample is recorded under. The units and their temperature records are not yet listed (SOP-09).

8 Minimum sample per test

From the intake conditions the site publishes. A sample below the minimum is logged as received and a hold is opened before any test.

Test	Minimum
Identity (ID)	one sealed vial as sold
Purity (PUR) or both (IDP)	one sealed vial as sold
Mass per vial (QNT)	three sealed vials as sold
Water content (H2O)	two sealed vials as sold
Bacterial endotoxin (LAL)	one sealed vial as sold
Full panel (FULL)	five sealed vials of the same lot, as sold: three are dissolved whole, by mass, to 2.0 mg/mL nominal in LAL reagent water (10 mM Tris of LAL grade for semaglutide, tirzepatide and retatrutide), for content per vial; purity, identity and endotoxin are taken from those solutions. Two more are used whole for water content.

What the sender is asked to do:

> Send the sealed container exactly as you received it: do not decant, reconstitute or relabel it. One lot per accession. Room temperature is fine for a lyophilised powder in transit; if yours needs cold chain, say so in the email and we will tell you how we receive it.
>
> The contact page and the intake sheet (data.json intake.packing)

What a full-panel box should contain: the method as written consumes 5 vials (mass per vial 3; water content 2; HPLC from the mass per vial preparation; LC–MS from the HPLC preparation; endotoxin from the mass per vial preparation) (results.vials_required). A full panel received with at least that many vials of one lot is logged and goes to test without a question; one with fewer is held (Holds: a question to the sender) and the sender is asked which tests to run on the vials there are. Vials beyond what the tests consume are retained unopened for the published 30 days from issue and then destroyed (Storage, retention and disposal), and the certificate prints them as retained.

9 Procedure: receipt and logging

Before the form

9.1 Open the box. Photograph the sealed container and the intake sheet (or the manifest, for a box of many lots).

9.2 Note the condition: sealed or opened, seal intact, label legible, how it travelled. Count the vials.

9.3 Read the sender's lot or batch reference and the label claim off the sheet and the vial exactly as written. The lot reference is printed verbatim; the label claim is printed beside the result as the sender's, unverified.

Create the set and log it

9.4 If the order was read in with lab/orders.py its draft is on the board; open it. Otherwise open a new result set, pick the analyte from the scope list and tick the tests ordered (ID, PUR, IDP, QNT, H2O, LAL, FULL).

9.5 Fill the Sample section: Received (UTC), sender's reference, sample source (vendor or individual, from the sheet), matrix, nominal fill in mg (the printed mass), label claim as printed, condition on receipt, storage, vials received, appearance. Record nothing that identifies the sender: the terms promise that no sender's name, company or contact is recorded in the register or printed on any report.

9.6 Press Save, or Log receipt (the same save; Log receipt also stamps Received with the server clock when the field is blank). Because Received is recorded for the first time, the backend logs the sample: it reserves the next serial of the year in the register's sample ledger in one transaction (register.reserve), writes a "logged" line to the set's history with the number, and prepares "Email 2: sample logged, the clock has started" and "Email 6: invoice", each carrying the number under Accession.

9.7 Send them from the laboratory mailbox to the address on the intake sheet; the backend sends nothing itself. The invoice follows the published terms of payment (below).

9.8 A sample is logged once: a set that already has a number is never given a second one, and a ledger row the register already holds for the set is picked up rather than allocated again. If the header shows no accession after the save, the register refused; the history says why, and Log receipt tries again. Issue is refused until the set is logged.

9.9 Print the labels (Print labels on the set) and put one on every vial and on the box. Write the accession in the Accession box of the intake sheet and complete its laboratory-use strip: Received (UTC), condition on receipt, seal intact, vials counted, logged by, stored at. Keep the sheet with the sample.

9.10 Store the vials at the condition recorded in the set. Cold chain applies when the sender asked for it under special handling; otherwise store as the set records.

The terms of payment the invoice follows:

> We email the invoice as soon as your testing request is submitted, payable on receipt; testing starts when your sample is logged, and a missed turnaround refunds the payment.
>
> The pricing and contact pages (data.json intake.payment)

Serials

Samples and reports share one serial sequence per year; a first report issues under the number its sample was logged under, and only a revision (SOP-07) takes a new number at issue. Serials 99900–99999 are the example range: no sample is ever logged under them.

From the next site build the public lookup answers the number: "Sample logged on <the logged date>; the report is not yet issued. When it is, it appears here under this number."

10 The clock and the guarantee

The promise the clock keeps, as the site makes it to the sender:

> Results within 10 business days of recorded receipt. If we miss that, the invoice is cancelled, or the payment refunded, and you still get the results at no cost. The clock starts when our receiving log records your sample (the Received time printed on your report), not when you pay.
>
> Business days exclude weekends and Ontario public holidays. The clock pauses only while we are waiting on your answer to a written question about the sample. It applies per accession; for a shipment above our weekly capacity we tell you the date before you ship, and that date is the one we are held to.
>
> The pricing page (data.json guarantee)

- Turnaround: 10 business days from the logged date (data.json guarantee.turnaround_days, which the backend reads).
- A business day is Monday to Friday that is not an Ontario public holiday: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day and Boxing Day (Employment Standards Act, 2000), a fixed-date holiday that falls on a Saturday or Sunday being observed on the next weekday that is not already a holiday.
- The logging day is day 0. The due date is the day on which the 10th business day after it falls; a day inside a hold does not count. Every date is the UTC calendar date.

Worked example, computed by the backend's own clock: a sample logged on Monday 9 November 2026 with no hold is due on Monday 23 November 2026.

- The board shows days left and turns a set overdue when they run out. A late report is still issued; the guarantee makes it free, the invoice is cancelled or the payment refunded, and the fact is written into the set at issue (late days, free).

Capacity, as published:

> The 10-day guarantee applies per accession up to our weekly capacity. Above that, tell us before you ship and we give you a date in writing; that date, not 10 days, is then the one we are held to. A box above capacity sent without warning is received, logged and dated honestly, and the guarantee does not apply to it.
>
> The pricing page (data.json intake.volume)

11 Holds: a question to the sender

The clock pauses only while the laboratory is waiting for the sender's written answer to a question about the sample. A hold is that pause, on the record.

11.1 Save the Received time first. A hold on a set with no clock is recorded but pauses nothing until Received is set.

11.2 Press Hold. Enter the reason, pick the kind (opened, label, unlisted, vials, question) and paste the question exactly as it will be emailed. Press Open hold; "Email 3: a question before we test" is prepared. Copy and send it.

11.3 From that calendar day the clock is paused: the days left stand still and the due date moves with the calendar. Only one hold can be open at a time, and a hold does not change the set's status.

11.4 When the answer arrives, press Resume and paste it. The day the answer arrived counts again; the audit trail records how many business days were paused and the new due date.

11.5 A hold still open at issue is closed by the issue itself with the answer "closed at issue without an answer". A hold never voids a review: the question and the answer are outside the reviewed content.

Holds: a question to the sender, continued

Deviations on receipt

A vial that arrives opened, damaged or unlabelled, a label claim that cannot be read, a quantity below the minimum, or a peptide that is not on the scope list: save the Received time first, then open a hold of the matching kind. The sender is told before any test.

A departure from the method as written that bears on a result (a narrower gradient, a test on an opened vial) is reported only with the sender's written acceptance, asked for with Email 3c: a departure from the method needs your acceptance, which the backend prepares at that step, before anything from that run is reported; the clock is paused until the answer arrives, either answer is recorded on the set, and an accepted departure is printed on the certificate and named in the issued email.

12 Storage, retention and disposal

What the laboratory has undertaken to do with leftover material:

> Leftover material is held for 30 days after the report issues, in case you ask for a re-test, and is then destroyed. We do not return it, and we do not sell, transfer or disclose it to anyone.
>
> The terms, "Your material"

- The vials retained, their temperature and the period are recorded in the set (vials retained; retention temperature and days) and printed on the certificate beside the vial count. The period recorded is the published one, 30 days from issue; at its end the material is destroyed.
- Vials consumed are counted per test and printed; received, consumed and retained should add up, and the model warns when they do not.

Destruction at the end of the period

12.1 The period runs from the issue of the report, or from the withdrawal of the number, for the days the set records, else for the days the intake conditions publish. A set whose vials went back to the sender has nothing retained.

12.2 Destroy the retained vials unopened, as the Safety section says of waste: in a closed, labelled container for disposal as hazardous chemical waste. Then open the set's Retained material page (/destroy/<set>).

12.3 Record the number of vials destroyed, how they were destroyed and, where a second person saw it, the witness. Before the period ends the page asks for the reason (the sender asked, the material is unsafe to keep) and records it.

12.4 Record the destruction: it becomes a "destroy" entry in the set's audit trail, under the name of the person working, and the page then shows it instead of the form. It is recorded once.

12.5 The board lists every set past its retention period with no destruction recorded, with the days it is past it; clear that list as part of the day's work.

13 Withdrawal

If a logged sample will never have a report (the sender wants the vial back untested, or it is not tested), press Withdraw on the set, pick "sample returned" or "not tested", give the reason and confirm.

- The register closes the number as withdrawn (register.withdraw). The reason is kept and not published; the number is not reused; the set becomes read-only and the board lists it under Withdrawn. An open hold is closed with the answer "closed at withdrawal".
- From the next build the lookup answers the number: "Logged on <the logged date>; no report was issued under this number, and none will be."
- The backend prepares "Email 7: withdrawn, no report under this number"; send it from the laboratory mailbox. It is kept with the set's emails.
- A set that was never logged has nothing to withdraw; leave it.

14 Correspondence with the sender

Every email the sender receives is one of the eleven templates lab/emails.py renders from the set and the order, numbered as the module numbers them; nothing in them is typed. The backend prepares ten of them, each at the step named, and keeps every one it prepares as text and an HTML twin, created once and never rewritten, beside the set (lab/results/<set>.emails/) or, for Email 8, under the order (lab/orders/<ref>.emails/); Email 6b is composed from the module by hand. Every one is sent from the laboratory mailbox to the address on the intake sheet or the order: the backend sends nothing itself.

Email 1	"Email 1: order received". When an order arrives: lab/orders.py reads the message in and opens the order's ledger (lab/orders/<ref>.json); the acknowledgement says that nothing is charged. When it has been sent the ledger records it (python lab/orders.py status <ref> acknowledged --actor <name>). Prepared by the backend at that step and kept beside the set.
Email 2	"Email 2: sample logged, the clock has started". At logging (Procedure: receipt and logging): the accession, and that the clock has started. Prepared by the backend at that step and kept beside the set.
Email 3	"Email 3: a question before we test". At a hold (Holds: a question to the sender): the question, word for word; the clock is paused. Prepared by the backend at that step and kept beside the set.
Email 3c	"Email 3c: a departure from the method needs your acceptance". When a run departs from the method as written: the sender's acceptance is asked before anything from that run is reported, the clock is paused until the answer arrives, either answer is recorded on the set, and an accepted departure is printed on the certificate and named in the issued email. Prepared by the backend at that step and kept beside the set.
Email 3b	"Email 3b: told before publication". Before a report whose page-1 conclusion is adverse is published: the sender is told first (SOP-07, The notice before publication). Prepared by the backend on the set's Notice page (/notice/<id>) and recorded in the audit trail.
Email 4	"Email 4: report issued". At issue (SOP-07): the report, its address and how to check it. Prepared by the backend at that step and kept beside the set.
Email 5	"Email 5: correction issued". At the issue of a revision (SOP-07, SOP-08): what it supersedes and why, both numbers. Prepared by the backend at that step and kept beside the set.
Email 6	"Email 6: invoice". At logging, with the sample-logged email: the invoice and how to pay; the email is the invoice and nothing rides with it. Prepared by the backend at that step and kept beside the set.
Email 6b	"Email 6b: the reminder". When the invoice's due date is near or past: the same invoice, with the days to it or past it. Not prepared by the backend: composed from lab/emails.py by hand.
Email 7	"Email 7: withdrawn, no report under this number". At withdrawal (Withdrawal): no report under this number. Prepared by the backend at that step and kept beside the set.
Email 8	"Email 8: order status, every lot". For an order of several lots: every lot of the order, its number and its state, in one digest. Prepared by the backend on the order's page (/orders/<ref>/acknowledge) and kept under the order (lab/orders/<ref>.emails/), never in a result set.

15 Records

- WS-01 (receipt and vial numbering): the original record of the receipt, filled at the box before anything is opened: the lot, the label, the count, the condition, the number of every vial and what it is for, the photograph file names; attached to the set as SOP-07 (Records and retention) says, and the values typed from it.
- lab/results/<set>.json: the complete record of the sample, from which the certificate is composed. Never deleted.
- lab/results/<set>.audit.jsonl: one line per change, with the time, the name, the action, a note and the field-by-field difference. Append-only; nothing rewrites it. The destruction of the retained vials is one of its entries.
- lab/results/<set>.emails/: every email prepared, as text and an HTML twin, created once and never rewritten.
- The ledger row in register.db: accession, year, serial, logged time, the set id, the analyte and the sample source; status logged, issued, withdrawn. The set id and the withdrawal reason are never published.
- The photographs and the signed intake sheet, kept with the sample.

Records, continued

- Backups of register.db, lab/results, site/r and data.json, daily and immediately after every issue; every copy sits on the project's drive until data.json backup.offsite_path names another disk (RUNBOOK section 13; python lab/backup.py backup makes a verified archive).

16 Deviations and open points

- A departure from this procedure, planned or found afterwards, is nonconforming work and is handled under SOP-08. One that bears on a result is stated on the certificate, in the open point or the notes of the section concerned, never left out.
- International shipments: We accept samples from anywhere in the world. Before you ship from outside Canada, email us first: we confirm with you who is the importer of record and how the lyophilised peptide is to be declared for your shipment.
- The shipping address: 2599 Speakman Dr Mississauga, ON L5K 1B1
- No storage temperature is fixed for received vials or for retained ones: each set records its own.
- A date agreed in writing for a shipment above the weekly capacity has no field in the backend; the agreement is kept with the set's emails and the board is read against it.
- Email 6b is not prepared by the backend (Correspondence with the sender): each is composed from lab/emails.py by hand, and nothing records that it was sent.

17 Revision history

Revision	Change	Approval
1	First issue.	Not yet approved

The fingerprint in the control block is the SHA-256 of this document's text as composed, first 16 hex digits. A change in any controlled source changes it; a copy whose fingerprint differs from the approved one is not the approved text, and a change is approved as a new revision.

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Current revisions

End of document