

As a POLARIS customer, you have many account set-up options available for ensuring accurate and efficient sample processing. Find out how you can save time and avoid unnecessary confusion by designating these options as part of your account set-up.

The following are examples of some of the controls you can place on your account.

Would you like customized return address labels?

Any combination of laboratory addresses may be printed with your jar labels. If shipping nationally, you may request that all three lab addresses are provided. If you want to ship your samples to the lab closest to you, you may request that only that lab location appear.

Which carrier do you prefer?

You may designate UPS or FedEx as your preferred carrier for shipping kit supplies to you.

Does your company require a purchase order be submitted for payment processing?

Accounts can be locked to require a PO before kits or testing can be ordered. For optimum service, submit a blanket PO to cover multiple samples for an extended period of time. When individual POs are required for each sample shipment received at the laboratory, samples will not be processed if the PO information has not been included.

Would you like us to automatically re-supply you with kits on a regular basis?

Have you ever run out of kits because someone forgot to place the order? We can set up your account to re-supply you with kits monthly or quarterly based on your previous month or quarter's usage. This option is available for direct ship customers only.



Would you like your jar labels pre-filled?

Your time is valuable. Don't spend it filling out the same information over and over again or risk sending in samples with incomplete information. Avoid bottlenecks in turnaround time by allowing us to do it for you. At your discretion, we can pre-fill your account number, company name, address, phone and fax.

Do you require comments in a language other than English?

We can also provide commenting in both Spanish and French.

Would you like to restrict additions, changes or deletions to your equipment database?

Limiting equipment information additions, changes and deletions to only one authority will prevent duplicate and incorrect unit identifications and keeps equipment lists clean and accurate.

Would you like us to provide extended drain comments?

Provided you are using an extended drain test package and you provide complete lube information, including lube manufacturer, type, grade, time on the lube and time on the unit, we will tell you how long you can safely extend drain intervals

Are your severity notification levels sufficient?

We can email or fax to you results of a specific severity.

How long should we keep your samples?

Every sample we receive is retained in our laboratory for a minimum of 10 days. You can designate how long we keep yours.

To take advantage of these account options, call Customer Service today at 877-808-3750.