



Tracking sample progress through the laboratory has just gotten better. The site will now tell you if a sample has been "frustrated" – that it's missing information needed for processing to begin – and provides you with an email link for contacting Customer Service.

[Read More](#)

Go to [www.trackmysample.com](http://www.trackmysample.com) and enter the 11-digit tracking number you retained from your sample jar label. Select Find Result.

**WELCOME TO TRACKMYSAMPLE.COM**

SIMPLY ENTER YOUR 11 DIGIT TRACKING NUMBER TO ACCESS YOUR SAMPLE. QUESTIONS? [PLEASE EMAIL CUSTOMER SERVICE.](#)

[MANAGE YOUR REPORTS ONLINE - FREE USING HORIZON!](#)  
[NEW ACCOUNTS](#)  
[FORGOT PASSWORD](#)

TRACKING NUMBER

If the sample has been frustrated, the Your Results screen will show the lab number assigned to the sample, the laboratory location – Indianapolis, Houston or Salt Lake – and the status will show that the sample has been received but cannot be processed due to lack of information.

**YOUR RESULTS**

ACCOUNT NUMBER: 12345600000000  
 COMPANY NAME: ABC COMPANY  
 CITY: FISHERS STATE: IN

EQUIPMENT ID: 55725 COOL

**STATUS: SAMPLE RECEIVED BUT CANNOT BE PROCESSED DUE TO LACK OF INFORMATION; [PLEASE EMAIL CUSTOMER SERVICE](#) FOR RESOLUTION.**

LAB NUMBER	LAB LOCATION	DATE RECEIVED	DATE SAMPLED
123456	INDIANAPOLIS	06/10/2008	NOT PROVIDED



Click on the Please Email Customer Service link to request the information you still need to submit. Be sure to include in your email the lab number assigned to the sample.

The [www.trackmysample.com](http://www.trackmysample.com) site will also tell you if your sample has not been received, if it's been received but testing is not yet complete or that testing is complete but results are awaiting evaluation by an analyst. If testing and evaluation are complete, the Your Results screen will show the date completed. You can then click on the lab number and be taken directly to the test report.

### **How to Avoid Frustrated Samples**

The best way to keep samples from becoming frustrated is to always provide complete and accurate customer and equipment information – including name, account number, address and phone number – on the sample jar label or on the component registration form if sampling a unit for the first time.