Neogen’s Proficiency Testing Programs
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Today’s food industry is growing rapidly, and with it, an increasing demand for diagnostic testing needs. With the passing of the Food Safety Modernization Act and the steady implementation of stricter food safety guidelines, food producers are finding it more critical every day to ensure their quality control teams are gauged and continuously monitored for proficiency and competency in the testing of food allergens and mycotoxins.

Neogen’s proficiency testing programs are designed to provide robust and easy-to-use tools for monitoring and gauging competency regarding the use of in-house food safety diagnostic methods. By using our programs, you can be assured that the feedback you receive on program performance is quick, thorough, and accurate. We offer an expanding list of programs that you and your quality staff can participate in that emphasize practicality and consistency.

Neogen’s commitment in providing the highest quality programs includes:

- An independent and unbiased assessment of the accuracy and precision of your data
- A growing list of wide-ranging programs that offer relevant analytes in practical matrices
- Samples are prepared under ISO-controlled guidelines and will arrive to your site ready for testing; no additional preparation is necessary
- Confidentiality and discretion in the handling of your generated data
- Online portal for the submission of data
- Prompt, personal, and professional troubleshooting services in the event your performance does not meet satisfactory standards
- Management of programs matches industry standards for administration of Proficiency Testing programs
Enrollment Information

Online Enrollment
Neogen offers an online portal for customers to enroll in its proficiency testing programs. Personnel can enroll at any time in any program and be queued to receive the next shipment in the program. Please refer to page 8 for information regarding Neogen’s calendar year, and enrollment and shipping dates.

Users of the online system can process the purchase using a credit card or purchase order (PO). In the event you are not able to utilize the online enrollment form due to restrictions, our customer service team is standing by ready to assist with enrollment. To enroll online, please visit: Order.neogen.com/lan

5 Simple Steps to Enroll

1. Select program(s) you would like to enroll in and indicate the desired number of enrollments for each. The participant name and email should correspond to the users that will handle the confidential ID and password for reporting.
   a. This contact can be a single person, responsible for managing all of the data within a lab, or you can issue the IDs and passwords to each technician that will be receiving and testing samples.

2. Review the cart and ensure the proper programs and respective quantities are selected. Also confirm the names and email addresses for each program are correct and accurate. Please note, typographical errors may result in failure to receive critical communications.

3. Fill in billing and shipping information. The shipping address you provide will be the location that the samples are sent to. Changes to the shipping address after the programs begin will require that you call customer service.
   a. At this point, you can also add additional email recipients for receiving order confirmations or program communications.

4. Confirm all information on the next page, including selected programs, billing information, and shipping information. We also advise you verify the accuracy in the payment method field.

5. The order confirmation page is where you can print/save a receipt (strongly recommended) for your records.

Confirmation
Once your enrollment is processed successfully, a confidential ID and corresponding password will be emailed to each of the email addresses you provided during the ordering process.

Late Enrollments and Deadlines
If you miss an enrollment deadline, your location will be queued to receive the very next shipment for the specific program you enrolled in. The enrollment window for a specific round begins three months prior to the round beginning, and will continue until the 15th day of the month prior. For example, the first round for our Aflatoxin Proficiency Testing Program begins...
on August 1. We will accept normal enrollment requests until July 15. In some cases, we can accept enrollments prior to a sample distribution up to the day before a round begins. However, this case is contingent on samples being available. Please inquire with customer service directly in these instances. Please refer to the program schedules on page 8 for details.

**Enrollment Date**
Your official enrollment date is considered to be the date when your order is confirmed and your participant ID and password is issued.

**Contact Information**
Neogen’s programs offer flexibility in how you or your internal colleagues can manage the programs. As stated above, when enrolling for the programs you can select a sole individual to receive all samples and communications, or you can indicate each individual personnel member at your site to handle this. In circumstances where staff turnover may be an issue, we recommend that you designate a single point of contact in an effort to minimize the need to call in.

Any contact changes or modifications to the communication and sample distribution arrangements must be completed by calling customer service at 800-234-5333 or 517-372-9200.

**Continental U.S. Customers**
We will distribute samples to the contiguous 48 states via normal UPS methods. Your shipping costs are included in the pricing structure of the program subscriptions.

**International and Non-Continental U.S. Customers**
Neogen ships samples primarily by UPS and will use FedEx as a secondary option. Depending on the import guidelines permitted by your region, samples may need to be delivered to a nearby Neogen office, who will then forward your samples to you. If your region or country requires special import permits to clear customs, it is your responsibility to obtain those. Please be advised, some countries require relatively lengthy waiting periods before approving a permit request. We advise you investigate this issue as soon as possible if it may apply to your region.

Once your permit request is approved, we recommend forwarding a copy to Neogen.

Also of note, in the event your samples are sent to a Neogen office before being routed to your site, the office will most likely handle the management of your enrollment with us. In other words, you would conduct transactions through your local Neogen office and they would enroll your site on your behalf with our customer service team.

**Cancellations**
In the event your site must cancel its subscription to a program, you will need to notify customer service by calling 800-234-5333 or 517-372-9200. If a cancellation notice is received after a scheduled sample shipment occurs (the 15th day of the month prior), your prorated refund will be reduced. We advise that if you need to cancel your membership in a program to do so at least 30 days prior to the next round being distributed.

If you have questions about enrollment, please email csp@neogen.com or call 800-234-5333 or 517-372-9200.
Participant Information

Participant ID
In order to maintain complete confidentiality, each participating member will receive a unique participant ID to access the online portal for data submission, as well as identify themselves in the published report. The participant ID for each member will be issued upon successful enrollment and will remain unchanged for the duration of our fiscal year. Members will receive new participant IDs upon renewal of their program subscriptions.

Passwords
Neogen will issue you a password to be used in conjunction with your participant ID to access the online portal for submitting data. The password and participant ID will be validated for one year. Upon renewal, you will receive a new password with the new participant ID.

Data Submission Deadlines
Neogen’s Proficiency Testing programs typically feature a one-month testing window with results due on or before the last day of the month. Please refer to the schedule on page 8 for specific program schedules.

Submitting Data
The website for submitting data can be accessed through the following URL: http://foodsafety.neogen.com/en/check-sample

The links on this page will be blue when a program is actively accepting data. If a program is not currently within a testing window, the link will be inactive. After selecting the appropriate program you wish to submit data for, you will be prompted to enter the confidential participant ID and password you were granted upon enrollment.

We strongly recommend you double-check all data entered into the fields before submitting the data. Changes cannot be made to the dataset once it is submitted.

Reports
Neogen will issue a report for each program you participate in via email using the addresses submitted during enrollment, including the additional email addresses submitted during checkout. We recommend saving these reports on your local network for future reference.

If you have additional questions about participating in our proficiency testing programs, email csp@neogen.com

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**Neogen Aflatoxin PT Program - November 2015 Results**

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<th>Table 1: Results for baseline 4 brands (1 &amp; 2)</th>
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Neogen • 800-234-5333 or 517-372-9200
Billing Information

Shipping Fees
For U.S. customers, the cost for shipping samples is included in the pricing structure of the programs. For international customers, shipping fees will be calculated on a case-by-case basis. Please coordinate with your Neogen representative to obtain a quote on shipping fees for your specific site.

Payment
Payment is due upon enrollment and can be transacted through credit card or PO. Please ensure any PO number used is active or your shipments may be delayed or skipped.

Renewal Process
Neogen now utilizes an online enrollment system that allows customers to input all of the pertinent details for coordinating payments, communications, and shipments. The beginning of Neogen’s fiscal year, June 1, is considered the start date for all programs. Programs run for one full year and reset annually. As the end of a fiscal year approaches, you will receive a communication from Neogen to renew, along with the website information and any other critical details such as upcoming program changes or new program launches.

The renewal reminder is one of the more important communications that you’ll receive, as this ensures your lab remains active and enrolled in proficiency testing as well as informed about Neogen’s current line of programs.

For renewals, a new transaction must be completed since your participant IDs and passwords are reset. This also ensures that billing and shipping information stays up to date. You will receive communications from Neogen as the renewal period approaches.

For billing questions, please email foodsafety@neogen.com or phone 800-234-5333 or 517-372-9200 for customer service.
Sample Information

Quality and Practicality
Neogen’s blind samples used for proficiency testing undergo the same rigorous preparation and are held to the same quality standards as our mycotoxin reference material (MRM) product line. Samples are provided in a common food matrix and incur toxin contamination naturally. The batches are thoroughly vetted for homogeneity and moisture before being released for packaging.

Perhaps most importantly, when proficiency testing samples arrive to your site, they are ready for testing and require no additional preparation. Neogen also provides enough sample to run a replicate extraction, which provides an opportunity to also gauge precision.

Sample Format – Mycotoxins
For each of the three mycotoxin programs (aflatoxin in corn, DON in wheat and fumonisin in corn), two samples will be provided per quarter. The samples are blind labeled as “A” and “B” and consist of two different levels of mycotoxin contamination. Each bottle should have enough sample in it to perform two 10-gram extractions using a rapid method.

In order for participants to get the most out of the programs, we instruct that each bottle be sampled from twice, individual samples extracted and analyzed, and the results reported separately using the online portal. The generated data is then analyzed for accuracy and precision and communicated back to the participants through the report authored each quarter.

Sample Format – Allergens
The sample and reporting formats for the allergen proficiency testing programs vary some from the mycotoxin programs, and these differences are communicated directly via the program brochures. Occasionally, the allergen rounds will feature a non-detect sample. This provides another dimension of gauging competency in that it tests a technician’s ability to control environmental contamination. Contact csp@neogen.com or your Neogen sales representative for more information on these.

For any additional questions regarding the samples used for the proficiency testing programs, email csp@neogen.com
Program Descriptions

Standard Mycotoxin Programs (aflatoxin in corn, DON in wheat, fumonisin in corn)
The standard mycotoxin programs were developed for laboratories and quality teams that operate in industries related to food safety. These three programs pertain to the most frequently tested mycotoxins and consist of samples in practical food matrices that have experienced natural mold growth and subsequent toxin contamination. Each quarter, two samples at varying levels are distributed blind to each participant and technicians are expected to analyze these samples using normal SOPs and sample custody guidelines and report quantitative results. By testing each sample twice, participants can monitor their technique and methodology for accuracy and precision. For reference, please refer to page 8 for quarterly shipping dates.

Gliadin Proficiency Testing
The Gliadin Proficiency Testing program was launched in response to the overwhelming demand by food producers looking to operate in the popular gluten-free food market. In order for food providers to place gluten-free labels on their product, they must rigorously screen and analyze their batches for levels of gluten not to exceed 20 parts per million, per FDA guidelines. As a result, Neogen provides a bi-annual program in which participating laboratories and quality teams receive blind samples that are either non-detect or contain levels of gliadin no greater than 40 parts per million. Data for the program is reported in units of gliadin, since the R5 antibody for capturing this analyte has proven reliable and because the protein gliadin typically exists as 50% of the total gluten content.

Peanut Proficiency Testing
The Peanut Proficiency Testing program is a bi-annual program consisting of two blind samples. Samples can be any combination of positive for peanut or negative for peanut and customers are asked to analyze the samples for presence/absence of detectable levels of allergenic peanut protein. Since the FDA has not established guidelines on acceptable quantifiable levels of peanut in food, the emphasis for this program was placed on a technician’s ability to properly extract and assay samples to determine if peanut protein is present. Depending on the assay method utilized, the limit of detection can reach as low as 1.0 part per million.
## Program Details

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<th>Program</th>
<th>Frequency</th>
<th>Enrollment Deadlines (to queue for next round)</th>
<th>Shipping Dates</th>
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<td>7/15, 10/15, 1/15, 4/15</td>
<td>August 31, November 30, February 28/29, May 31</td>
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<td>Quarterly</td>
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<td>7/15, 10/15, 1/15, 4/15</td>
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Pricing Structures

Please contact your Neogen sales representative for the latest pricing structures.

Pricing Notes

For domestic U.S. locations, shipping rates are included in the program fees.

All program fees are subject to change and can impact pricing structures of programs on an annual basis.

For international locations outside of North America, please contact your Neogen sales representative to confirm that we’re able to ship to your region.