

## FREQUENTLY ASKED QUESTIONS

### 1. What sample source can be run for what test?

- ACTH - human
- AMH - human
- AMH - mouse and rat
- Androstenedione - human
- Cortisol - human
- Corticosterone - mouse and rat
- C-Peptide - human
- CRP: High Sensitivity - human
- DHEA - human
- DHEA-SO4 - human
- Estradiol - mouse
- Estradiol - human and rat
- Estrone - human, mouse and rat
- Free Fatty Acids - human, mouse and rat
- Free T4 - human
- FSH - human
- Glucagon - human
- Glucose - human, mouse and rat
- Growth Hormone - human
- HCG - human
- IGF-1 - human
- IGF-BP3 - human
- Inhibin-A - human, mouse and rat
- Inhibin-B - human, mouse and rat
- Insulin - human
- LIS-PRO-Insulin - human
- LH - human
- Mouse FSH
- Mouse LH
- Mouse/Rat LH/FSH Multiplex Testing

- Progesterone - human, mouse and rat
- Proinsulin - human
- Prolactin - human
- 17 $\alpha$ -OH-Progesterone - human, mouse and rat
- Rat FSH
- Rat LH
- Sensitive Estradiol - human
- SHBG - human
- Testosterone - human, mouse and rat
- TSH - human
- Adiponectin - human
- E-Selectin - human
- IL1-Beta - human
- IL6 - human
- IL8 - human
- IL10 - human
- Leptin - human
- S-ICAM - human
- S-VCAM - human
- TNF-Alpha - human
- VEGF - human

Other species characterization would need to be discussed with the Director of the Core, Dr. Dan Haisenleder, 434-982-3675 or 434-243-6683.

2. What is the difference between a B-User and a C-User? A B-User is an investigator that is associated with one of the Fertility and Infertility Branch (FIB) supported centers. There is a list of the FIB supported centers on this website. A C-User is an investigator that is not associated with one of the FIB supported centers. When you complete and submit the

Financial Data Form, you will identify yourself to us as either a B-User or a C-User.

3. What is the difference between singlet testing and duplicate testing?  
Singlet testing means the sample is run in one tube or well. You receive a single result. Duplicate testing means the sample is run in two tubes or wells. The two results are averaged and the %CV is calculated for the two results.
4. How much will my testing cost? The prices listed on the website are singlet prices. If you order duplicate testing, multiply the singlet price by two.
5. How much sample volume do I need to send? On the available test menu, minimum sample volumes for singlet and duplicate testing are listed. If you want to order more than one test on a particular sample, you need to make sure there is enough sample volume provided to pipette all tests ordered. For example, if you are ordering 3 tests in singlet on the same sample and each test has a singlet minimum volume of 60 uL, then the tube should have a minimum volume of 180 uL. If sample volume is going to be an issue, please prioritize the order of testing. In addition, please alert us on the request form as to whether the samples can be diluted if necessary.
6. How will I receive my results?
  - Results for RIAs and IRMAs are currently faxed. This is why it is important to provide a fax number on your request form. **UPDATE:** Starting in June 2014 we will begin to scan the RIA and IRMA results and attach the data to an e-mail. Please make sure that you provide an e-mail address on your request form.
  - Results for assays run on the Immulite are sent in an Excel format as an attachment in an e-mail. This is why it is important to provide an e-mail address on your request form.
  - Results for ELISAs are currently sent in a Word table format as an attachment in an e-mail. This is why it is important to provide an e-mail

address on your request form. **UPDATE:** Starting in June 2014 we will begin to send the ELISA results in an Excel format and attach the data to an e-mail. Please make sure that you provide an e-mail address on your request form.

7. Why do you request investigators ship by FedEx, Priority, Overnight?

When samples are shipped by FedEx, Priority, Overnight they will be delivered directly to the laboratory approximately by noon (inclement weather can affect air travel). If other couriers are used, **even if you pay for guaranteed delivery by a certain time**, it does not mean that the samples will be delivered to the lab. The samples may be delivered to the University of Virginia "on time" and signed for by someone at the loading dock, but depending on the loading dock staffing, the package may or may not be delivered to the lab that day. If you have to use a courier other than FedEx, please make sure to put a lot of dry ice in the box.

8. Why do you recommend investigators ship samples Monday through Wednesday for Tuesday through Thursday delivery?

If samples are shipped on Thursday for Friday delivery there is always the chance that something may go wrong - i.e. weather affecting flights, etc. As a general rule, no one is in the lab over the weekend. Samples shipped Thursday for Friday delivery that are not delivered on Friday usually show up in the lab on Monday - no dry ice left and samples thawed.

9. Why do you ask investigators to call or e-mail to alert the lab of intent to ship samples?

When an investigator wants to ship samples on a Monday, a call or e-mail on the Friday beforehand allows the lab staff to "schedule" the delivery for Tuesday (ship Monday for Tuesday delivery). The investigator's name is hand written on the calendar for Tuesday. When the FedEx shipment is delivered on Tuesday, the list of "scheduled" deliveries is compared to what is actually delivered. If an investigator's scheduled samples do not arrive, the investigator will be contacted and asked to start

the tracking process. One day advance notice of intent to ship is sufficient. If we are expecting samples to be delivered and they don't show up - who knows what will happen to them?

10. Why do you ask that samples are numbered sequentially? Having the samples sequentially numbered helps us be more efficient checking the samples in when they arrive, lining the samples up in preparation for pipetting, and identifying the samples for data reduction. Sequential numbering does not always have to start at the number 1. Example: shipment #1 could be samples #1 through #30 and shipment #2 could be samples #31 through #60. If you have your own identifying information on the samples from the experiment, please create a table that cross references sequential numbers to your experiment identifiers. Please send a copy of this table with the samples and keep a copy for your records. Remember to label the samples with the sequential number using a Sharpie marker or adhesive dots that can be used with dry ice. See example of a cross referencing table below:

SEQUENTIAL NUMBER	EXPERIMENT IDENTIFIER
1	F4 WT
2	F4 KO
3	F5 WT
4	F5 KO
5	F10-1 KO
6	F10-1 WT
7	F10-3 KO

11. Does it matter what I put my samples in to ship? Yes, it matters. Please do not ship samples in plastic bags. It is very common for the dry ice to cause the plastic to split, allowing samples to mix in with the dry ice. We ask that investigators ship samples in a fiberboard box with removable insert or a plastic box with permanent insert.

12. Can I have my requested testing "rushed" by paying more? No, there is no "rush" charge available. If you know you are working on a tight deadline, please plan sample shipment accordingly. It is also helpful if you let us know on the request form if you are on a tight deadline and we will try to accommodate accordingly.

13. When can I expect my results?

- For Mouse and Rat FSH and LH: approximately every 4 weeks we iodinate FSH and LH which are used for both the Mouse and Rat assays. Generally, the first two weeks after the iodination, both FSH and LH assays are run. When you can expect your results depends on when your samples arrive in relation to the iodination and how many samples are already in the queue. On average, you can expect results within 2 to 4 weeks.
- For most RIA and Immulite assays, depending on the arrival of your samples in relation to the number of samples already in the queue and availability of kits, you can expect your results within 2 to 3 weeks.
- ELISA & Multiplex LH/FSH testing is done less frequently. We try to batch the samples to be as cost effective as we can to keep the cost to you as reasonable as possible. When you can expect your results depends on when your samples arrive in relation to how many samples are already in the queue. On average, you can expect results within 4 to 6 weeks.

14. When I am writing abstracts, papers or grant renewals, how do I know which kit or method was used for my samples? Go to the "Methods" section of this website to view kit information listed by manufacturer. For "in-house" procedures (MLHS, MFSH, RLHS and RFSH), read a brief description of the required reagents.

15. What happens to the samples when you are done with the testing? After all testing is completed on a batch of samples, they are held for approximately one additional month, then discarded. Freezer space is precious.
16. Is it possible for my samples to be returned to me? Yes. We can ship your samples back to you. On the request form, under "Special Instructions" state that you want the samples returned to you. Provide both a shipping address and a FedEx Account number.