

Better Food. Better Health. Better World.



# WELCOME GUIDE

Mérieux NutriSciences is your Food Safety,  
Quality & Sustainability Partner



# GLOBAL EXPERT IN FOOD SAFETY, QUALITY & SUSTAINABILITY

## OUR STORY

With more than 50 years of scientific expertise serving the food industry, Mérieux NutriSciences provides Food Safety, Quality & Sustainability solutions combining a complete suite of services that assist producers & manufacturers in every step of their product lifecycle.

From our initial expertise in microbiology and consultancy, we have broadened our scope of scientific specialties into chemistry, microbiology, digital tools, auditing, training, consultancy, labelling and research in order to offer a complete suite of services to meet our customers' needs.

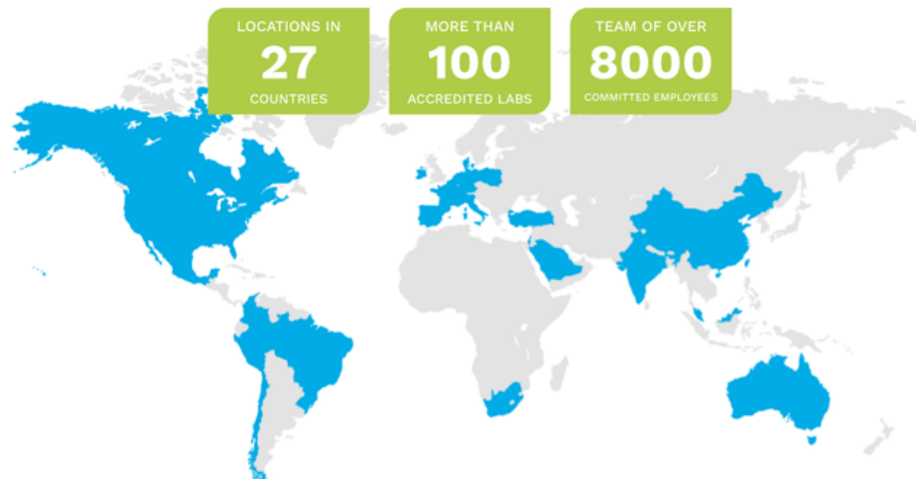
Today, we offer comprehensive solutions to support our clients from product development to market suitability, while contributing to consumers' health worldwide. Mérieux NutriSciences has extended its expertise to sectors such as Water & Environment, Pharma, Packaging, Medical Devices and Cosmetics.



## LOCAL CARE, GLOBAL REACH

Through our global network, we can also support your global ambitions while ensuring you get rapid and reliable results from one location to another. We strongly believe that together, we can create solutions to offer our planet:

**BETTER FOOD. BETTER HEALTH. BETTER WORLD.**



# 360° SOLUTIONS FOR FOOD SAFETY, QUALITY & SUSTAINABILITY



## SERVICES

-  **CHEMISTRY FOOD TESTING**
-  **MICROBIOLOGY FOOD TESTING**
-  **DIGITAL TOOLS**
-  **AUDITING & TRAINING**
-  **CONSULTANCY & LABELLING**
-  **SENSORY & RESEARCH**

## SOLUTIONS



**PRODUCT DEVELOPMENT**  
Innovate and optimize product shelf life, packaging, environmental and sensory performance



**QUALITY MANAGEMENT**  
Reduce non-conforming products and food waste, and prepare for audits and certification



**SOURCING**  
Monitor suppliers and build a strong supply chain



**MARKET SUITABILITY**  
Check product compliance and validate claims



**MANUFACTURING**  
Ensure an efficient manufacturing process to produce safe food



**SUSTAINABLE BUSINESS**  
Monitor regulations & emerging risks, and ensure responsible and resilient business

# OUR EXPERTISE AT YOUR SERVICE

Thank you for choosing Mériex NutriSciences as your trusted partner.

As part of our Customer Excellence program, we aim to achieve excellence by always putting you at the centre of our considerations, as our main concern is to respond to your needs.

## YOUR KEY CONTACTS

### SALES TEAM

Will help you for:

- Lab services & technical enquiries
- Pricing enquiries
- Account management

 1300 000 990

 [sales.au@mxns.com](mailto:sales.au@mxns.com)

### CUSTOMER CARE TEAM

Will help you for:

- Results interpretation
- Alerts and changes in Turn Around Time (TAT)
- myMXNS enquiries
- Claims management

 1300 000 990

 [customersupport.au@mxns.com](mailto:customersupport.au@mxns.com)

## OUR PLATFORMS IN AUSTRALIA



### OUR LOCAL WEBSITE

Visit our site to learn about our services, and updates, and contact us.

- [www.merieuxnutrisciences.com/au/](http://www.merieuxnutrisciences.com/au/)



### OUR CUSTOMER PORTAL

Track your samples from registration to test report. Access it below.

- [mymxns.com/login/](http://mymxns.com/login/)



### OUR E-TRAINING ACADEMY

Visit our online food safety training platform and unlock your potential.

- [merieuxaustralia.learnupon](http://merieuxaustralia.learnupon)



### OUR SOCIAL MEDIA ACCOUNTS

- [linkedin.com/merieux-australia](https://www.linkedin.com/company/merieux-australia)
- [youtube/merieux-nutrisciences](https://www.youtube.com/channel/UC...)



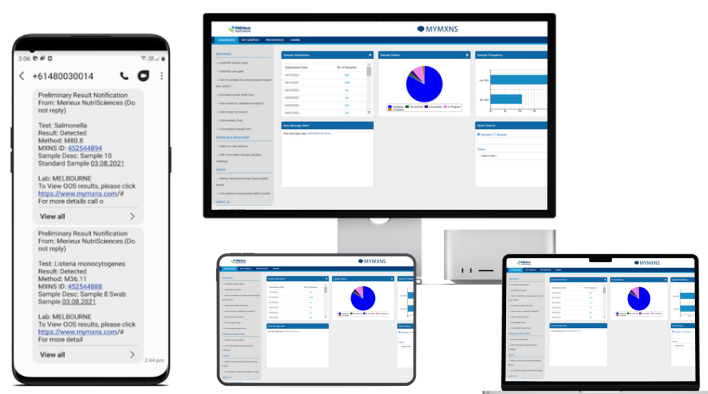
### OUR FREE WEBINAR CHANNEL

- [gotostage.com/channel/merieux](http://gotostage.com/channel/merieux)

# MYMXNS - OUR STATE-OF-THE-ART CLIENT PORTAL

## MANAGE YOUR DAILY FOOD SAFETY & QUALITY WITH OUR FREE CUSTOMER PORTAL

As part of our promise to customer excellence, Mérieux NutriSciences launched MyMXNS, a free online results customer portal. Through MyMXNS, Mérieux NutriSciences provides its customers with reliable and timely information to make informed business decisions about their products.



## TRACK YOUR SAMPLES IN REAL-TIME

MyMXNS is a cloud-based solution and a free service that allows you to access the status of your samples in real-time, create personalised reports, see an interactive account dashboard, download the Certificate of Analysis (CoA) and stay abreast of the latest news from across our global network. We encourage you to take advantage of the many tools in MyMXNS. We are committed to making your experience with our data management tool seamless and rewarding.

## LEARN HOW TO USE MYXMS

- Watch our tutorial videos to learn more on how to use myMXNS [HERE](#)
- Download our User Guide [HERE](#)
- Need more information? Contact us at [customersupport.au@mxns.com](mailto:customersupport.au@mxns.com)

# PAYMENT INFORMATION FOR CLIENTS

## PAYMENT PROCESSES

We offer 3 ways of payment:

- Credit card
- Direct Debit
- Electronic Funds Transfer (EFT)



## INSTRUCTIONS & DIRECT DEBIT REQUEST

All payments must be addressed to Silliker Australia Pty Ltd. If you wish Direct Debit payment, please complete our online form by clicking on this link: [Direct Debit Request Form](#)



## PAYMENT CONTACT EMAIL

For remittance/payment advice or any questions regarding your invoices and change of contact details please contact our Accounts Team at [accounts.au@mxns.com](mailto:accounts.au@mxns.com).

# KEY DOCUMENTS & OUR SAMPLE REGISTRATION OPERATION HOURS

## ACCESS REPORTS (COA) & INVOICES

### YOUR REPORTS (COA)

- Can be downloaded via MyMXNS
- Will be emailed to you under the address:  
coa.au@mxns.com



### YOUR INVOICES

Will be emailed to you under the address:  
sales.invoices.au@mxns.com



Please forward these email addresses to your IT department in order to avoid our emails going into your spam box.

## SAMPLE REGISTRATION OPERATING HOURS


<b>NSW</b>	SYDNEY Attn: Sample Registration Unit C2 – 391 Park Road Regents Park, NSW 2143 Australia	8 am to 5 pm
<b>QLD</b>	BRISBANE Attn: Sample Registration 2/120 Fison Avenue Eagle Farm, QLD4009 Australia	8 am to 5 pm
<b>VIC</b>	MELBOURNE HQ Attn: Sample Registration 20 King Street Blackburn, VIC3130 Australia	8 am to 5 pm
<b>WA</b>	PERTH Attn: Sample Registration 181 Claisebrook Road Perth, WA 6000Australia	8 am to 5 pm

# HOW TO COMPLETE MY SAMPLE ANALYSIS REQUEST FORM (SARF) ?

## SEE BELOW FOR AN EXAMPLE OF HOW TO COMPLETE YOUR SARF WHEN SUBMITTING YOUR SAMPLES

- Samples cannot be accepted if a completed SARF is not supplied.
- Your quote reference number should be added to the SARF in the notes area.
- If required, storage temperature & conditions should be indicated in the notes area
- If you require a P.O., you should provide the P.O. number on the SARF.

Download our blank SARFs [HERE](#)

BARCODE AREA		SAMPLE ANALYSIS REQUEST FORM				Mérieux NutriSciences										
		<b>SAMPLE TO BE DELIVERED TO:</b> Mérieux NutriSciences - Sydney - Unit C2, 391 Park Road, Regents Park, NSW 2143 - Ph: 1300 000 990, Email: samplesnsw@mxns.com														
<b>CLIENT INFORMATION</b> Company name: <u>Smith Pty Ltd</u> Address: <u>24 example street, Example</u> Contact name: <u>John Smith</u> Contact phone: <u>08 0000 0000</u> Contact fax: Contact email: <u>example@example.com</u>				<b>TERMS</b> - Unless otherwise agreed in writing, your submission of this form constitutes your acceptance and agreement with Mérieux NutriSciences' standard terms and conditions of service, which can be found at: <a href="http://www.merieuxnutrisciences.com/au/content/terms-conditions">www.merieuxnutrisciences.com/au/content/terms-conditions</a> Authorising Customer signature: 		<b>MXNS USE ONLY</b>  <b>DATE AND TIME STAMP</b>										
<b>PURCHASE ORDER REQUIRED?*</b> <input type="checkbox"/> Yes <small>*If you require a PO number for your invoice, please provide it at sample submission.</small>				<b>PO Number:</b> <b>Quote Number:</b>												
<small>Fast TATs are available only for chemistry testings and at additional cost. Please contact your Customer Care Representative before submission of samples to the laboratory</small>																
<b>SAMPLE DESCRIPTION</b> This will be reported on the COA (Certification of analysis) exactly as described below. Description fields are limited to 40 characters to align with MXNS LIM system Symbols & Characters such as * can not be used as they do not translate into our LIM system						<b>TESTS REQUIRED (Please tick to select)</b>										
						Salmonella M80	MS2 E.coli	Total viable aerobic count count M2.1								
<b>SAMPLE MATRIX</b> <small>Client to supply product matrix</small>	Description 1	Description 2	Description 3	Description 4												
Meat	Chicken	Batch #	Use by date		X	X	X									
Meat	Beef	Batch #	Use by date		X	X	X									
Meat	Pork	Batch #	Use by date		X	X	X									
<b>NOTES/ SPECIAL REQUIREMENTS:</b> <i>E.g: Please report per 100ml and per serving for Nutritional Analysis</i>								<small>Supplying the product matrix and in some cases ingredients listing, allows the laboratory to provide the correct method application in a timely manner</small>								

→ This column should be used to provide the type of food of the sample. This information won't be included in the COA



# HOW TO READ MY SAMPLE RECEIPT NOTIFICATION?

Sample receipt notifications are sent after the registration of your samples in our laboratories. It will be sent to the primary contact of your business.

If you would like additional people added to receive this notification or in fact would prefer we do not send notifications, please contact your local customer care team for assistance at the emails below:

- Brisbane: [sillikeraubnecsr@mxns.com](mailto:sillikeraubnecsr@mxns.com)
- Melbourne: [sillikeraumelcsr@mxns.com](mailto:sillikeraumelcsr@mxns.com)
- Perth: [sillikeraupercsr@mxns.com](mailto:sillikeraupercsr@mxns.com)
- Sydney: [sillikerausycsr@mxns.com](mailto:sillikerausycsr@mxns.com)

**Mérieux NutriSciences**

## SAMPLE RECEIPT NOTIFICATION

**Your unique identifier if provided** (points to PO / Ref #)

**The overall project reference for your samples** (points to MXNS Ref #)

**The Laboratory where your samples were submitted** (points to MXNS Lab)

**Laboratory sample number reference** (points to Laboratory ID)

**The temperature that your sample was received at** (points to Temp Recd)

**The analysis and the relevant method the sample/s have been registered for** (points to Test)

**Sample date received** (points to Date Received)

**Sample description information as provided by you** (points to Description)


<b>Client Name:</b> LIMS ADMIN.	<b>Date Received:</b> 24/10/2017 3:07:00PM	
<b>PO / Ref #:</b> Example 1 - PO Number	<b>Advice Date:</b> 24/10/2017	
<b>MXNS Ref #:</b> LIMS-TEST-MEL-170021	<b>Enquiries:</b> <a href="mailto:csrsupport.au@mxns.com">csrsupport.au@mxns.com</a>	
<b>MXNS Lab:</b> MELBOURNE		
<b>Laboratory ID:</b> 454184424	<b>Description:</b> Food Sample test 1	
<b>Temp Recd:</b> 10 °C		
<b>Test</b>	<b>Method</b>	<b>LIMS Reference</b>
Salmonella by VIDAS UP	M80.6	SLM_VID_UP_STANDARD
M36.8 Detection of Listeria - VIDAS	M36.8	LIS_VID_UP_STANDARD
<b>Laboratory ID:</b> 454184425	<b>Description:</b> Food Sample test 2	
<b>Temp Recd:</b> 10 °C		
<b>Test</b>	<b>Method</b>	<b>LIMS Reference</b>
Salmonella by VIDAS UP	M80.6	SLM_VID_UP_STANDARD
M36.8 Detection of Listeria - VIDAS	M36.8	LIS_VID_UP_STANDARD

**Terms:**  
Unless otherwise agreed in writing, your submission form constitutes your acceptance and agreement with Mérieux NutriSciences' standard terms and conditions of service, which can be found at:  
[www.merieuxnutrisciences.com/au/content/terms-conditions](http://www.merieuxnutrisciences.com/au/content/terms-conditions)

Silliker Australia Pty Ltd trading as Mérieux NutriSciences  
ABN: 94 006 462 335

Need more information? Contact us at [customersupport.au@mxns.com](mailto:customersupport.au@mxns.com)

# HOW TO READ MY CERTIFICATE OF ANALYSIS (COA)?



**1** **SILLIKER AUSTRALIA**

MELBOURNE LABORATORY

20 King Street  
Blackburn, Vic 3130  
03-8878-2100 Fax 03-9877-8444

**2** **CERTIFICATE OF ANALYSIS**

COA No:	MEL - 65623562-0
Supersedes:	None
COA Date:	16/10/2016
Page 1 of 1	

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**3** **TO:**

Ms. Smith  
Smith & Co Bakery  
29 Punt Road  
Melbourne, VIC 3000

Received From:	Melbourne, VIC
Received Date:	14/10/2016
P.O.#:	14OCT2016
Location of Test: (except where noted)	Blackburn, Vic


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**6** **Analytical Results**

<p><b>Desc. 1:</b> Coles White Bread</p> <p><b>Desc. 2:</b> DOM 11/10/2016</p>		<p><b>Sample Number:</b> 4525452545</p> <p><b>Condition Rec'd:</b> NORMAL</p> <p><b>Temp Rec'd (°C):</b> 20.5</p> <p><b>Date Started:</b> 14/10/2016</p>																														
<table border="1"> <thead> <tr> <th><b>A</b> <b>Analyte</b></th> <th><b>B</b> <b>Result</b></th> <th><b>Units</b></th> <th><b>C</b> <b>Method Reference</b></th> <th><b>D</b> <b>Result Date</b></th> <th><b>E</b> <b>Loc.</b></th> </tr> </thead> <tbody> <tr> <td>Bacillus cereus</td> <td>&lt;100</td> <td>CFU/g</td> <td>M43.1</td> <td>16/10/2016</td> <td></td> </tr> <tr> <td>Viable Rope Spore Count</td> <td>&lt;1</td> <td>/g or mL</td> <td>M45.2</td> <td>16/10/2016</td> <td></td> </tr> <tr> <td>E. coli Count</td> <td>&lt;10</td> <td>CFU/g</td> <td>M52</td> <td>16/10/2016</td> <td></td> </tr> <tr> <td>Salmonella</td> <td>Detected</td> <td>/25g</td> <td>M80.1</td> <td>17/10/2016</td> <td></td> </tr> </tbody> </table>	<b>A</b> <b>Analyte</b>	<b>B</b> <b>Result</b>	<b>Units</b>	<b>C</b> <b>Method Reference</b>	<b>D</b> <b>Result Date</b>	<b>E</b> <b>Loc.</b>	Bacillus cereus	<100	CFU/g	M43.1	16/10/2016		Viable Rope Spore Count	<1	/g or mL	M45.2	16/10/2016		E. coli Count	<10	CFU/g	M52	16/10/2016		Salmonella	Detected	/25g	M80.1	17/10/2016			
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E. coli Count	<10	CFU/g	M52	16/10/2016																												
Salmonella	Detected	/25g	M80.1	17/10/2016																												

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**7**



NATA Corporate Accreditation Number: 2020  
Melbourne Microbiology Site No: 2013.  
Sydney Microbiology Site No: 2759, Chemistry Site No: 2135  
Perth Microbiology Site No: 10635  
Accredited for compliance with ISO/IEC 17025.  
This document shall not be reproduced except in full.

The data pertains solely to the analytical and sampling procedure(s) used and the condition and homogeneity of the sample(s) as received. The data therefore may not be representative of the lot batch or other samples. Consequently the data may not necessarily justify the acceptance or rejection of a lot or batch, a product recall or support legal proceedings. It is the responsibility of the client to provide all information relevant to the analysis requested. The report does not imply that Silliker Australia has been engaged to consult upon the consequences of the analysis and for an action that should be taken as a result of the analysis. This report shall not be reproduced except in full, without the written approval of the laboratory.

**TGA Licence No: MI-09022005-LI-000428-1** AU-COA-33

**Mérieux NutriSciences (MXNS) Legend**

<p><b>1</b> MXNS laboratory who has performed my analysis</p> <p><b>2</b> Certificate of Analysis Reference Number</p> <p><b>3</b> Customer details (you)</p> <p><b>4</b> Customer Purchase Order (PO) references</p> <p><b>5</b> Location of test (MXNS)</p> <p><b>6</b> Analytical results description with company code (MXNS)</p> <p><b>A</b> Name of service(s) performed</p> <p><b>B</b> Results with units: 'detected' means positive test</p>	<p><b>C</b> Method used to perform the service</p> <p><b>D</b> Release date for the result</p> <p><b>E</b> Test location: if empty, same as <b>5</b></p> <p><b>F</b> Sample technical references</p> <p><b>7</b> Laboratory accreditations and licences</p>
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# HOW TO READ MY INVOICE?



## Silliker Australia

ABN: 94 006 462 335  
18-20 King St  
Blackburn VIC 3130  
Australia

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Invoice Date 30/09/16  
Invoice Number 245632  
Customer Number 21458  
B/P 1206

### Tax Invoice

For Client Service: Phone 03-8878-2100 FAX 03-9877-8444

**3** Sold To Ms. Smith **A**  
Customer: Smith & Co Bakery  
29 Punt Road  
Melbourne, VIC 3000

**B** j.smith@smithandco.com.au  
Client Location: Smith & Co Bakery  
29 Punt Road  
Melbourne, VIC 3000

**4**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	
Customer PO	Received Date	Order#	COA#	Sample#	Sample Description
440036563	19/09/16	254596	50922345-0	452365248	Environmental Swabs Site: Metal detector small Date Collected: 19/09/2016

<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>				
Line#	Date	Item Description	Item#	Qty	U/M	Unit Price	Amount
19.00	22/09/16	M36.4 L MONO - LMO VIDAS	LMO_VIDAS_STANDARD	1.000	EA	***	***
20.00	22/09/16	M52. E. COLI COUNT - PETRIFILM	PET_ECOLI_STANDARD	1.000	EA	***	***

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	
Customer PO	Received Date	Order#	COA#	Sample#	Sample Description
440036563	19/09/16	254596	50922345-0	452365249	Environmental Swabs Site: Turntable - Small Date Collected: 19/09/2016

<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>				
Line#	Date	Item Description	Item#	Qty	U/M	Unit Price	Amount
21.00	22/09/16	M36.4 L MONO - LMO VIDAS	LMO_VIDAS_STANDARD	1.000	EA	***	***
22.00	22/09/16	M52. E. COLI COUNT - PETRIFILM	PET_ECOLI_STANDARD	1.000	EA	***	***
7.00	19/09/16	Courier " Client Override	C01	1.000	EA	***	
3.00	22/09/16	Courier " Client Override	C01	1.000	EA	***	

**5**

<b>Remit Payment To:</b> Silliker Australia 22 King Street Blackburn VIC 3130	<b>Bank info:</b> IBAN: 033112 620854 Swift Code: WPACAU2S	<b>Terms: Net 30</b> <b>Net Due Date: 31/10/16</b>	<b>Total Services:</b> \$814.32
<b>For EFT Payments:</b> BSB: 033 112 Acct: 620854	<b>Invoice:</b> 245632	<b>Customer:</b> 21458	<b>GST:</b> \$81.43
			<b>Total Invoice Amount (AUD)</b> \$895.75
			<b>Net Amount Due (AUD):</b> \$895.75 <b>B</b>

Services supplied by Silliker, including by our agents, are subject to our Terms and Conditions for the Supply of Services in force on the date of the acceptance of the Service Order and are available at <http://www.merieuxnutrisciences.com.au/sales> or on request (Terms and Conditions). This includes our payment terms.

Any conduct by you that accepts the performance of any services by us for the benefit of you is deemed to be acceptance by you of the Terms and Conditions.

You agree to check the internet Terms and Conditions from time to time. We reserve the right to change the Terms and Conditions without reference to You and We are entitled to assume that You have read the new Terms and Conditions and agree to them.

- 1** MXNS laboratory who has performed my analysis
- 2** Invoice Reference Number
- 3** Customer details (you)
  - A** Your approving name manager
  - B** Your invoicing email address. (only one per account)
- 4** Details of service(s) ordered
  - A** Customer Purchase Order (PO) number
  - B** Order date: date of sample delivered to the lab
  - C** Internal reference
- D** Certificate Of Analysis (COA) reference number
- E** Sample number & description
- F** Internal reference
- G** COA released date
- H** Service(s) description (Company code)
- I** Quantity, unit price and Amount excluding GST
- 5** Bank details and terms for paying the invoice
  - A** Silliker bank details & Payment terms
  - B** Invoice amount due including GST

# OUR COMMITMENTS TO YOU

## *We care for you.*

We care by asking the right questions and gathering the right team of experts who understand your specific needs, your market, your legal environment, and your chain of value.

We care by working alongside you to come up with innovative and practical solutions that make sense for your business.

## *We are local with a global reach.*

We are local - where you are. Being close to you allows us to assist you locally in your daily operation and provide quick and reliable results.

We are global - with a network of over 100 laboratories worldwide, we support your global ambitions while ensuring you get rapid, reliable, repeatable and impartial results from one location to another.

## *We have no compromise on quality.*

We have consistent and reliable results with shared methods all over the world:

- A unified quality management system accredited under ISO 17025.
- Full sample-to-result traceability.
- A multi-step competency program to ensure consistency between all labs.
- Active participation in several respected food laboratory proficiency programs

## *We live science.*

We live science by hiring experts and high degree scientists who are well-versed in multi-faceted areas. With them, we are where the action is - participating in many research programs and trade organizations, such as AOAC, ILSI, GFSI and many more, to shape and advance the scientific knowledge of our community.

Want to learn more about our  
**360° solutions?**

