



RESEARCH MODELS AND SERVICES

## Laboratory Testing Management<sup>®</sup> (LTM<sup>™</sup>)

### LTM<sup>™</sup> Features:

- Digitally submit serology and PCR testing requests for samples and whole animals
- Searchable catalog makes it easy to find request-specific instructions for sample collection, storage, and shipping
- Available in multiple languages
- LTM<sup>™</sup> Ship
  - Ship sample submissions for free\* using any major shipping provider
  - Available for all diagnostic services

\* Not applicable for live animal shipments

Our online data management platform, Laboratory Testing Management<sup>®</sup> (LTM<sup>™</sup>), streamlines the sample submission, result reporting, and tracking processes by bringing their diagnostic testing programs together in one virtual location. LTM<sup>™</sup> is free for all Charles River customers and is available in multiple languages: German, English, French, Italian, Japanese, Mandarin, and Spanish.

### Sample Submission

LTM<sup>™</sup> may be used to submit and track sample testing requests for serology and PCR, as well as to request, schedule, and track the testing of whole animals. Serology/PCR samples can be sent in groups of up to 20, and Charles River is able to receive samples any day of the week. Upon receipt, samples will be stored at the appropriate temperature (based on customer labeling on the outside of the shipping box), and the laboratory will begin processing the samples at the start of the following business day. Once testing is completed, reports can be conveniently accessed through LTM<sup>™</sup> at any time.

To assist our customers in determining the appropriate samples to submit and how to prepare them, the LTM<sup>™</sup> catalog has a convenient search feature. Simply search for the required test, click on the test name, then select the Sample Submission tab on the pop-up box to view instructions for collection, sample storage, and shipping.

### Live Animal Shipping

At Charles River, animal welfare is our top priority. As such, we require advance scheduling for the shipment of live animals because it allows us to be prepared and process animals the same day they are received. If the animals have not arrived when we expect them, we will contact the customer to ensure the shipment was sent and help investigate any shipping delay. If a customer is experiencing an emergency (e.g., sickness, moribundity, etc.) in their animal colonies, they should contact us at once, as all diagnostic cases take priority and are scheduled immediately.

EVERY STEP OF THE WAY

---

## LTM™ Ship

The new LTM™ Ship tool allows Charles River customers to ship sample submissions for free\* using their carrier of choice. This convenient, easy-to-use shipping solution is available for all diagnostic services, and operates with all major shipping providers utilizing automated order tracking, allowing for easy online tracking of sample submissions. The LTM™ system will also suggest shipping supplies based on sample submission type to create a seamless process, and provides the option to schedule recurring supply shipments so supplies are always on hand. Users must be registered with LTM™ to take advantage of LTM™ Ship, though a guest option is available for customers that would prefer to try the system before committing.

## Laboratory Testing Management® (LTM™) Tools

- [Customer Information Form](#) (required to create an LTM™ account)
- [User Access Request Form](#) (required for each person submitting samples or receiving reports)
- [LTM™ Login](#)
- [LTM™ Resources](#)
- [LTM™ FAQs](#)

\* *Not applicable for live animal shipments*