Laboratory Testing Management® (LTM™) User Guide

Requesting sample collection and shipping supplies

Complimentary sample collection and shipping supplies can be requested through LTM for samples/animals you are submitting to Charles River for testing.

Registered LTM users can make one-time supply requests or set up recurring supply requests. LTM will also store the contact information and shipping addresses you use, so they can be selected for future supply requests so you won’t need to retype them each time. You will also be able to select existing testing orders and have your supply request pre-filled, based on the type of testing and number of samples in the orders.

You do not have to be a registered LTM user to request supplies through LTM: you will be able to submit individual supply requests. However, you cannot set up recurring requests and your contact information and shipping addresses will not be stored. You will also not have testing orders available to select to have your supply request pre-filled for you. For more information about LTM, including a link to register as an LTM user and have additional functionality available to you, please see the LTM page on our website.
1. To get started, click the **SUPPLIES** tab (1). The **New Request** page (2) will open for you to fill out. The first time you do this, the **Contact Information** (3) and **Shipping Address** (4) sections will be blank. Fill out the information for all required fields in these two sections.
The next time you do this, those two sections will be filled in with the information from the previous supply request for you to use or modify, as needed. LTM will remember each contact and shipping address entered, and you can select them by clicking the **Select alternate contact / address**...

... and clicking **Select** next to the contact/address you wish to use.
2. Once you have entered or selected contact information and the shipping address, check and adjust the shipping information (1).

The date in the **Date Needed** field will default to two weeks from the current day, which is the preferred lead time. If you need your supplies sooner (or later), adjust the date.

The **Purpose** field is a place to put optional comments/notes about the shipment. This field can be left blank.

There is also an optional **Comment** field (2), if you need to add a comment for the lab.
3. The next step is to add the supplies, which can be done either by adding them individually (1) or by specifying an existing LTM testing order (2) to have the supplies prefilled for you. The prefilled supply list can be adjusted, as needed, before submitting the request.
4. ADDING SUPPLIES INDIVIDUALLY

To add supplies on your own, click **Add supply items to the request**.

In the window that pops up, you can filter the supply list (1) by selecting or searching by testing service, supply type, etc. When you find what you want, enter the number of that supply in the **Quantity** field (2) and click the **Add Items** button (3). Add all the supplies you need and click the **X** (4) when you have finished.
5. PREFILLING THE SUPPLY LIST FROM AN EXISTING TESTING ORDER

To prefill the supply list from an existing testing order, click Prefill from past testing orders. In the pop-up that opens, you can search by order number (1) or scroll through the list of recent orders (2), to find the order(s) you want to use. Once found, select the checkbox next to the order(s) (3) and click the PreFill button (4).
If there are tests that allow pooling, you will be prompted to indicate whether or not you are pooling. For each sample type (1), indicate the number of samples you are pooling per tube (2). The maximum number of samples that can be pooled will be listed initially (in the example below, you can pool up to 10 samples per tube for all sample types listed). Adjust the number of samples, as necessary. Enter 1 for any sample types you are not pooling. Click the **Submit** button (3), when you are done.

If the order(s) chosen to prefill the supply list do not include tests that allow pooling, you will not see this pop-up.
The appropriate supply types and quantity will be added (1), along with suggested packaging supplies (bags, boxes, envelopes, etc.) (2). The packaging supplies will have no quantity listed. If you would like to add any of them, enter in the quantity you want (3); leave the quantity blank for those you don’t want.

If there are more supplies you need, click **Add supply items to the request** (4) and add whatever else you need, as described in *the previous step.*
6. Once you have your supply list finalized, you can submit your request. Before doing so, you can elect to set this specific supply list up as a recurring request, by checking off the **This is a recurring order?** checkbox.

You then choose the frequency of the recurring supply shipment: 3, 6, or 12 months.

Recurring orders are generated a week prior to shipment from the lab, in draft form (you will see the shipment in the Supply Requests list with a status of Draft). Once this draft order is created, you will receive an email letting you know it is available for editing. While in draft status, you can edit the supplies in the request, cancel that specific request, or cancelling the entire recurring supply request.

On the day the request is scheduled to ship, the draft will automatically be submitted to the lab (you will see that the status will change to Submitted), and the lab will pack and ship your supplies. Once the status is changed to Submitted, you can still edit the supply request, but it can not be cancelled (you would need to contact the lab directly at this point if you need to cancel).

In either case (recurring or one-time supply request), click the **Submit** button to submit it to the lab for fulfillment. The request will be submitted to the lab and will have a status of Submitted. Supply requests with a status of submitted can be edited. Once the status changes to Shipped, this means the lab has packed up and shipped your supplies and the request can no longer be edited.
Tracking supply requests and reordering

Supply requests can be viewed by clicking **SUPPLIES** (1) and then **Requests** (2). On this page, you will see all your supply requests listed. You can see the status (3) of each request.

You will also see a column with icons (4) indicating which are original recurring requests 🕰 and which are created/scheduled from those original recurring requests 🕰️.

There is a search field (5) at the top of the page, if you need to search the list. You can choose which orders you want to edit or reorder (6) by clicking the appropriate **Edit** or **Re-Order** link (if a supply request has been shipped, you will see a **View Details** link instead of an **Edit** link, as it cannot be edited once shipped).

To see a quick peek at the items included in the request, click the triangle icon ⬤ at the far right of the supply request (7).
Clicking this button will show the items included in this request right on the list page. Click it again to hide the item list.
If you wish to reorder any of the requests on the page, click the **Re-Order** link. Once you click **Re-Order**, you will be asked to confirm. Click the **Edit/Clone request** button to confirm (or the **X** to cancel).

This will create an exact copy of that supply request. You can edit the contact information, the shipping address, and/or supply list, as needed, before submitting it to the lab.