

## FAQs - ERA Customers

<b>Question:</b>	<b>Answer:</b>
What changes for my laboratory?	<i>We're the same ERA you've always known, but now you now have access to even more industry-leading products and services. In the days and weeks ahead you will have access to things like advanced quality systems tools as part of ERA's eDATA™ system and high-purity reagents for your advanced laboratory needs.</i>
Can I buy APG products?	<i>The APG products will be integrated in our systems over the coming weeks and should be available some time in January of 2009. You will even see some in the new ERA catalog which will be available soon.</i>
Other Questions	<i>Please call ERA at 1-800-372-0122.</i>

## FAQs - APG Customers

<b>Question:</b>	<b>Answer:</b>
What impact is there on me as a customer?	<i>You are in the hands of the most experienced and trusted proficiency testing provider in the industry. For more than 30 years ERA has held a leadership position in proficiency testing and we can't wait to fold in the strengths of APG. From the best products to the best service and support, our goal is to make your business more efficient and effective than ever before through our comprehensive, quality-focused QC and PT systems.</i>
How do I upload study data?	<i>For open APG studies, visit <a href="http://www.apgqa.com">www.apgqa.com</a>, use the data entry code and procedures for uploading study data you would normally.</i>
Will my historical data with APG go away?	<i>Customers will be able to access historical data as well as open study data through the current passwords they maintain with APG. Early next year, systems will merge and you will be able to access and maintain all of your data through ERA's eDATA™ system.</i>
How do I obtain Technical Support?	<i>For technical support on either APG or ERA products or studies please call ERA at 1-800-372-0122 and ask to speak to a technical support chemist.</i>

<b>Question:</b>	<b>Answer:</b>
Will my study data be acceptable and valid?	<i>All PT studies have been prepared and conducted in accordance with APG's and/or ERA's A2LA accreditations. Data validity is ensured.</i>
Who is my customer service rep?	<i>ERA has both domestic and international customer service representatives to support all of our customers; please call ERA at 1-800-372-0122 and ask to speak to your representative.</i>
Will my current system orders be honored?	<i>Any orders already taken in APG's accounting system will be honored and processed without delay.</i>
How do I submit a PO?	<i>To submit a PO by phone please call ERA at 1-800-372-0122, fax us at 303-421-0159 or email us at <a href="mailto:info@eraqc.com">info@eraqc.com</a>. APG phone and fax numbers will be forwarded to ERA as well. Complete contact information on our website is available here: (<a href="http://www.eraqc.com/pages/public/ContactUs.aspx">http://www.eraqc.com/pages/public/ContactUs.aspx</a>).</i>
How do I pay my invoices?	<i>Pay your invoices just as you would normally. Soon you will be receiving updated information from ERA welcoming you to your new home for PTs and explaining our simple business processes.</i>
When I order product now, whose will I receive? ERA or APG?	<i>You are welcome to order either APG or ERA products. For the next couple of months APG products will be shipped from Belpre, OH and ERA products from Arvada, CO. During this time customers would have to place two separate orders for the different products. Eventually, all products, whether APG or ERA, will carry the ERA brand name.</i>
Other Questions	<i>Please call ERA at 1-800-372-0122.</i>