

Cerba Research End of Year Communication 2021

19th Nov 2021

Dear Investigator,

As we approach the end of year 2021 holiday season, Cerba Research would like to provide you information related to our operational and courier services.

Cerba Research Closure Days

Our labs are closed on the days noted below, please take your shipment transit time into consideration to ensure the sample(s) arrive the day before a Closure Day.

Cerba Research Europe :	Closed, 25-December (Christmas Day) and 01-January (New Year's Day).
Cerba Research USA :	Closed, 25-December (Christmas Day) and 01-January (New Year's Day). For 25-November (Thanksgiving) Cerba Research US will be open during reduced hours.
Cerba Research Montpellier :	Closed, 25-December (Christmas Day) and 01-January (New Year's Day).
Cerba Lab France :	Closed, 25-December (Christmas Day) and 01-January (New Year's Day).
Barc South Africa :	Closed 16-December, 25-December (Christmas Day), 26-December and 01-January (New Year's Day). Please note Barc South Africa will be open for reduced hours on the public holidays.
Cerba Research Australia :	Closed 25-December (Christmas Day) through to 28-December, 01-January (New Year's Day) and 03-January 2022
CerbACT Asia :	Closed 01-January (New Year's Day), 29-January through to 06-February 2022 (Chinese New Year's holiday)
PPC Taiwan :	Closed 01-January (New Year's Day), 29-January through to 06-February 2022 (Chinese New Year's holiday)
SRL Japan :	Closed 25-December (Christmas Day), 29-December through to 03-January 2022 (New Year's Holiday)

Local Public Holidays recommendations/information:

- For Cerba Research USA, sample handling will have coverage on 25-November 2021 (Thanksgiving) for sample reception during reduced hours (from 11am – 3pm EST).
- Please do not ship samples on the day(s) before local public holidays or on local public holidays. If agreed otherwise for your trial, please confirm arrangements in advance with your courier.
- Please do not organize frozen shipments during the end of year holidays (from 22-December till and including 02-January) unless otherwise agreed upon. Cerba Research will not organize frozen batch shipments during this period. Please store frozen samples at the site until week of 03-January 2022.

- For Barc South Africa: Please notify the Barc South Africa team before sending any samples to ensure the shipment can be tracked as there can be delays in customs within Africa during the holiday period.
- For Cerba Research Australia: Due to the prolonged weekends, please avoid shipping between 23-December and 03-January 2022. Turnaround time for shipments for sites in Australia and New Zealand is 24hr, for sites located in Asia and shipping to Cerba Research Australia take 48hr-72hr into consideration.
- For Russia and Ukraine: Please try to avoid scheduling patients from 20-December until 10-January as these countries have an extended holiday period. If you need to schedule patient visits during this period, please contact Cerba Research to clarify if any solutions can be determined.

Courier Service Schedule / Customs

As all couriers (standard as well as premium) may have restrictions, please contact them well in advance to check the following:

- The possible shipping days and possible earlier last calling / pick-up times.
 - Couriers will typically not pick-up or deliver on public holidays.
 - Take your sample transit time into consideration; 24, 48 and 72 hours – to ensure samples arrive the day before a Closure Day.
- Customs closing times (only applicable if a pro forma invoice is required).
- Potential transit delays related to COVID-19 please plan accordingly, particularly for international shipments.

Cerba Research will be providing continuous service during the holiday period (except on the closure days), so please contact us via the study specific email address or via the general contact details if you need assistance:

Cerba Research [Europe, Montpellier and France](#)
 Cerba Research [USA](#)
 Cerba Research [Australia](#)
 BARC [South Africa](#)

CerbACT [Asia](#)
 PPC [Taiwan](#)
 SRL [Japan](#)

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Thank you for your support and collaboration with Cerba Research. We wish you a safe and peaceful holiday season and new year.

Warm regards,
 Cerba Research