Customer Support and Ordering Information



Benefit from the most comprehensive range of scientifically developed programs.

- Access more than 700 surveys and anatomic pathology education programs across 16 disciplines.
- Benchmark against more than 23,000 laboratories using CAP PT/EQA surveys and anatomic education programs.
- Entrust your proficiency testing to 600 laboratory medicine experts supporting CAP offerings.

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Customer Support

Customer Contact Center Hours: Monday–Friday, 7:00 AM–5:30 PM CT

Contact Information	
Call us to: • Place or modify an order • Update contact and/or demographic information (laboratory name, address, contact email address, telephone and fax numbers) • Discuss special needs • Initiate CAP*TRAK*er℠ email	**800-323-4040, Option 1** **+1-847-832-7000, Option 1** (for customers outside the US)
To contact the CAP via email	Email **contactcenter@cap.org** **OR** Go to cap.org and select **Contact & Support** at the bottom of the homepage.
To submit orders or permits	Email cdm@cap.org
Laboratory Accident Hotline	800-443-3244 +1-847-470-2812 (for customers outside the US)

CAP*TRAK*er Kit Tracking Service

CAP*TRAK*er, the CAP's shipment tracking service for proficiency testing/external quality assessment (PT/EQA) kits, allows your laboratory to:

- Locate your PT kit in an instant.
- Receive emails notifying you of program shipments and links to tracking information.

To sign up for the CAP*TRAK*er service, email contactcenter@cap.org with your name, account number, and email address.

e-LAB Solutions Suite

Use the CAP's online portal to manage your laboratory improvement programs. The portal provides helpful, convenient, and easy-to-use tools to:

- Access the CAP's web-based reporting solution, Performance Analytics Dashboard.
- Enter, review, and approve your PT results with interactive online forms.
- View and print copies of evaluations, participant summaries, kit instructions, and result forms.
- Access your analyte scorecard, customized PT shipping calendar, and other analytical tools.
- View and update your CMS analyte reporting selections to ensure proper regulatory reporting.
- Manage your laboratory's online access and user permissions, as well as your individual profile.
- Manage your accreditation documents, including customized accreditation checklists and test menu/activity change forms.
- Enhance your automated reporting capabilities with e-LAB Solutions Connect (available in the US and Canada).
- Connect to CAP Learning tools, assessments, and modules.

This site contains a users guide that will guide you through the process of using e-LAB Solutions Suite. When you enroll/register for e-LAB Solutions Suite, your laboratory will receive important email notifications regarding PT events such as kit and evaluation availability.

Program Certificates

At the completion of the program year, each participating laboratory will receive a program certificate recognizing its participation in the CAP Surveys and Anatomic Pathology Education Programs. This certificate is an indication of your commitment to quality improvement for better patient care.

Program Usage and Materials

- All program materials are intended for PT use only.
- You may not transfer or incorporate PT samples, their progeny, unmodified derivatives, or modifications thereof into a program intended for sale or uses other than PT, quality assurance, or education.
- PT specimens, their progeny, unmodified derivatives, or modifications thereof, reagents, and disposable equipment used in PT, when disposed of, should be autoclaved or incinerated and disposed of as hazardous waste.
- All directions concerning use of the program materials are intended as guidance only.
- No license is either granted or implied by the sale of any program.
- The CAP contracts with vendors in producing the materials for its PT programs.
- The CAP follows PT manufacturer directions in determining the packaging, transport, and shipping conditions of all materials. These requirements may differ from the in-laboratory storage specifications indicated in the kit instructions that accompany your PT.
- Upon delivery of your PT, follow the kit instructions immediately and conduct testing as soon as possible.

Laboratory Accident Hotline
800-443-3244
+1-847-470-2812 (for customers outside the US)

Accidental exposures while processing specimens from the CAP, including cuts and contamination of mucous membranes or non-intact skin, should be reported to the CAP hotline for evaluation and questions regarding prophylaxis. Please provide the identification number of the relevant specimen.

Biohazard Information/Warning Statements



- The Centers for Disease Control and Prevention (CDC) has classified all bacterial and viral strains used in PT challenges as not greater than a Biosafety Level 2. A full description of Biosafety Level 2 handling requirements as defined by the CDC Office of Health and Safety in Biosafety in Microbiological and Biomedical Laboratories is provided at cdc.gov/labs/BMBL.html.
- All programs include a biohazard warning statement appropriate for handling of the material.
- Programs that do not include etiologic agents are still expected to be handled in keeping with CDC universal precautions and OSHA bloodborne pathogen rules.
- The CAP's Safety Data Sheets (SDS/MSDS) are available on cap.org (Laboratory Improvement > Catalog and Ordering Information).

Governing Law

- All CAP transactions are governed by Illinois state law. Unless otherwise stated, US Commercial Code prevails.

CMS Reporting

- The CAP must submit PT results to CMS for all laboratories providing a CLIA identification number.
- Your reporting preferences are outlined on the **CMS Analyte Reporting Selections** document, which is available online in e-LAB Solutions Suite.
- If a laboratory does not notify the CAP in advance that they have discontinued testing of a regulated analyte, a score of zero will be given.
- To avoid any penalties and ensure appropriate reporting in the future, you must note analytes listed on this report for which you do not perform testing.

PT Referral

Please share this information with anyone who performs and/or manages PT specimens.

PT referral has come under greater scrutiny from inspectors for CMS. The CAP's PT program reminds participants that per CLIA '88, a laboratory must test the PT specimens it receives in the same manner as it tests patient specimens—specimens must be tested with the laboratory's ***regular workload***, using the laboratory's ***routine methods***, and the ***same number of times*** it routinely tests patient specimens. However, laboratories ***must not communicate results, share PT specimens, or refer PT specimens*** to a laboratory with a ***different CLIA number*** for tests not on the laboratory's menu even if the referral for testing is routinely performed for patient specimens.

Ordering Information, Forms, and Terms and Conditions

Current Customers (placing your renewal order)

- Programs ordered as of July 1, 2026, are prepopulated on your order renewal form.
- Review all prepopulated PT ordering information including program enrollment, kit quantity, and demographic data.
- Refer to the Surveys catalog for program changes and discontinued or new programs.
- You can also see a list of programs in your PT Shipping Calendar at cap.org.
- Renew online:
  - Visit cap.org and select Shop at the top of the homepage. Log in and go to "I'm making purchases for" to select your laboratory.
  - Review, modify, and submit the prepopulated quote found under the "Quotes" link.
  - Note: To begin ordering on behalf of your organization, you will need to have ordering privileges granted by your Site Administrator.
- Use the prepopulated order forms:
  - **Print clearly and follow all instructions for adding and canceling programs. Legible printing will help ensure the accuracy of your order.**
  - Review **ALL** pages of your renewal order form.
  - Provide clear and complete shipping address, contact name, telephone number, and email address information on your order form. The CAP cannot accept PO boxes for shipments.
  - **Complete form with payment information** and **RETURN ALL PAGES** by email to cdm@cap.org.
- Upon receipt of the order, an email acknowledgment will be sent to the shipping contact listed.
- Once processed, an order confirmation will be emailed to the shipping contact. Order changes can be made at that time.

New Customers (placing your initial order)

- New customers may browse the online store, but must email completed order forms to cdm@cap.org to be assigned a CAP account number.
- Visit cap.org and go to the Laboratory Improvement > Catalog and Ordering Information section to access an order form.
- Complete **ALL** pages of the order form, **including payment information**. Provide clear and complete shipping address, contact name, telephone number, and email address information.
- The CAP cannot accept PO boxes for shipments. If you cannot have your order shipped to a street address, contact the CAP Contact Center.
- Return **ALL** pages of the order form and payment information by email to cdm@cap.org.
- Upon receipt of the order, an email acknowledgement will be sent to the shipping contact listed.
- Once processed, an order confirmation will be emailed to the shipping contact. Order changes can be made at that time.

All Customers

- If you require additional documentation regarding the CAP's status in order to place orders or to receive shipments, please contact the Customer Data Management (CDM) department at cdm@cap.org. Examples of available documentation include US IRS Form 6166 Certificate of Residency, Articles of Incorporation, and the CAP's tax status.
- Material and Safety Data Sheets are available at cap.org (Laboratory Improvement > Catalog and Ordering Information).

Order Deadline

- Order by December 1, 2026, to ensure full participation.
- Order early. Programs have limited quantities.
- Orders received after December 1 will be processed by date of receipt and prorated per program availability.

Order Additions and Cancellations

- The CAP will make every effort to accommodate orders received after December 1. Orders are dependent on the shipping schedule, specimen availability, and specimen stability.
- Due to vendor commitments, the CAP must receive cancellations no later than **six weeks** prior to the published ship date to give credit for canceled programs.
- Requests to refund program shipping fees will not be honored if received within the six week period prior to the first scheduled shipment date.
- The CAP does not accept the physical return of PT/EQA programs. Participants are responsible for all costs and expenses related to the return of anatomic pathology slide shipments to the CAP if the reason for such return is late program cancellation, refused shipment, or an invalid ship-to address.
- Products received in unsuitable condition to perform testing for any reason may be rejected and discarded by the customer. The customer will receive, at its option, a full credit of the purchase price or the replacement of the products at no additional charge and with no additional shipping cost.

Prelicensure/Reinstatement Service

- The CAP provides PT samples to laboratories that may need to perform prelicensure testing before beginning patient testing and/or reinstatement testing due to PT failures. Contact the CAP for cost and availability.
- PT samples with limited stability are not available for prelicensure/reinstatement testing.
- Reinstatement evaluations will be provided upon submission of results to the CAP.

CAP and CLIA Numbers

- Please have your CAP number available when placing orders. For new customers, a CAP number will be assigned to the laboratory and will appear on your order confirmation.
- For all customers subject to CLIA: Confirm or provide the laboratory's CLIA identification number, which is assigned by the Centers for Medicare & Medicaid Services (CMS) and can be obtained from your laboratory director. Contact your CMS Regional Office if you do not have a CLIA identification number.
- Orders may be submitted pending assignment of your CLIA number. Forward the number to the CAP once assigned.

Prices/Estimated Costs for Laboratories Outside the US

- Prices exclude taxes, duties, brokerage fees, disbursement fees, and other applicable shipping and customs charges. These fees are the responsibility of the importer. All prices are subject to change without notice.
- The CAP reserves the right to change the published prices and ship dates.
- Estimated Costs: Contact the CAP if your institution requires an estimated cost (provided as a pro-forma invoice) prior to submitting payment. Upon receipt of the pro-forma invoice, submit the completed order form, including payment method, to the CAP for processing of your order.
  - o A pro-forma invoice can be requested by including the request when submitting your order forms, contacting the CAP, or through the online store.

Payment

Complete the Payment Information section of the order form. **To avoid delay in the processing of your order,** you must use one of the five following methods of payment:

- **Checks:** Make payable to the College of American Pathologists in US dollars and indicate the check number on the order form.
- **Credit card (VISA, Mastercard, and American Express):** For increased customer data safety, please visit estore.cap.org to place your order. To pay with a credit card, please call the CAP directly at 800-323-4040 or +1-847-832-7000, Option 1.
  Your payment card may be authorized for up to 3% above the estimated purchase amount. This temporary authorization helps ensure sufficient funds are available for adjustments such as taxes. You will only be charged the final purchase amount once the transaction is completed.
- **Purchase order:** A purchase order indicates a future commitment to pay. Indicate the purchase order number on the order form. All orders for Canadian customers must be accompanied with a purchase order number. Customs brokers cannot facilitate clearance without a purchase order number for reference.

Payment continues on next page

Payment (continued)

- **Letter of Authorization:** If your institution does not use a purchase order system, a signed letter of authorization on your institution's letterhead is acceptable. Please include the payment method information (bank draft, wire transfer, etc) in your letter. Indicate this payment option selection on the order form and include a copy of the letter with your completed form.
- **Wire Transfer Information**
  - o Include all bank fees with your payment. The CAP is not responsible for bank fees incurred while remitting payment. Make arrangements with your financial institution to include all wire transfer fees charged by intermediary banks.
  - o Short payment due to deduction of intermediary bank fees will leave an open balance on your account. You are responsible to pay this balance in your next wire transfer to the CAP.
  - o Remit wire transfer payment to:
    - BMO Bank N.A., 320 S. Canal Street, Chicago, IL 60606
    - Phone: +1-312-461-2323
    - Account Name: College of American Pathologists
    - Account Number/Type: 2237337/Checking
    - Routing/Transit: 071000288
    - S.W.I.F.T.: HATRUS44
  - o Include the following information:
    - Customer name
    - CAP number
    - Account number
    - Invoice and/or order number

Payment Terms and Conditions

- For orders processed by October 31, 2026, payment terms are extended until December 1, 2026.
- After November 1, 2026, terms will be net 30 days from the invoice date.

Tax Information

- The CAP will calculate and add appropriate taxes for your locale to your invoice if your institution is subject to sales tax.
- Include applicable taxes with your prepaid order.
- Enclose your tax-exempt certificate with your order form if your institution is not subject to sales tax or if you have not previously notified the CAP with any changes.
- The CAP federal tax identification number is 36-2118323.

Export Compliance:

The specimens and material and any related technology, including technical information supplied by the CAP or contained in documents (collectively "items"), are subject to export controls of the US government. The export controls may include—but are not limited to—those of the export administration regulations of the US Department of Commerce (the "EAR"), which may restrict or require licenses for the export or re-export of items from the US and the import of any item. The CAP will not export or distribute any item to any restricted or embargoed country, or to any person or entity whose participation has been denied or restricted by the US government.

By submitting an order for any materials or services, you, the Buyer, acknowledge that you are following compliance with the international trade laws of the US and those of your country. You agree to cooperate fully with the CAP in any official or unofficial inspection related to applicable export or import laws or regulations. Further, you shall indemnify and hold the CAP harmless from, or in connection with, any violation of US export laws by your employees, consultants, agents, or customers.

This catalog is governed by the contract terms found on the CAP website at cap.org/terms-and-conditions.
In the event of any contradiction between this catalog and the website, the terms in this catalog shall prevail.
The CAP shall not accept, or allow any order to be subjected to, any terms and conditions supplied by the customer.

Permitting Information

What you need to know before your PT program is shipped:

General Permit Requirement Information

Many countries require additional import permits or other clearance documentation for customs clearance (regardless of dangerous goods status of a program).

- Work with your in-country distributor (if applicable) and local authorities to determine if any permits are required.
- As a recipient, you are responsible for obtaining any import permits/documents and forwarding them to the CAP upon request. Provide these same documents to your local carrier, importing agency, or customs brokerage service.
- Programs with dangerous goods materials may require special permits and incur additional charges.
- Confirm that your permits reflect the latest classification of tariff codes.
- Do not use the CAP Surveys catalog program descriptions for permit preparation and customs clearance documents. Catalog descriptions may not contain sufficient detail for permits and customs documents. Contact the CAP to obtain such information.
- Some new programs **may not have** permit requirements available at the time of publication. In the event a program is not listed, please contact your local importation agencies.
- You are responsible for monitoring permit expiration dates and submitting a new permit six weeks prior to the scheduled ship date. Check with your local governmental importation authorities or your local in-country distributor (if applicable), which may have longer lead time requirements, and adjust your permit obligations accordingly. The CAP will not be responsible for providing replacement shipments due to lengthy clearance delays from lack of paperwork.
- **Program materials may not ship without required documentation.**

Submit permits at the time of ordering with an expiration date of December 31, 2027, to cover all shipments. **Please ensure that your permits are valid throughout your shipping calendar and 10-day replacement period.**

Additional Documentation

If you require additional documentation regarding the CAP's status in order to place orders or to receive shipments, please contact the Customer Data Management (CDM) department at cdm@cap.org. Examples of available documentation include US IRS Form 6166 Certificate of Residency, Articles of Incorporation, and the CAP's tax status.

Contact your local customs agency for importation requirements.

Programs Classified as UN3373 Dangerous Goods

Program Code	Program Name
BCS	Blood Culture
BCS1	Blood Culture, *Staphylococcus aureus*
BDP, BDP5	Bacterial Detection in Platelets
BDPV5	Bacterial Detection in Platelets, Rapid, 5 Challenge
CAMP	*Campylobacter*
CAUR	*Candida auris* Screen
CBT	Cord Blood Testing
CRE	Carbapenemase Detection
D	Bacteriology
DEX	Expanded Bacteriology
D1	Group A *Streptococcus* Culture/ Molecular
D2	Urine Culture
D3	*N. gonorrhoeae* Culture
D8	Group B Strep Detection
E	Mycobacteriology
E1	Mycobacteriology—Limited
F	Mycology and Aerobic Actinomycetes
F1	Yeast

Program Code	Program Name
F3	*Candida* Culture
HC4	Herpes Simplex Virus Culture
HC6, HC6X	*C. trachomatis* and *N. gonorrhoeae* by NAA
HPS	*Helicobacter pylori* Antigen, Stool
IDN	Nucleic Acid Amplification, Organisms (without MTB)
IDO	Nucleic Acid Amplification, Organisms
LPX	Laboratory Preparedness Exercise
MBT	Microbiology Bench Tools Competency
MC3	Urine Colony Count
MC4	Urine Colony Count Combination
MRS	Methicillin-Resistant *Staphylococcus aureus* Screen
MRS5	Methicillin-Resistant *Staphylococcus aureus* Screen, 5 Challenge
RMC	Routine Microbiology Combination
SCP	Stem Cell Processing
VR1	Virology Culture
VRE	Vancomycin-Resistant *Enterococcus*
VS	Vaginitis Screen

Programs Classified as UN1987 and UN1992

Program Code	Program Name
TMTP	Transport Media ThinPrep
TMSP	Transport Media SurePath

Material and Safety Data Sheets are available at cap.org (Laboratory Improvement > Catalog and Ordering Information).

WARNING: The **Instrumentation (I) program** specimens may contain corrosive or toxic substances, environmental hazards, or irritants. This program ships under a UN3264 Class 9 Dangerous Goods Classification in Excepted Quantities with a specimen volume below the threshold requiring special packaging.

Note: CAP Viral Measures VM1-VM6X do not ship under a Dangerous Goods Classification; however, some countries may still require permits due to the nature of the material.

Hawaiian Permits

Import permits are required by the state of Hawaii. You may obtain an import permit by contacting the Plant Quarantine Branch of the State of Hawaii Department of Agriculture. Complete form PQ-7 to obtain an import permit or a letter of authorization.

Hawaiian Permit Requirements

Program Code	Program Name	Documentation Requirement
BCM	Bacterial Blood Culture, Molecular	AR
BCS	Blood Culture	NR
BCS1	Blood Culture, *S. aureus*	NR
BDP, BDP5	Bacterial Detection in Platelets	NR
BDPV5	Bacterial Detection in Platelets, Rapid, 5 Challenge	NR
BOR	*B. pertussis/parapertussis*, Molecular	AR
BP	Blood Parasite	AR
BV	Bacterial Vaginosis	AR
CAMP	*Campylobacter*	NR
CBT	Cord Blood Testing	NR
CDF2, CDF5	*Clostridioides (Clostridium) difficile*	AR
COV2	SARS-CoV-2 Molecular	AR
COV2Q	Quality Cross Check—SARS-CoV-2	AR
COVAG	SARS-CoV-2 Antigen	AR
COVAQ	Quality Cross Check—SARS-CoV-2 Antigen	AR
CRE	Carbapenamase Detention	NR
CRYP	Cryptococcal Antigen Detection	AR
D	Bacteriology	NR
D1	Group A *Streptococcus* Culture/ Molecular	NR
D2	Urine Culture	P
D3	*N. gonorrhoeae* Culture	NR
D5	Gram Stain	AR
D6	Rapid Group A Strep Antigen Detection	AR
D8	Group B Strep Detection	NR
D9	Rapid Group A Strep Antigen Detection, Waived	AR
DEX	Expanded Bacteriology	NR
E	Mycobacteriology	P
E1	Mycobacteriology—Limited	P
F	Mycology and Aerobic Actinomycetes	P
F1	Yeast	P
F3	*Candida* Culture	P
FLUA	H5NI Influenza A Detection and Subtyping	AR
FSM	Fungal Smear	AR
GIP, GIP5, GIPN	Gastrointestinal Panel	AR
HC3	*C. trachomatis* Antigen Detection (EIA)	AR
HC4	Herpes Simplex Virus Culture	NR
HC6, HC6X	*C. trachomatis* and *N. gonorrhoeae* by Nucleic Acid Amplification (NAA)	NR
HC7	*C. trachomatis* and *N. gonorrhoeae* by NAA/DNA	AR
HPS	*H. pylori* Antigen, Stool	NR
HPV	Human Papillomavirus	AR
HVDD	HIV-1/HIV-2 Detection and Differentiation, Molecular	AR
ID1	Nucleic Acid Amplification, Viruses	AR
ID1T	Nucleic Acid Amplification, Viruses (JC and BK)	AR
ID2	Nucleic Acid Amplification, Respiratory	AR
ID3	Nucleic Acid Amplification, Respiratory Limited	AR
ID5	HSV, VZV—Molecular	AR
IDME	Meningitis/Encephalitis Panel	AR
IDM5	Meningitis/Encephalitis Panel, 5 Challenge	AR
IDN	Nucleic Acid Amplification, Organisms (without MTB)	NR

Continued on next page

Permit Definitions

AR = AR Letter: Hawaii Department of Agriculture letter for programs not specifically regulated but still requiring documentation for importing

NR = NR Letter: Hawaii Department of Agriculture letter for programs considered to be low risk but still requiring documentation for importing

P = Permit

Hawaiian Permit Requirements continued

Program Code	Program Name	Documentation Requirement
IDO	Nucleic Acid Amplification, Organisms	NR
IDPN	Infectious Disease, Pneumonia Panel	AR
IDR	Infectious Disease, Respiratory Panel	AR
IND	India Ink	AR
JIP	Joint Infection Panel	AR
LBAS	*Legionella* Antigen Detection	AR
LN38	CMV Viral Load CVL	AR
LPX	Laboratory Preparedness Exercise	P
MBT	Micro Bench Tools Competency	NR
MC3	Urine Colony Count	NR
MC4	Urine Colony Count—Combination	NR
MGEN	*Mycoplasma genitalium*, Molecular	AR
MPOX	Mpox Molecular	AR
MRS, MRS5	Methicillin-Resistant *Staphylococcus aureus* Screen	NR
MRS2M	MRSA Screen, Molecular	AR
MRS5M	MRSA Screen, Molecular	AR
MTBR	Molecular MTB Detection and Resistance	AR
MTR5	Molecular MTB Detection and Resistance, 5 Challenge	AR
MVP	Molecular Vaginal Panel	AR
NAT	Nucleic Acid Testing	AR
NAT1	Nucleic Acid Testing, *Babesia*	AR
P	Parasitology	AR
P3	Parasitology (Fecal Suspension, Immunoassay)	AR
P4	Parasitology (Fecal Suspension, PVA, Immunoassay)	AR
P5	Parasitology (*Giardia* and *Crypto* Immunoassay)	AR
POC4	POC Strep Screen Competency	AR
POC8	Influenza A/B Antigen Detection Competency	AR
RMC	Routine Microbiology Combination	NR
RML5	Rapid Malaria 5 Challenge	AR
SBAS	*S. pneumoniae* Antigen Detection	AR
SCP	Stem Cell Processing	NR
SP	Stool Pathogens	AR
SP1	Norovirus	AR
SPN	Stool Pathogen (without Shiga Toxin)	AR
ST	Shiga Toxin	AR
STIM	Sexually Transmitted Infection Detection, Molecular	AR
STX	Shiga Toxin, Extra Volume	AR
TVAG, TVG5	*T. vaginalis*, Molecular	AR
VBDM	Vector-Borne Disease—Molecular	AR
VR1	Virology Culture	NR
VR2	Virology Antigen Detection (DFA)	AR
VR4	Virology Antigen Detection (Non-DFA)	AR
VRE	Vancomycin-Resistant *Enterococcus*	NR
VS	Vaginitis Screen Antigen Detection	NR
VS1	Vaginitis Screen, *T. vaginalis*	AR
YBC	Yeast Blood Culture, Molecular	AR

Permit Definitions

AR = AR Letter: Hawaii Department of Agriculture letter for programs not specifically regulated but still requiring documentation for importing
NR = NR Letter: Hawaii Department of Agriculture letter for programs considered to be low risk but still requiring documentation for importing
P = Permit

Canadian Permits

Canadian regulations require permits to import animal, plant, and human pathogens. Permit applications should list the CAP program code and full program name. Do not list the Program Fulfillment Group (PFG). Do not list the mailing designation (A, B, C).

Recipients must obtain the appropriate permits for all infectious modules. Questions regarding importation requirements for Canada should be directed to the government agencies noted below.

- The Public Health Agency of Canada (PHAC). Contact licence.permis@phac-aspc.gc.ca.
- Canadian Food Inspection Agency (CFIA) permits may also be required. Contact permission@inspection.gc.ca or by telephone at 1-800-442-2342 or at 613-773-2342.

Canadian Permit Requirements

Program Code	Program Name	PHAC Licence: HAR (RG2) & HPTR (RG2) if culturing	PHAC Licence: HPTR (RG2) if culturing	CFIA OBCS (aquatic-animal HAA/HAR)	CFIA Compliance Letter	CFIA COA (plant PPA/PPR)
BCS	Blood Culture	X		X	X	
BCS1	Blood Culture, *S. aureus*	X		X	X	
BDP, BDP5	Bacterial Detection in Platelets	X		X	X	
BDPV5	Bacterial Detection in Platelets, Rapid, 5 Challenge	X		X	X	
CAMP	*Campylobacter*	X		X	X	
CAUR	*Candida auris* Screen	X				
CBT	Cord Blood Testing			X	X	
CRE	Carbapenemase Detection	X		X	X	
D	Bacteriology	X		X	X	
D1	Group A *Streptococcus* Culture/Molecular	X		X	X	
D2	Urine Culture	X		X	X	
D3	*N. gonorrhoeae* Culture	X		X	X	
D8	Group B Strep Detection	X		X		
DEX	Expanded Bacteriology	X		X	X	
E	Mycobacteriology	X		X	X	
E1	Mycobacteriology—Limited	X		X	X	
F	Mycology and Aerobic Actinomycetes	X		X	X	X
F1	Yeast	X		X	X	
F3	*Candida* Culture	X		X	X	
GIP5	Gastrointestinal Panel, 5 Challenge	X				
GIPN	Gastrointestinal Panel Global	X				

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Definitions

HAA/HAR—Health of Animals Act and Health of Animals Regulations

HPTR—Human Pathogens and Toxins Regulations

PPA/PPR—Plant Protection Act and Plant Protection Regulations

OBCS—Office of Biohazard Containment and Safety

RG2—Risk Group 2

Canadian Permit Requirements continued

Program Code	Program Name	PHAC Licence: HAR (RG2) & HPTR (RG2) if culturing	PHAC Licence: HPTR (RG2) if culturing	CFIA OBCS (aquatic-animal HAA/HAR)	CFIA Compliance Letter	CFIA COA (plant PPA/PPR)
HC4	Herpes Simplex Virus, Culture	X				
HC6, HC6X	*C. trachomatis* and *N. gonorrhoeae* by Nucleic Acid Amplification (NAA)		X			
ID1	Nucleic Acid Amplification, Viruses		X			
ID2	Nucleic Acid Amplification, Respiratory		X			
ID3	Influenza A, Influenza B, and RSV by NAA		X			
IDME	Meningitis/Encephalitis Panel		X			
IDM5	Meningitis/Encephalitis Panel, 5 Challenge		X			
IDO, IDN	Nucleic Acid Amplification, Organisms	X		X	X	
IDPN	Infectious Disease, Pneumonia		X			
IDR	Infectious Disease, Respiratory Panel		X			
MBT	Micro Bench Tools Competency	X		X	X	
MC3	Urine Colony Count	X		X	X	
MC4	Urine Colony Count Combination	X		X	X	
MMRV	Measles, Mumps, Reubella, and VZV, Molecular		X			
MRS	Methicillin-Resistant *Staphylococcus aureus* Screen, 2 Challenge	X		X	X	
MRS5	Methicillin-Resistant *Staphylococcus aureus* Screen, 5 Challenge	X		X	X	
NAT	Nucleic Acid Testing	X				
NAT1	Nucleic Acid Testing, *Babesia*	X				
RMC	Routine Microbiology Combination	X		X	X	
SP1	Norovirus		X			
TFP	Tropical Fever Panel		X			
VBDM	Vector-Borne Disease—Molecular		X			
VR1	Virology Culture	X		X	X	
VRE	Vancomycin-Resistant *Enterococcus*	X		X	X	
VS	Vaginitis Screen Antigen Detection	X		X	X	

Some programs require multiple permits. If the lab is not culturing the programs in column marked "PHAC Licence: HPTR (RG2) if culturing," they would return the provided permit request letter signed "No Permit Required." Surveys requiring a permit under the Health of Animals Act and its Regulations (HAA/HAR) from CFIA must be accompanied by one of the following documents to demonstrate their facility meets the necessary biocontainment and biosafety requirements: a valid Compliance Letter issued by CFIA's Office of Biohazard Containment and Safety (OBCS) or a valid Pathogen and Toxin Licence issued by the Public Health Agency of Canada (PHAC).

Definitions

HAA/HAR—Health of Animals Act and Health of Animals Regulations

HPTR—Human Pathogens and Toxins Regulations

PPA/PPR—Plant Protection Act and Plant Protection Regulations

OBCS—Office of Biohazard Containment and Safety

RG2—Risk Group 2

During your inspection, if it's not documented, it's not compliant.



CLIA and your accreditor's standards haven't changed: You need to have complete and accurate records at inspection or you'll receive a deficiency. The CAP's Competency Assessment Hub helps you satisfy regulatory record-keeping requirements for training and competency assessment and meet your staff's CE needs.

The 2027 Competency Assessment Hub subscription includes:

- Hundreds of prewritten questions to customize assessments
- Resources to build assessment and training activities—now with AI tools!
- Auto-assignment and reminders of competency activities so you never miss an assessment
- Reporting tools to ensure your staff meet their deadlines
- 67 CE courses in 11 laboratory disciplines

Improve your laboratory's readiness for inspection. Add the appropriate Competency Assessment Hub subscription to your order.

Learn More

Shipping Information

Shipping Terms and Conditions

- Incoterms for all shipments are made CPT (Carriage Paid To) Destination. Customers are responsible for all customs fees, duties, taxes, carrier disbursement fees, and brokerage fees. The shipping and handling fee does not cover additional costs incurred by the recipient's government or brokerage company.
- The CAP is not liable for loss or damage caused by force majeure.
- For PT/EQA orders allow up to 10 business days for international shipments via air service. Domestic orders are shipped via expedited service types such as next-day or two-day air services.

Shipping and Handling Fees and Customer Importation Information

Our goal is to ensure program materials are shipped to maintain stability and reach your laboratory using a reliable transportation carrier. The CAP requires the addition of a 1.5% fuel surcharge for 2027 program shipments for all continental US customers due to the increase in shipping rates. Additional shipping fees for programs shipped to all non-continental US customers are indicated in the table below.

Shipping and Handling Fees

Destination	Shipping Fee Per Program (US $)
Alaska	$55
American Samoa	$55
Canada	$125
Guam	$55
Hawaii	$55
Puerto Rico	$95
Virgin Islands	$95
Shipments beyond the continental US and destinations noted above	$180

Shipping and handling fees shown above are collected for shipments sent beyond the continental US and cover shipping costs and handling requirements. Additional fees, duties, carrier disbursement fees, and taxes not reflected in the CAP list price may be imposed on PT/EQA orders. Participants should contact their local customs office and local carrier's office regarding any additional charges that may be imposed. These fees and rates apply to all programs except the exempt programs listed on pages 45 and 46 of this supplement.

- Discuss your local delivery requirements with your carrier and local customs authorities.
- Identify your broker with your local carrier's office.
- Some customers, including those in Mexico and Canada, are required by their governmental authorities to identify a broker to their carrier. If the customer fails to identify their brokerage partner, shipments may be delayed or re-routed in transit. Shipments for customers in Mexico who do not identify their broker to their carrier will have to reach out to TALMA, a bonded warehouse under the jurisdiction of Mexican customs authorities, to release their shipment(s). Customers in Canada will need to reach out to their carrier.
- Consider establishing an account with the local carrier for direct billing of duties and taxes. It is common practice for carriers to charge additional disbursement fees for advancing duties and taxes due to your government. If an account is not established with your local carrier's office, deliveries may be delayed or arrive Collect on Delivery (COD).
- Inquire whether signing a power of attorney for brokerage services will expedite clearance of your shipments.
- Inquire whether there are documents you can prepare in advance and place on file for the program year.
- Local duties and tax charges may apply to shipments within your geographic area.
- Duties and import taxes imposed by countries outside the US are the responsibility of the customer and cannot be waived by the CAP.
- Other government fees imposed by your country are the responsibility of the customer and cannot be waived by the CAP.

Programs Exempt From Shipping and Handling Charges

Program Code	Program Name
APAPCPT, APAPJPT, APAPKPT, APAPLPT, APAPMPT, PPTENR, Series 1 and 2	Glass Slide Gynecologic Cytopathology PT Program With Glass Slide PAP Education, additional pathologist or cytotechnologist
APAPCE, APAPJE, APAPKE, APAPLE, APAPME, Series 1 and 2	Cytopathology Glass Slide Education Program, additional pathologist or cytotechnologist
AUP	Autopsy Pathology
AUP1	Autopsy Pathology, additional pathologist
BCPV	Blood Cell Identification, Virtual
BMD	Bone Marrow Cell Differential
CAPBIND*	CAP Survey Binder
CPIP/CPIP1	Clinical Pathology Improvement Program
CY	CAP/ACMG Cytogenetics
CYHI	CAP/ACMG *ERBB2 (HER2)* Amplification by FISH, Interpretation Only
DPATH/DPATH1	Digital Slide Program—Dermatopathology
EHE1	Expanded Virtual Peripheral Blood Smear
EMB	Embryology
FL5	Flow Cytometry, Interpretation Only
FL6	Flow Cytometry—Post-immunotherapy Analysis
FNA/FNA1	Digital Slide Program in Fine-Needle Aspiration
FNAG1	Fine-Needle Aspiration Glass Slide Education Program, additional pathologist or cytotechnologist
FR/FR1	Forensic Pathology
HERIX	HER2 and ER Immunohistochemistry Interpretation Only
HPATH/HPATH1	Hematopathology Online Education
MTC	Methylation-Based Tumor Classification
NEO	Neoplastic Cellularity
NGC1	Nongynecologic Cytopathology Education, additional pathologist or cytotechnologist
NGSB1	Next-Generation Sequencing Solid Tumor Bioinformatics
NGSB3	Next-Generation Sequencing Hematologic Malignancies Bioinformatics
NGSB4	Next-Generation Sequencing Solid Tumor Bioinformatics Hybrid
NGSB5	Next-Generation Sequencing Hematologic Malignancies Bioinformatics Hybrid
NGSE	Next-Generation Sequencing Undiagnosed Disorders—Exome
NGSET	Next-Generation Sequencing Undiagnosed Disorders—Trio Analysis
NP/NP1	Neuropathology Program
PIP1	Performance Improvement Program in Surgical Pathology, additional pathologist
PIPW/PIPW1	Online Performance Improvement Program in Surgical Pathology
QT programs	Quality Management Tools
SEC	CAP/ACMG DNA Sequencing Interpretation

Continued on the next page

*The CAP does not charge shipping and handling for binders that are included with your order. The purchase of additional binders will incur a shipping and handling fee.

Programs Exempt From Shipping and Handling Charges continued	
SMCD, SM1CD, SM2CD	Semen Analysis—Online
VBF	Virtual Body Fluid
VBP/VBP1	Virtual Biopsy Program
VGS1	Virtual Gram Stain Basic Competency
VGS2	Virtual Gram Stain Advanced Competency
VPBS	Virtual Peripheral Blood Smear
VS2	Vaginitis Screen, Virtual Gram Stain

Carriers

The CAP will send all standard PT program shipments via the CAP's preferred carrier. If your organization is specifically requesting shipment via a freight forwarder or another designated carrier, provide the CAP with your final shipment address, account number, and the freight forwarder's US domestic address and contact information.

Carrier Contact

Carriers or customs officials may attempt to contact your PT shipping contact if there are issues regarding clearing your shipment; make sure you provide the CAP with your PT shipping contact email and local number. Please respond to these requests for additional information as soon as possible. Contact the CAP if you need additional information to expedite clearance.

If you fail to respond to information requests from carriers and customs officials, the following may occur:

- Your organization may incur additional charges for storage and management fees.
- You may incur additional fees due to disposal or return of your shipment.

Special Requirements

Discuss any special shipping requirements or updates with the CAP Customer Contact Center staff.

Communicate all requests for special shipping arrangements to the CAP a minimum of six weeks prior to the stated program ship date.

Deferments

Shipping dates will be determined by the CAP. The CAP will coordinate shipments with packagers, carriers, and distributors to minimize time in transit. The CAP may adjust program ship dates affected by local holidays. When feasible, arrangements for adjustment of ship dates shall be made six weeks or more prior to the ship date. Ship dates will be adjusted to the extent material stability allows. Participants will be notified when program ship dates require adjustments.

Commercial Invoice

Commercial invoices are affixed to packages as required by international shipping conventions. The commercial invoice is an official transaction record between an exporter and an importer. Customs officials use this form to clear your shipment.

The invoice total listed on the commercial invoice is not an amount due to the CAP or your country. The invoice total is listed for the purpose of computing duties and taxes.

Delivery

CAP programs are shipped by door-to-door service whenever possible. In instances where your country does not allow delivery to your door, the CAP can only arrange shipment to an airport. In these instances, you will be notified when a program has been cleared and is ready for pickup. You must pick up your shipment at that point. If you refuse to pick up your shipment, your order for any remaining shipments may be canceled.

Stability

Some programs with limited stability may not be available in certain countries. For more information, contact the CAP Customer Contact Center at contactcenter@cap.org.

Programs With Stability Between 3 and 10 Days

Program Code	Program Name
B27	HLA-B27 Typing
EPO	Erythropoietin
GH2, GH5	Hemoglobin A1c
HFC	Hemocytometer Fluid Count
KET	Ketones
LN15	Hemoglobin A1c Accuracy Calibration Verification/Linearity
MXC	HLA Crossmatching, Antibody Screen, and Antibody Identification (Class I/Class II)
MXEP	HLA Crossmatching, Antibody Screen, and Antibody Identification (Class I/Class II), Extra Plasma

For CAP-accredited laboratories outside the US, the CAP requests that your laboratory perform testing on these materials. If unacceptable results are achieved and it is established that such results are due to shipping conditions, your laboratory may review options with the CAP Laboratory Accreditation Program at accred@cap.org.

Programs With 2 Days or Less Stability

Program Code	Program Name
BALL	Flow Cytometry—B-ALL Measurable Residual Disease
CBT	Cord Blood Testing
FL3	Flow Cytometry–Immunophenotypic Characterization of Leukemia/Lymphoma
FL8	Flow Cytometry–Mature B-cell, Leukemia/Lymphoma Measurable Residual Disease
FL9	Flow Cytometry–Plasma Cell Myeloma Measurable Residual Disease
PCNEO	Flow Cytometry–Plasma Cell Neoplasms
RFAV1	Rare Flow Antigen Validation, CD1a
RFAV3	Rare Flow Antigen Validation, CD30
SCP	Stem Cell Processing
ZAP70	ZAP-70/CD49d Analysis by Flow Cytometry

These programs have stability of two days or less. The CAP cannot guarantee performance or offer credits for orders placed for shipment outside of the US and Canada.

Note: The CAP strives to deliver all program materials in a stable condition. Programs that must be kept cold will ship with frozen cold packs or dry ice as needed and allowed by country importation regulations. If transportation to your location cannot meet these conditions, please note that replacements will not be available.

Dry Ice

Some shipments are packed on dry ice to maintain stability. Dry ice shipments are shipped as UN1845 dangerous goods shipments. Due to sublimation, there may not be any dry ice present when you open your kit. This condition is not an indication that the program material has been compromised. If your country does not allow dry ice shipments, your program material will be packaged with cool packs that may not be as effective in maintaining a cool environment. When you receive your shipment, follow the kit storage instructions immediately to avoid compromising the program material.

Program Materials Shipped on Dry Ice

Program Code	Program Name
ABGIC	Accuracy-Based Glucose, Insulin, and C-peptide
ABL	Accuracy-Based Lipids
ABS	Accuracy-Based Testosterone, Estradiol
ABTH	Harmonized Thyroid
ABU	Accuracy-Based Urine
ABVD	Accuracy-Based Vitamin D
ACA	Antichromatin Antibody
AFD	Antifungal Drugs Monitoring
AG*	1,5-Anhydroglucitol
ARP	Antiribosomal P Antibody
BDPV5	Bacterial Detection in Platelets, Rapid, 5 Challenge
BGL, BGL1, BGL2, BGL4	CAP/ACMG Biochemical Genetics
BMV2*	Bone-Specific Alkaline Phosphatase
BNP5	B-type Natriuretic Peptides
C1*, C3*/C3X*, C4*, CZ*/CZX*, CZ2X*/CZVM*, Z*	Chemistry and Therapeutic Drug Monitoring
C7*	Pseudocholinesterase
CMSP	CAP/ACMG Cardiomyopathy Sequencing Panel
CNVST	Copy Number Variant Solid Tumor
CRT, CRTI	Cardiac Markers
CRTQ	Quality Cross Check—Cardiac Markers
CS	CAP/ADLM Immunosuppressive Drugs
CYS*	Cystatin C
CZQ*	Quality Cross Check—Chemistry/Therapeutic Drug Monitoring
DAI	Urine Drug Adulterant/Integrity
DMPM	Drug Monitoring for Pain Management
EPO	Erythropoietin
EV	Everolimus
FT*	Fructosamine
FTC	Forensic Toxicology, Criminalistics
GSA*	Glycated Serum Albumin
HCRQ	Quality Cross Check—High-Sensitivity Cardiac Markers
HCRT, HCRTI	High-Sensitivity Cardiac Markers
HCV2	Hepatitis C Viral Load

Continued on the next page

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, and American Samoa.

Program Materials Shipped on Dry Ice continued

Program Code	Program Name
HIVG	HIV Genotyping
HVDD	HIV-1/HIV-2 Detection and Differentiation, Molecular
HV2	HIV Viral Load
ICSP	CAP/ACMG Inherited Cancer Sequencing Panel
IGHV	*IGHV* Mutation Analysis
K*, KK*, KVM*	Ligand Assay—General
KET	Ketones
LN2*, LN2BV*	Chemistry Calibration Verification/Linearity
LN5*, LN5S*	Ligand Calibration Verification/Linearity
LN24	Creatinine Accuracy Calibration Verification/Linearity
LN30	B-type Natriuretic Peptides Calibration Verification/Linearity
LN31	Immunosuppressive Drugs Calibration Verification/Linearity
LN35, LN36, LN37	Coagulation Calibration Verification/Linearity
LN41	Procalcitonin Calibration Verification/Linearity
LN44	Fibrinogen Calibration Verification/Linearity
LN45	HCV Viral Load Calibration Verification/Linearity
LN46	C-peptide/Insulin Calibration Verification/Linearity
LN47	High-Sensitivity Troponin T Calibration Verification/Linearity
LN48	High-Sensitivity Troponin I Calibration Verification/Linearity
LN49*	Cystatin C Calibration Verification/Linearity
LN50	Thyroid Panel Calibration Verification/Linearity
LN51	Factor VIII Calibration Verification/Linearity
LN52	HBV Calibration Verification/Linearity
LPE*	Lipoprotein Electrophoresis
MHO, MHO1, MHO2, MHO3	Molecular Hematologic Oncology
MPA	Mycophenolic Acid
MRD, MRD1, MRD2	Measurable Residual Disease
N	Urine Chemistry, Special
NAT1	Nucleic Acid Testing
NB*, NB2*	Neonatal Bilirubin
NOB	Novel Opioids and Benzodiazepines
NTA	Nicotine and Tobacco Alkaloids
OFD	Oral Fluid for Drugs of Abuse
RAP*	Renin and Aldosterone
RNA	RNA Fusions, Solid Tumor
RNAH	Fusion RNA Heme
SALC	Salivary Cortisol
SARC	Sarcoma Fusion Gene

Continued on the next page

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, and American Samoa.

Program Materials Shipped on Dry Ice continued

Program Code	Program Name
SCDD	Synthetic Cannabinoid/Designer Drugs
SCO	Serum Carryover
SDT	Serum Drug Testing
T	Toxicology
TBLA	Total Bile Acids
THCB	Blood Cannabinoids
TM*, TMX*	Tumor Markers
TMB	Tumor Mutational Burden
UDS	CAP/ADLM Urine Drug Testing, Screening
UDS6	CAP/ADLM Urine Drug Testing, Screening, Limited
UDSM	Urine Drug Testing, Screen, Validated Material
UPBG	Porphobilinogen, Urine
UT	Urine Toxicology
UTCO	Urine Toxicology Carryover
VF	Vitreous Fluid, Postmortem
VITD*	25-OH Vitamin D, Total
Y*, YY*, YVM*	Sex Hormones
ZE	Therapeutic Drug Monitoring—Extended

*This program ships with a cool pack to laboratories in the US, Puerto Rico, Guam, Virgin Islands, and American Samoa.

Options for Customers Outside the US

If you are ordering programs shipped with dry ice or cool packs and the average temperature in your country is higher than 25°C (77°F), the CAP recommends you upgrade your shipment packaging to the extended shipper. The extended shipper is an upgraded packaging solution intended to maintain the cold chain to destinations with warmer climates. The fee associated with this service is $30 per program. Contact our Customer Contact Center at contactcenter@cap.org or +1-847-832-7000, Option 1 to upgrade to the extended shipper.

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Less complicated
More accurate

Less time
entering results
More time for patient testing

LESS = MORE

Notes

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Performance Analytics Dashboard: Bringing It All Together

The College of American Pathologists' Performance Analytics Dashboard empowers laboratories to make informed, **data-driven decisions through insights and performance monitoring**, driving efficiency, quality, and compliance.

Quickly assess performance of proficiency testing and accreditation for a single laboratory or network.



"When I start at a new job, or I take on new responsibility, one of the first things I do is pull up the Performance Analytics Dashboard and look at the proficiency testing history for the laboratory to get an understanding of how they're doing and see how the laboratory is performing on inspections."

Julie Kingery
Vice Chair of Clinical Pathology
University of Florida

Learn More

Built on a foundation of pathologist expertise, the College of American Pathologists partners with laboratories around the world to elevate the quality of laboratory medicine. We offer best-in-class solutions designed to drive operational excellence, achieve diagnostic confidence, and ensure the highest standard of patient care.

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- Learn about our new PT/EQA program for laboratories testing for Methylation-based Tumor Classification (MTC), our global program for Tropical Fever Panel (TFP), and our new program for Measles, Mumps, Rubella, and VZV, Molecular (MMRV).
- Improve your laboratory's readiness for inspection by adding the appropriate Competency Assessment Hub subscription to your order.
- Offer your entire staff more than 100 CE credits included in CAP PT/EQA programs.



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