

LABORATORY

UPDATE

Dear Valued Customers and Partners,

Since the last newsletter there have been several updates we will cover in this issue; some of the key items include:

- For backlogged programs, they were automatically given extended due dates, however as these programs are assessed, the dates or program status may change.
- For customers with upcoming program due dates, please be assured that due dates will be extended as needed to accommodate ongoing regional disruptions.
- For accredited laboratories, we have informed international commissioners and the inspection team leaders of the situation with PT shipments. It will not negatively impact accreditation.

We continue to make progress resolving our operations and PT delivery challenges for this year's programs and are committed to an improved experience in 2027. Please read the attached letter from our new Vice President of Supply Chain and Logistics about how the CAP is strengthening delivery performance.

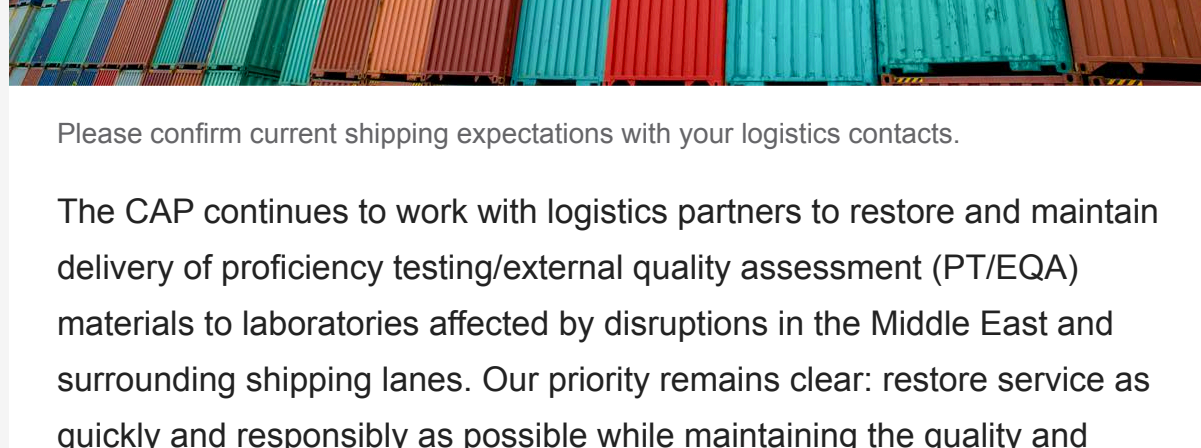
Thank you for your trust in the CAP and for your continued partnership throughout this recovery.

Sincerely,

Brian Nowlin

VP, International Market Development

Logistics & Shipments



Please confirm current shipping expectations with your logistics contacts.

The CAP continues to work with logistics partners to restore and maintain delivery of proficiency testing/external quality assessment (PT/EQA) materials to laboratories affected by disruptions in the Middle East and surrounding shipping lanes. Our priority remains clear: restore service as quickly and responsibly as possible while maintaining the quality and integrity of PT/EQA materials.

Key Updates

- Shipments are continuing where viable delivery options are available.
- Backlogged shipments are prioritized based on factors such as the program's original scheduled shipping date, program expiration date, and the ability to deliver materials in a condition suitable for testing.
- Shipment of backlogged orders has begun for labs where viable shipping solutions have been identified.
- In locations where transportation conditions remain uncertain, the CAP continues to evaluate reliable delivery options and will provide updates as circumstances evolve.
- Alternative shipping routes and carriers are being evaluated and utilized when and where necessary.
- Regional transportation and airspace conditions continue to be monitored, and shipping plans may change as conditions evolve.
- Replacement shipments will not be available throughout the remainder of the 2026 CAP program year.

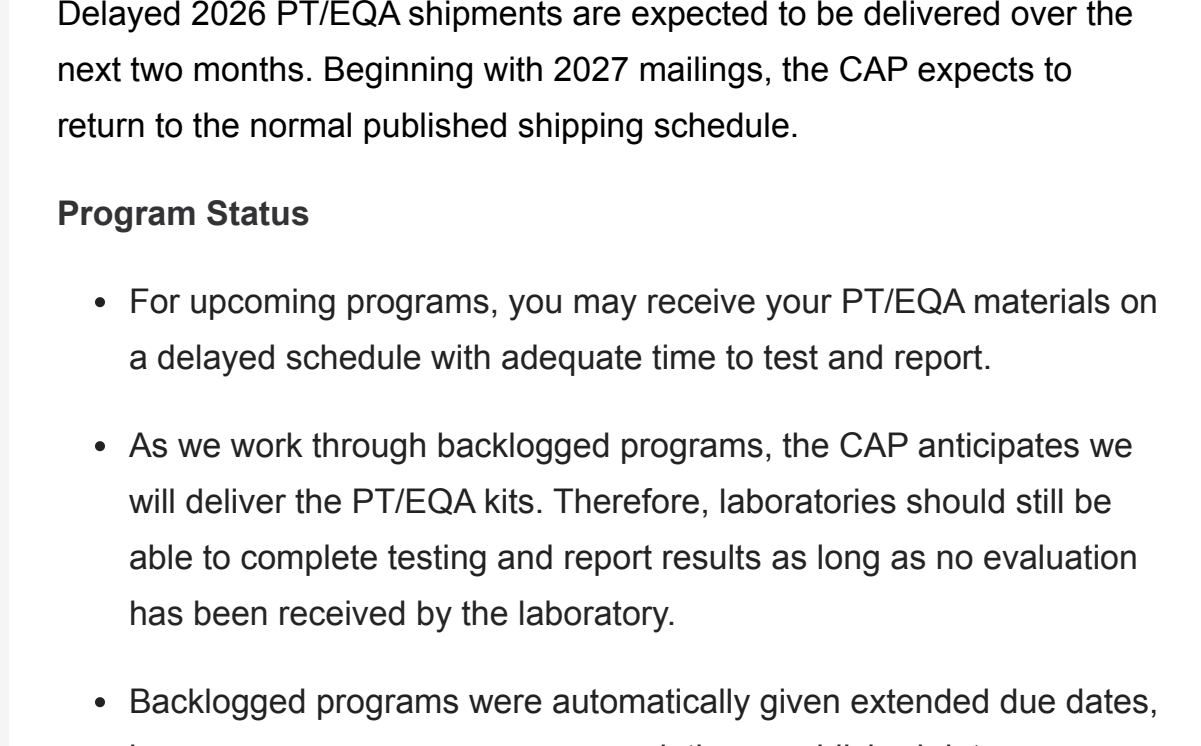
Actions Underway

- Daily coordination with UPS and other freight partners.
- Prioritization of time-sensitive PT/EQA shipments.
- Continuous monitoring of regional developments.

Customers with import issues related to alternate carriers or transportation services are encouraged to contact

MiddleEastLogistics@cap.org directly.

PT/EQA and Technical Update



Delayed 2026 PT/EQA shipments are expected to be delivered over the next two months. Beginning with 2027 mailings, the CAP expects to return to the normal published shipping schedule.

Program Status

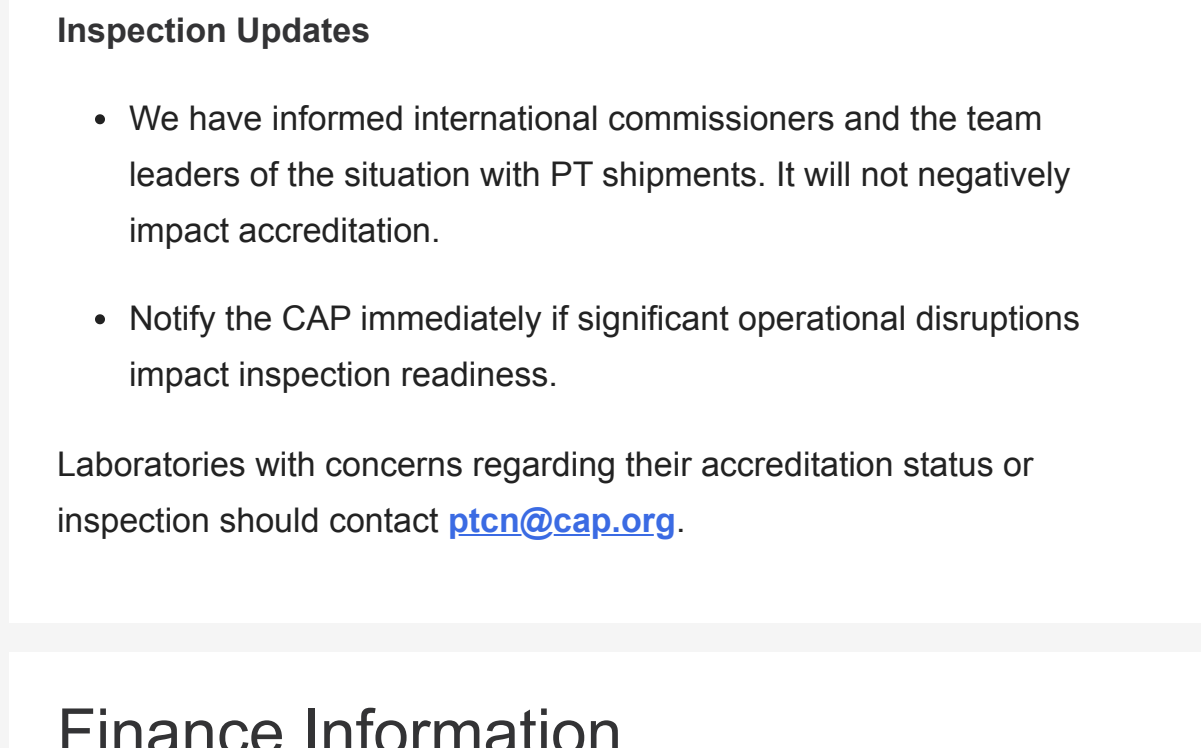
- For upcoming programs, you may receive your PT/EQA materials on a delayed schedule with adequate time to test and report.
- As we work through backlogged programs, the CAP anticipates we will deliver the PT/EQA kits. Therefore, laboratories should still be able to complete testing and report results as long as no evaluation has been received by the laboratory.
- Backlogged programs were automatically given extended due dates, however as programs are assessed, those published dates or program status may change.
- Technical support teams remain available to assist with questions related to program participation, reporting requirements, shipment status, or result(s) due dates.

Important Information

- When materials are received, laboratories should test promptly and submit results as soon as testing is complete.
- If a Code 55 evaluation is issued, it indicates that the PT event was affected by an extraordinary circumstance outside the laboratory's control. Once issued, results submission for that event is closed.
- For customers with upcoming PT program due dates, please be assured that due dates will be extended as needed to accommodate ongoing regional disruptions. We will continue to communicate any updates and appreciate your partnership.
- The CAP continues to release PT/EQA shipments where materials remain available and suitable for testing.

Laboratories experiencing challenges are encouraged to contact the CAP directly (contactcenter@cap.org) for customer-specific guidance.

Accreditation Information



For laboratories that are also CAP accredited, these PT/EQA shipment delays or disruptions can also lead to questions regarding inspections and notifications of compliance.

Important Information

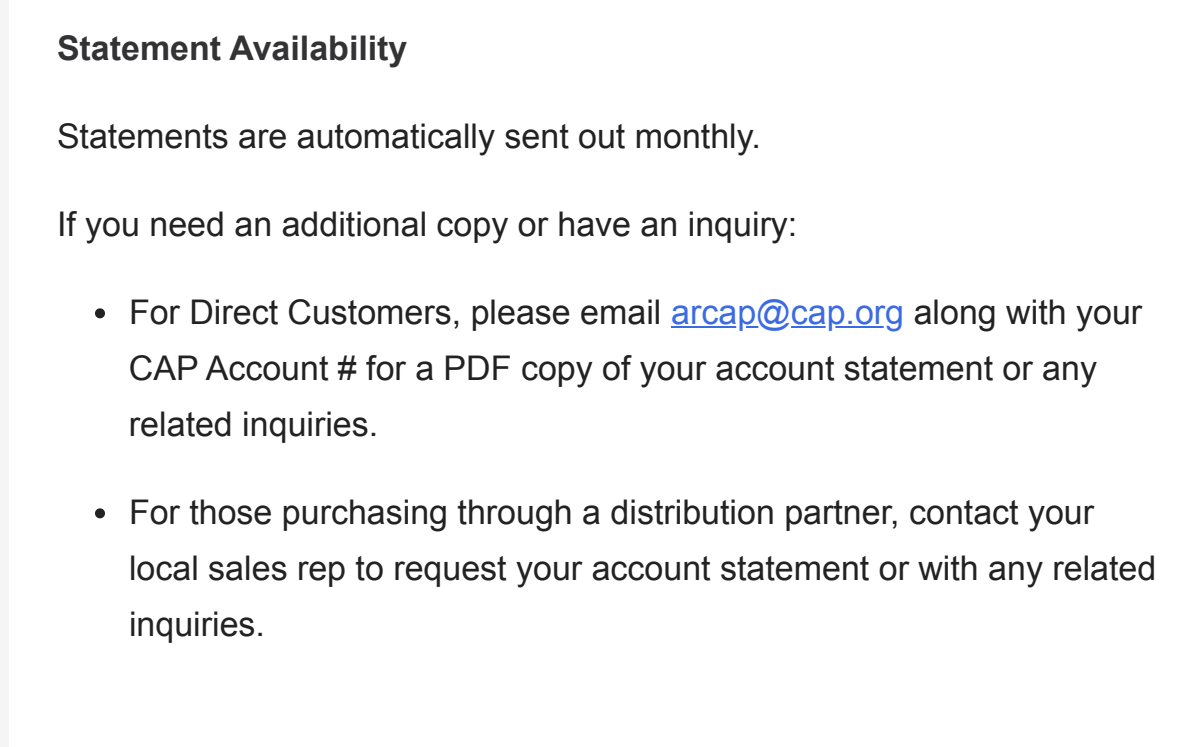
- CAP accredited laboratories that receive a Code 55 evaluation should do alternative performance assessment (APA) as they will not receive a PT/EQA kit. The laboratory should maintain records of APA for their inspection. If a code 55 for a particular program is issued, the laboratory will not receive a PT Compliance Notice (PTCN).
- For kits that the CAP intends to ship, laboratories can test the kits once they are received and submit their results. Doing so will meet the CAP accreditation requirements for PT participation, and no APA is needed.

Inspection Updates

- We have informed international commissioners and the team leaders of the situation with PT shipments. It will not negatively impact accreditation.
- Notify the CAP immediately if significant operational disruptions impact inspection readiness.

Laboratories with concerns regarding their accreditation status or inspection should contact ptcn@cap.org.

Finance Information



Invoices & Payments

- Invoice processing and payment application activities continue as normal. Customers with questions regarding invoices or account balances should contact Customer Financial Services: arcap@cap.org
- Please ensure remittance information is included to facilitate payment allocation:
- For credit card payments, please include CAP AR #, Date of Payment, Customer Name, Invoice #, Dollar Amount, Credit Card # & Details, Charge Type, Name on Credit Card, and Email for Receipt.
- Remittance details can be sent to the Customer Financial Services General Mailbox: arcap@cap.org.
- For checks, please use 325 Waukegan Rd. Northfield, IL 60093; ATTN: CFS Department
- Wire transfer and ACH payments are preferred for a faster method of payment.

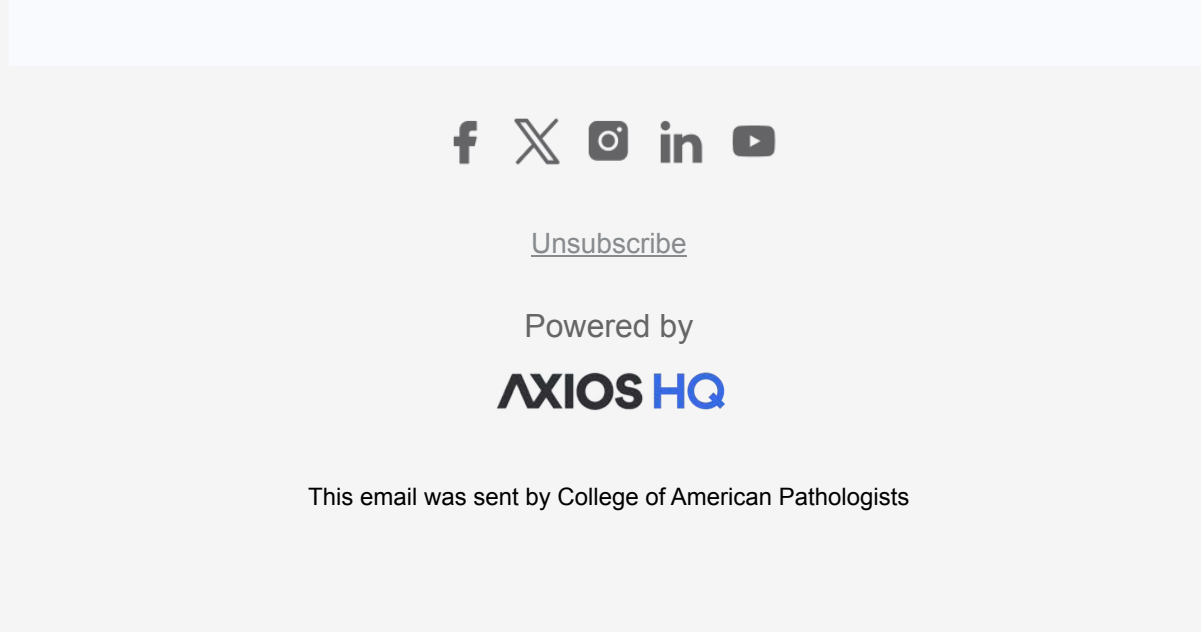
Statement Availability

Statements are automatically sent out monthly.

If you need an additional copy or have an inquiry:

- For Direct Customers, please email arcap@cap.org along with your CAP Account # for a PDF copy of your account statement or any related inquiries.
- For those purchasing through a distribution partner, contact your local sales rep to request your account statement or with any related inquiries.

Order Renewal 2027 Update



2027 Order Renewal activities are underway. Customers are encouraged to submit orders as early as possible to avoid delays; early order placement also assists the CAP with production and logistics planning. Additional communications regarding Order Renewal 2027 timelines and requirements will be issued separately.

NOTE: Please make the necessary arrangements to settle any outstanding invoices to avoid delayed shipment or credit hold situation.

Key Dates to Remember

- **Recommended Order Submission:** Discuss with your CAP representative or Distributor
- **Final Order Deadline for LAP Labs:** December 1, 2026

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COLLEGE of AMERICAN PATHOLOGISTS

October 27, 2026

Dear Valued Customer,

My name is Henry Palomino, and I recently joined the College of American Pathologists (CAP) as Vice President of Supply Chain & Logistics. I wanted to reach out to you personally regarding recent challenges affecting our international shipments.

We have heard your concerns about shipment delays and understand the impact these disruptions have on laboratory operations and accreditation activities. We sincerely regret the frustration and inconvenience. In response, we are strengthening our systems and processes to improve communications, coordination, and service going forward.

Reliable delivery and quality service are essential to the work you do every day. We understand the importance of meeting those expectations consistently, and we recognize the impact that disruptions can have on your laboratory. We appreciate your patience and partnership as we completed a major enterprise systems upgrade to improve performance and deliver more reliable customer experiences.

Since joining the CAP, one of my top priorities has been strengthening our international supply chain and delivery performance. We are actively implementing improvements to increase shipment visibility, strengthen escalation and issue resolution processes, work more effectively with courier partners, and address country-specific customs and delivery challenges.

These improvements are already underway, and we are committed to keeping customers informed of our progress. Most importantly, we are listening closely to customer feedback to help guide our efforts and ensure our improvements address the issues that matter most to your laboratory.

The CAP deeply values your trust and continued partnership. We remain committed to providing the quality, service, and support you expect from the College of American Pathologists, and to earning your confidence through consistent performance and continuous improvement.

Thank you for your continued confidence in CAP.

Sincerely,

Henry Palomino