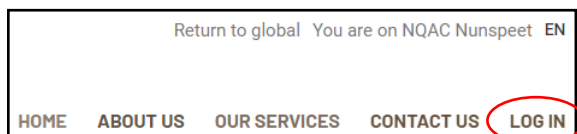


Getting Started

Visit [NQAC Nunspeet – Nestlé Quality Assurance Center \(nqaclabs.com/nunspeet/\)](https://nqaclabs.com/nunspeet/)

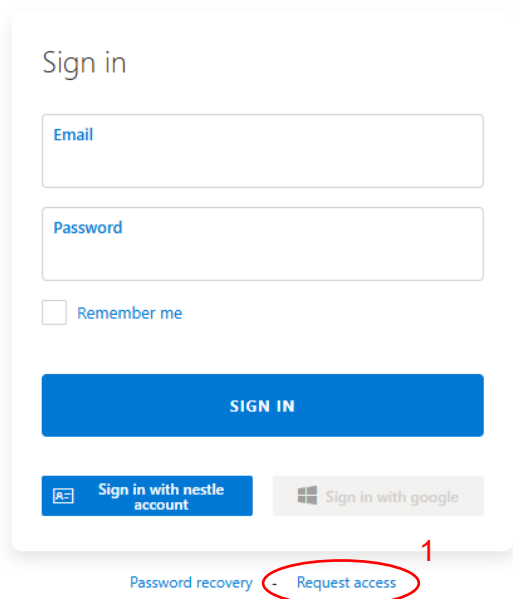
At the bottom of our homepage (before logging in) you can find several documents with additional information. In this manual we may refer to these.

and click “Log in”



Create a registered user profile by clicking “Request Access” (1)

For the sake of confidentiality, we recommend creating user profiles for each user within the same factory. Each location is linked to a SAP customer ID for billing purposes.

A screenshot of the NQAC Nunspeet sign-in form. The form has a "Sign in" heading, followed by "Email" and "Password" input fields. Below these is a "Remember me" checkbox. A large blue "SIGN IN" button is present. At the bottom, there are two buttons: "Sign in with nestle account" and "Sign in with google". Below the "Sign in with nestle account" button, there are two links: "Password recovery" and "Request access". The "Request access" link is circled in red and labeled with a red "1".



Sign up

Laboratory
 Select laboratory ▼

Password requirement information ⓘ

Create password

Confirm password

SIGN UP

Fill in the following fields:

- First name
- Last name
- Email address
- Laboratory to access
- Associated Nestlé customer ID number

For external customers outside of Nestlé it is essential to contact us for a Nestle ID number.

For internal customers we ask you to reach out to check your customer number before registration.

Please reach out to NQACNunspeet.Customerservice@nl.nestle.com.

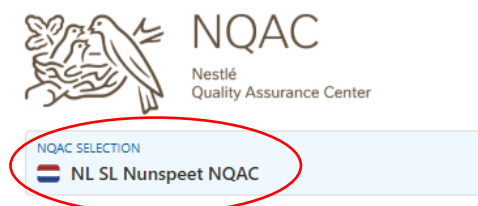
- Password
must meet complexity requirements: min. 10 characters, 1 uppercase, 1 lowercase, 1 special character, 1 number

Click Register

Admins will have to review and grant access. Please email to notify us of an access request.

After our confirmation, log in with your e-mail address and password.

Make sure you are working under the correct NQAC:



Via Profile in the header, and Edit Profile you can change your password. You can also add additional e-mail addresses to receive a CC report. Save all made changes with Save Changes.



Step 1 New Order

Click New Order in the header to submit a new request.



1) SAMPLE DESCRIPTION

This field will be the description of the specific submitted sample.

2) SAMPLE ADDITIONAL INFORMATION

This field is intended to be used to provide additional information about vendor sites, vendor batch or Manufacturing dates.

It's mandatory to provide the mentioned information for the following methods:

- Fatty acids: fat content in %
- Reactive/blocked lysine: **measured value of total nitrogen** or protein content in %
 - o for total amino acids a theoretical value is appreciated.
- Osmolality: reconstitution in g/90ml
- HMOS: sample does/does not contain GOS and/or BMOS
- Tube performance: Tube size, reconstitution and pump rate (if applicable)

3) BATCH ID

This field will be the lot code or batch of the specific submitted sample.

4) MATERIAL

You must use the drop-down list and select the material category

For instructions on how to identify the correct material, see [Matrix selection information for customers](#)

If you have any questions, please contact the Customer Service.

5) INSTRUCTIONS TO LABORATORY

This field is intended to be used if you want to provide additional information to the NQAC Nunspeet enabling successful processing (example if pooling needs to be done). You can also give us some useful information about the air waybill and the courier that you are using.

6) PURCHASE ID

This field is not applicable for NQAC Nunspeet and can be left empty

7) ATTACHED DOCUMENTS

By clicking on this field, you can add relevant documents e.g. COA

8) Are you a Nestlé affiliate?

Select Yes if you are part of Nestlé, otherwise select No

9) Is the material related to the sample intended to be sold to Nestlé?




Select the proper box



10) ORDER SHIPPING

NQAC Nunspeet does not have a separate Rush policy. Select routine for all samples.

11) LANGUAGE

At this moment NQAC Nunspeet uses a separate tool to report. This is only in English. Selecting a different language does not affect this

 SAMPLE INFORMATION
 METHOD SELECTION
 ORDER CONFIRMATION

Sample Information
Specify the required information concerning the sample to be processed   Discard Sample

Sample Description *

1
Up to 80 characters


Sample Additional Info

2
This information will be available in the Analytical Report (up to 40 characters)

Batch ID *

3
Internal identification of the batch (up to 10 characters, cannot contain '+', '&' nor ',')

Material *

4 

Material related to the submitted sample


Instructions to Laboratory

5
Input specific instructions to laboratory. This information will not be available in the Analytical Report

Purchase Order

6

Attached Documents

7  Attach file

No files uploaded for this sample

8 Are you a Nestlé business affiliate? ☒ Yes ☐ No

9 Is the material related to the sample(s) intended to be sold to Nestlé? ☒ Yes ☐ No

10 Order shipping ☒ Routine ☐ Rush

11 ☐ ES ☒ EN ☐ DE ☐ NL ☐ FR ☐ PT

Continue by clicking “Continue to method selection”.

If at any time you need assistance while submitting your samples, please send a message to
NQACNunspeet.Customerservice@nl.nestle.com

Step 2 Method selection

In the following screen you'll find a selection of all materials your factory sends to NQAC Nunspeet. If you have samples for a material (selected in point 4 of step 1) not listed in this screen, please contact Customer Service. You can find and select desired analyses by using on the list or using the search function.

By list

Click on the correct material, make sure to select the same as point 4 in step 1

Method Selection

Select the required methods and add them to your cart

CACAO	>
CACAO LIQUID	>
CEREAL	>
CEREAL LIQUID	>
CULINARY	>
CULINARY LIQUID	>

Click on the correct subcategory

Method Selection

Select the required methods and add them to your cart

CACAO	>	04- CEREALS	>
CACAO LIQUID	>	05- LOW FAT CEREALS (<2% FAT)	>
CEREAL	>		
CEREAL LIQUID	>		
CULINARY	>		
CULINARY LIQUID	>		

In the following screen you'll find a list with all available analyses for the selected material. With the ^ and v buttons you can collapse and expand each method to get more overview.

Additional information for each analysis can be accessed by clicking the ⓘ button

Clicking the ↔ next to the Search field will widen your screen

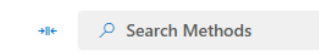
Select each desired analysis by clicking on the shopping cart symbol

For multi-element analyses, all individual components can be selected in one click by clicking the + symbol on the row of the header (in bold).

When you've selected an analysis which you don't need, you can go to Show Cart and click on the bin icon of the incorrect components. You can also clear the entire cart on the top of this pop-up screen

Continue at "Norms and Targets"

By search function






Enter the desired component in the Search field.

You'll get an overview for each method we analyze the component with

Method Selection

Select the required methods and add them to your cart

Method / Test	Information
Fluoride by ion selective electrode	
— Fluoride (F)	
Fluoride in petfoods by ISE	
— Fluoride (F)	
Outsource Fluoride	
— Fluoride (F)	

For multi-element analyses, all individual components can be selected in one click by clicking the + symbol on the row of the header (in bold).

When you've selected an analysis which you don't need, you can go to Show Cart and click on the bin icon of the incorrect components. You can also clear the entire cart on the top of this pop-up screen

Select the desired method by clicking the shopping cart symbol under the correct material. Please make sure to select the proper method. In case of doubt, please contact our Customer Service.

Continue at "Norms and Targets"

Norms and Targets

Fill in all available norms and targets (1). Please express the values in the units of measurement (2) we report in. These can be found by clicking the ⓘ button:

Method / Test	Information	Lower Limit	Upper Limit	Target Limit	Add to Cart
5' Mononucleotides by LC-MS/MS					+
7 HMO in infant formula by UHPLC-FLD					-
9 minerals by acids destruction ICP-AES					+
— Calcium (Ca)	ⓘ				Added to Cart
— Copper (Cu)	ⓘ	0.1	0.5	0.3	Added to Cart
Sample Size Req	100 grams --	Quantitation Limit			
Equipment	--	Measure Units		mg/100g	
Turnaround Time	8	Nestle Reference		HI00;1500;120	
Additional Info	--				
Matrix	Milk Product				
— Iron (Fe)	ⓘ				

Continue by clicking "Continue to order confirmation".

Step 3 Order confirmation

In this field you'll find an overview of all sample information entered and analyses requested.

You can alter these by selecting the proper pencil icon.

On the left you'll find also a total sample amount required (1)

This is a sum of sample material needed for each component requested. It doesn't consider that multi element analyses only require the amount provided once. In the example below only 200g of material is needed (2). At this moment it is limited to the amount of solid materials. For other materials please contact Customer Service for proper amounts.

Sample Information

Your entered sample information

Sample Description: Example

Sample Fat 25%, TN 1.7%, rec 13.6

Additional g/90ml, No GOS/BMOS, tube

Information: 8FR, 25ml/h

Sample Material: Milk Product

Batch ID: 123456789

Preferred Results Language: EN

Is the material related to the sample(s) intended to be sold to Nestlé? ✕

Shipping: Routine

Sample Requirements

Total requirements for sample sizes separated by grams, milliliters and other measures

Grams 800 g

Method Selection

List of selected methods along the chosen quantities, lower and upper values and the method's required sample size

Item	Measure Units	Required Sample
Milk Product > 02- Milk products and FSMP		
2'-Fucosyllactose	mg/100g	100 grams
3-Fucosyllactose	mg/100g	100 grams
3'-sialyllactose	mg/100g	100 grams
6'-sialyllactose	mg/100g	100 grams
Difucosyllactose	mg/100g	100 grams
Lacto-N-neotetraose	mg/100g	100 grams
Lacto-N-tetraose	mg/100g	100 grams
Copper (Cu)	mg/100g	100 grams

100 g

200 g

By clicking on the corresponding button at the bottom of the screen, you can now:

Add new samples

To add a complete new request. See 3.1

Add duplicate of current sample

To add samples with the same desired analyses. See 3.2

Save order as draft

For future requests, which you don't want to submit yet. See 3.3

Submit Order


To finish the order. See 3.4

3.1 Add new samples.

Enter the information for the additional sample you wish to submit and press + Add Samples (1)

You can add more additional samples by clicking the Add+ button (2)

In case you've submitted too many rows, you can remove them by clicking the bin icon.

#	Sample Description	Sample Additional Info	Batch ID	Material	Instructions to Laboratory	Purchase Order	Is the material related to the ...	Order ship
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<div> ⊕ Add row ✕ Cancel ⊕ Add samples </div>								

You can alter between samples on the top right of your screen (1). You can alter analyses selected, norms provided etc for each additional sample.

 SAMPLE INFORMATION	 METHOD SELECTION	 ORDER CONFIRMATION	 EXAMPLE LIQ
--	--	--	---

Submit the group order with the button on the bottom of the order confirmation screen to finish the order. See 3.4.

3.2 Add duplicate of current sample.



Number of copies: Select

#	Sample Description	Sample Additional Info	Batch ID	Material	Instructions to Laboratory	Purchase Order	Is the material related to the ...	Order ship
1	example liq		123	Milk Product Liquid			<input type="checkbox"/>	

Enter the number of additional duplicates you wish to submit in field (1) and press select (2)

You can always add another row by clicking the + Add row button.

In case you've submitted too many rows, you can remove them with the bin icon.

Make the necessary changes to the sample information to distinguish between each sample.

Click + Add samples on the bottom right.

The samples are added, and you will be redirected to the Order confirmation.

You can switch between samples on the top right of your screen. The names you've entered as Sample Description are shown in a pulldown menu. Clicking one will show the screen for this sample.



SAMPLE INFORMATION METHOD SELECTION ORDER CONFIRMATION

values and the method's required sample size

EXAMPLE 1
EXAMPLE 1
EXAMPLE 2

Submit the group order with the button on the bottom to finish the order. See 3.4

3.3 Save order as draft.

After pressing the Save order as draft button, the draft sample is accessible in the Past Order.

Order Id	Date	Material	Processed	Sample Description	NQAC	Sample Additional Information	Batch ID	Shipping	Purchase Order	Result	Reuse Order	Information	1	2	Delete
10007															
S-166116	14/11/2025	Milk Product	X	Example 3	NL SL Nunspeet NQAC	Fat 25%	ABCDEF	Routine		Pending result					
G-16210-166113	13/11/2025	Milk Product	X	Example 2	NL SL Nunspeet NQAC	Abc	123	Routine		Pending result					

You can alter the draft order, by clicking on the pencil symbol in the Edit Order column (1)

A message will pop up. For continuing with a draft order, you can click OK.

You will be redirected to the screen for Step 1 and you can continue as described above.

If no alterations are required, you can submit the order by pressing the arrow in the column Submit Draft (2).


A message will pop up to inform you that the order will be submitted, when you press OK.

3.4 Submit order.

You'll be redirected to the Past Orders screen, and a label is created for each sample submitted. An order summary is also saved automatically.

The Past Orders screen is also available from the menu at the top of the opening screen.

Print the label(s) and stick it on the correct sample. Please use self-adhesive labels or tape. If you cannot print labels, make sure the order ID is on the sample and include a copy of the order list in the package

Milk Product		14/11/2025 10:08 routine
CH RD PTC Orbe		
S-166116	ABCDEF	
Example 3		
fat 24%		
No group counter		
		
<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">S-166116</div>		

Make proper arrangements to send the shipment to our facility.

Labels can be redownloaded for any previous order by clicking on the 'information icon' in the table located on the past orders screen. On the bottom left of the pop-up screen, there is a "Download Labels" button.

Follow instructions according to document [Sending samples to NQAC Nunspeet](#).

4 Past orders

In the Past Orders screen you can also edit an open order (1), request for a cancellation (2) or reuse an old order (3)

	Order Id	Date	Material	Processed	Sample Description	NQAC	Sample Additional Information	Batch ID	Shipping	Purchase Order	Result	3 Reuse Order	1 Information	2 Edit	Request Cancellation	Submit Draft
	G-16218-166113	13/11/2025	Milk Product	X	Example 2	NL SL Nunspeet NQAC	Abc	123	Routine		Pending result					
	G-16218-166112	13/11/2025	Milk Product	X	Example 1	NL SL Nunspeet NQAC	Abc	123	Routine		Pending result					

4.1 Edit order.

As long as the order isn't processed at our facility (i.e. we have received, checked and acknowledged the request) you can edit the open order. Unprocessed orders have an X in the Processed column and a yellow background. Processed orders have a ✓ and a green background.

To edit an open order, click on the pencil icon on the line of the order involved.

*A message will pop up. To continue with editing the order, you can click OK.
You will be redirected to the screen for Step 1 and you can continue as described above.*

4.2 Request cancellation.

To request a cancellation of a submitted order, press on the cross icon on the line of the order involved.

A message will pop up. To continue with cancelling the order, you need to fill in a reason and click OK. The cross icon will be changed into a loading circle icon.

Important notes: Requesting cancellation does not guarantee the order will be canceled. The laboratory administrator will review the request. If the order has not yet been processed, the admin may approve the cancellation. If the order is already in progress, the admin may reject the cancellation.

As soon as we have approved the cancellation request the order will disappear from the Past order list.

4.3 Reuse order

To reuse an old order, press the recycling icon on the line of the order involved.

This can be done for open orders and for orders already processed or finished.

This is ideal for recurring submissions.

A message will pop up with the choice to continue with this order only or to add it to the currently open cart. Select one of the options and press OK.

You will be redirected to the screen for Step 1 and you can continue as described above.

5 Historical changes

Date	Change	Paragraph	Initials
11-12-2024	New		TB
14-11-2025	Update to new platform		TB