Guidelines for Ordering Cassettes

IMPORTANT NOTES:

- **We do not accept orders for cassettes only.** Cassette orders must include accompanying services. Please **do not** place your order more than 7 business days prior to the time the tissue samples are actually ready to be submitted for servicing. Orders are purged from our system after two weeks of inactivity.
- **Sample IDs must not exceed 12 characters.** This includes letters, numbers, symbols, spaces, dashes, and slashes.
- Our operating hours: North Campus → Monday-Friday 8:00am-4:00pm
  South Campus → Tuesday & Thursday 9:30am-3:30pm

Picking up cassettes separately and ahead of time (avoiding the grossing charges)

1. Submit your order in the iLab chargeback system
2. Only the logsheet **Sample ID** will be used to label your cassettes and/or slides
3. Contact the RHCL via iLab, email, or phone to ask for your cassettes to be printed ahead of order drop-off
   a. Email: RHFCoreLab@mdanderson.org
   b. Phone: 713-792-3119
4. The RHCL will contact you once your cassettes are ready for pickup
5. Once cassettes are picked up, you have two weeks to submit your samples. Please drop them off in a timely manner to avoid any issues and further delay.
6. If you want to gross your samples in our lab, you will need to make an appointment to use our fume hood as space is limited.

*NOTE: cassette charges in your order do not mean that they will be automatically printed. It simply means that you will need them for servicing your order. They must be **verbally requested** through the methods stated in point #3 (upon financial approval).

*The point of having your cassettes printed ahead of time is to avoid the grossing (transferring tissue from container into cassette) charge, by taking them back to your lab and transferring them yourself. **If you are willing to pay the grossing charge, please see the next section.**
**Having the lab gross in your samples (requester pays the grossing fee)**

1. You do not need to contact us to print your cassettes. Just bring your samples into the lab as normal (once your order status has changed to “waiting for core to begin”). We will print the cassettes once samples are received, and transfer your samples from their containers to their cassettes.
2. Your order will then be serviced as requested.