NVSL: Frequently Asked Questions

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How do I submit a sample?

For instructions on submitting samples, visit Diagnostic Testing at the NVSL.

What form do I use to submit a sample?

Our most common form is the Specimen Submission Form (VS Form 10-4 (306.81 KB)).

If this is not the form you are looking for, visit NVSL: Lab-Related Forms.

What is your address?

NVSL-Ames

Packages:

1920 Dayton Ave.
Ames, IA 50010

Letters:

P.O. Box 844
Ames, IA 50010

NVSL-FADDL

Packages:

40550 Route 25
Orient Point, NY 11957

Letters:

P.O. Box 848
Greenport, NY 11944

How much does a specific test or reagent cost?

User fees are listed in the Diagnostic Testing Catalog and the Reagent Catalog.

View the Diagnostic Testing Catalog for Ames and FADDL.

View the Reagent catalog.

How do I know what diseases you test for and what type of specimen to submit?

- NVSL-Ames Catalog of Services and Fees
- NVSL-FADDL Catalog of Services and Fees

When do you run a certain test?

Test days are listed in the NVSL Diagnostic Testing Catalog. The actual test start date may be dependent on the day of the week and the time the sample arrives at the testing laboratory. If your results are required by a specific date, please contact the NVSL prior to shipping.

When will my test results be available?

The estimated time for results after the test is started is listed in the NVSL Diagnostic Testing catalogs. The test start date may be dependent on the day of the week and the time the sample arrives at the testing laboratory. If your results are required by a specific date, please contact NVSL prior to shipping.

I have submitted a sample, but I have not received a statement.

If you feel you should have received a statement, please contact the NVSL User Fees department at 515-337-6200.

I do not think my bill is accurate.

If you feel you have received an error on your statement, please contact our User Fees department at 515-337-6200.

I am missing my results. Who do I contact?

If you feel you should have received your test results but have not, please contact NVSL at 515-337-7266. We are available Monday–Friday from 8:00 a.m. to 4:30 p.m. Central Time, except for Federal holidays.

How do I place a reagent order?

For instructions on ordering a reagent, visit Reagents and Proficiency Tests From the NVSL.

I am interested in working for the NVSL. Where can I view open positions, and how do I apply?

All vacancy announcements are posted at USAJOBS.

For more information, visit APHIS Careers.

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