



## SENDING YOUR ORDER

### Step #1: Prepare your order using your company's purchase order or a formal USP price quote from Customer Service.

- In all correspondence, refer to your purchase order number, your USP customer number, and/or your USP price quote number.
- Purchase order numbers are required for all credit term orders.

### Step #2: Give USP the delivery contact name and telephone number.

- A recipient name and telephone number are required for all orders.
- Providing a contact will expedite communication of problems or issues with your order, especially internationally, and will increase delivery speed.

### Step #3: Use the most efficient payment method you can.

- Valid Visa, MasterCard, or American Express—please **DO NOT EMAIL** credit card information.

#### Credit terms with USP

USP will extend credit limit equivalent to US\$2,000 upon request, to all eligible customers in the United States, Canada, and applicable European countries.\* All others can apply for credit terms by contacting our Credit Department at [jvt@usp.org](mailto:jvt@usp.org) or calling +1-301-881-0666, ext. 8171.

\* Austria, Belgium, Bulgaria, Croatia, Czech Rep., Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Rep., Slovenia, Spain, Sweden, Switzerland, United Kingdom. For orders in other countries, please contact your account manager or [custsvc@usp.org](mailto:custsvc@usp.org).

#### Check drawn on a U.S. bank

Checks may only be used for U.S. Dollar orders.

#### Wire transfer

Use only if necessary. If you must use this payment method, please include your USP quote number and/or customer number on the wire transmission information. Please fax a copy of your wire receipt and order to USP once the wire has been sent so we know to expect it.

**Customers are responsible for paying all bank fees for wire transfers.**

### Step #4: Send USP your order quickly and securely.

#### USP Store at [www.usp.org](http://www.usp.org)

As soon as you click the "Place Order" button, we have it, and you will get an immediate confirmation by email.

#### Email Customer Service at [custsvc@usp.org](mailto:custsvc@usp.org)

Telephone +1-301-881-0666, 1-800-227-8772 (U.S. and Canada) or 00-800-4875-5555 (Select Europe). A Customer Service Representative will take your order Monday–Friday, 4:30 a.m.–5:00 p.m. EST. Fax to +1-301-816-8148.

USP will confirm your order within two business days by return fax, email or phone.

#### Mail orders\* to: 7135 English Muffin Way, Frederick, MD 21704

Mail payments to: 12601 Twinbrook Parkway, Rockville, MD 20852

\*USP does not recommend ordering by mail when you require fast processing.

## TERMS AND CONDITIONS

All sales are subject to USP's Terms and Conditions of Sale.

## REFERENCE STANDARDS QUANTITY DISCOUNT POLICY

USP's quantity discount policy allows a 5% discount on quantities of ten or more of the same item purchased through the USP Store only. Discounts do not apply to Reference Standards purchased for resale, including USP Distributors, and do not apply if the order is placed by phone, fax, mail or email. Our customer service department will be pleased to assist you in creating a USP Store account and to provide a brief tutorial on the advantages of using the USP Store.

## PROBLEMS, CONCERNS, TECHNICAL SUPPORT

USP has a well-trained staff for order and product support.

### Order Issues, Concerns or Suggestions

#### USP Customer Service

Phone: +1-301-881-0666, 1-800-227-8772

(U.S. and Canada), or 00-800-4875-5555 (Select Europe)

Fax: +1-301-816-8148

Email: [custsvc@usp.org](mailto:custsvc@usp.org)

### Reference Standards Technical Service

Lisa Corbin, Senior Technical Services Scientist

Phone: +1-301-816-8129

Fax: +1-301-998-6807

Email: [rstech@usp.org](mailto:rstech@usp.org)



**International Controlled Substances**

USP International Controlled Substances Team  
 Phone: +1-301-881-0666, ext. 8164, 8116, 8109 or 8111  
 Fax: +1-301-816-8148  
 Email: juls@usp.org, dno@usp.org, jbs@usp.org  
 or rlh@usp.org

**Electronic Product and USP Store Support**

Phone: +1-301-816-8168  
 Fax: +1-301-816-8280  
 Email: support@usp.org

**Monograph and General Chapter Support**

Documentary Standards Division  
 Phone: +1-301-816-8151  
 Fax: +1-301-816-8182  
 Email: stdsmonographs@usp.org

**SHIPPING**

- USP does not ship any products to post office boxes. Please include a street address or your order will not be delivered.
- International customers are responsible for paying all customs duties, taxes, and tariffs levied for importation of USP products.
- Customers can request rush order handling for an additional US\$75.00 charge (restrictions apply).
- Customers can choose their own carrier preference by giving USP their DHL, (international shipments only), UPS or FedEx account number, for eligible items.
- USP will select the most appropriate carrier and least expensive method to ensure expedited delivery. Surcharges may apply.

**SHIPPING CARRIERS**

USP uses FedEx as its default carrier because we have negotiated favorable shipping rates with FedEx, which we pass on to our customers. However, we use alternative carriers for locations to which there is no FedEx service.

**Default shipping rates for FedEx on RS orders**

Zone	Standard Ambient	Dry Ice or Gel Pack
Europe/Russia	\$90.00	\$125.00
Asia-Pacific	\$90.00	\$125.00
Middle East/Africa	\$140.00	\$185.00
Mexico/Central and South America/Caribbean	\$105.00	\$185.00
Canada	\$65.00	\$100.00
U.S. and Puerto Rico	\$45.00	\$60.00

If you would like a specific item not listed as requiring Cold Ship section of the catalog to be shipped on Gel Pack or Dry Ice, freight charges for Gel Pack and Dry Ice above will apply.

Location	Shipper	Products
Brazil	Air Freight/Door to Airport	Reference Standards

**PREFERRED CARRIERS FOR DANGEROUS GOODS**

Reference Standards that have been classified as dangerous goods have specific requirements for shipping. Please consult the list below to find the preferred carrier for any order that contains a Reference Standard that has been classified as a Dangerous Good by the United Nations.

**Dangerous Goods Default Shipper:**

**DHL (excepted quantities)**

American Samoa, Andorra, Australia, Bangladesh, Benin, Bosnia and Herzegovina, Brunei, Bulgaria, Cambodia, Cameroon, Chile, Costa Rica, Côte d’Ivoire, Croatia, Cyprus, Dominica, Ecuador, El Salvador, Estonia, Gabon, Ghana, Gibraltar, Greece, Grenada, Guam, Guatemala, Guernsey, Holy See, Honduras, Hong Kong, Iceland, India, Jamaica, Jersey, Kuwait, Lao People’s Democratic Republic, Latvia, Liechtenstein, Lithuania, Macao, The Former Yugoslav Republic of Macedonia, Marshall Islands, Mexico, Montenegro, Morocco, Myanmar, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, Poland, Portugal, Romania, Russian Federation, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Sri Lanka, Thailand, Turkey, Ukraine, Uruguay, Vietnam and Virgin Islands, U.S.

**Please note:** For all international shipments requiring transport via Air Freight/Door to Airport, a \$265 freight surcharge applies.

Area	Dangerous Goods
Europe/Russia	\$105.00
Asia-Pacific	\$105.00
India*	\$350.00
Middle East/Africa	\$155.00
Mexico/Central and South America/Caribbean	\$125.00
Canada	\$80.00
U.S. and Puerto Rico	\$55.00

\* All Dangerous Good shipments to India will be shipped Air Freight/Door to Airport at a cost of \$350.00 per shipment.



For all other countries that cannot accept Dangerous Goods via FedEx or DHL, the required shipping method is Air Freight/Door to Airport. To determine if you should use this shipping method, please contact USP Customer Service at +1-301-881-0666 or 00-800-4875-5555 (Select Europe).

**INTERNATIONAL COLD CHAIN SHIPMENTS**

USP has identified several items for cold shipment that will require the cold chain to be maintained internationally. Items that USP has determined must remain frozen will be charged an additional fee based on the region (see table below). If you would like to use this service for other items, please contact USP Customer Service.

**Default shipping rates for World Courier on International Cold Chain RS order**

Area	Cold Chain Shipment Freight Charges
Europe/Russia	\$900.00
Asia-Pacific/China/India	\$1050.00
Middle East/Africa	\$1000.00
Mexico/Central and South America	\$1000.00
Canada	\$1000.00

**Ground Shipping to European Countries for USP Publications**

USP offers a lower-cost ground shipment method as our standard shipping to certain countries in Europe for USP publication product orders only. This service is specifically for orders that will be shipping out of our Amsterdam warehouse facility, and thus must have a VAT number submitted with the order. The freight cost, transit times, and a country listing for this service are indicated below. Air transport will still be available at a higher rate. Contact USP Customer Service for air freight rates.

**Countries Serviced with Transit Times**

3 Days		
Belgium	Denmark	France
Netherlands		
4 Days		
U.K.		
5 Days		
Czech Rep.	Estonia	Finland
Greece	Hungary	Ireland
Italy	Latvia	Lithuania
Norway	Portugal	Slovakia
Slovenia	Spain	Sweden

**Freight Rates (New Standard Ground Option)**

USP-NF Print.....	\$165.00
USP-NF USB Flash Drive .....	\$47.00
USP-NF Archive USB Flash Drives .....	\$47.00
USP Dictionary .....	\$81.00
FCC 10th Edition Print .....	\$75.00

**SPECIAL INSTRUCTIONS FOR INTERNATIONAL CUSTOMERS**

- **Ordering direct from USP or an Authorized Distributor is the fastest method to get results:** Using product resellers, such as book or chemical supply houses, can add up to eight weeks to your order fulfillment time. Typically, USP processes orders for all our customers within two business days. USP cannot control how long a reseller keeps your order before giving it to USP for processing or how long it holds the product before passing it along to you.
- **Apply for credit terms with USP:** Many customers must prepay because they have not applied for credit terms with USP. Having credit terms allows you to place orders using your company purchase order and pay once you get USP's invoice.
- **If you must prepay, please use a valid credit card:** Credit cards are the easiest payment method. Avoid checks or wire transfers, if possible.
- **If you must prepay, get an official USP price quote before ordering:** Having an official USP price quote allows you to arrange payment with the security of knowing the price will not change for 30 days. Please reference the USP quote number on all checks, wires and/or credit card orders. This will improve accuracy and shorten order processing time.
- **Customs clearance:** USP does not offer customs clearance services. We suggest that you arrange for a customs broker to facilitate clearance or allow FedEx to clear customs for you. Customs clearance is often the longest part of your product delivery time. Customers are responsible for paying all customs duties, taxes or tariffs levied for bringing USP products into their country.
- **Language:** USP has a diverse workforce. If you have trouble communicating in English, please ask your Customer Service Representative to find a USP employee who speaks your language. USP Customer Service has English, Spanish, German, Italian, Arabic, French, Mandarin Chinese, Hindi, Urdu, Bangla, Punjabi, Russian and Korean language speakers on staff.



- **Problems or issues:** USP has regional account managers who can support your product inquiries, technical questions or general information needs in addition to those listed above.

**GLOBAL STRATEGIC CUSTOMER DEVELOPMENT (SCD) CONTACTS**

**Paul Cowan** – Senior Director, SCD  
 Phone: +1-301-318-2071; Fax: +1-301-816-8236  
 Email: pjc@usp.org

**Roberto Shimahara** – Director, SCD, North, South, and Central Americas  
 Phone: +1-301-816-8230  
 Fax: +1-301-816-8236  
 Email: rs@usp.org

**Joe Eaton** – Senior SCD Manager, Asia  
 Phone: +1-301-998-6817  
 Email: jwe@usp.org

**Alex Fiechter** – Senior SCD Manager, Central and Eastern Europe  
 Phone: +41 (0)61 316 30 10  
 Email: axf@usp.org

**Carmel Molloy** – Senior SCD Manager, U.K., Ireland, Scandinavia, Poland, Russia, Turkey and Israel  
 Phone: +41 (0)61 316 3010  
 Fax: +41 (0)61 316 30 11  
 Email: czm@usp.org

**Benoît Rime** – Senior SCD Manager, Western Europe, Africa and Middle East  
 Phone: +33 (6) 75 52 52 15  
 Email: br@usp.org

**R. Karthik Iyer** – Associate Director, SCD, Customer Development, USP-India  
 Phone: +91-40-4448-8933 or +91-986 689 7377 (Mobile)  
 Email: rki@usp.org

**George Mathew** – Associate Manager, Customer Service, USP-India  
 Phone: +91-40-4448-8888, Ext. 112  
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 Phone: +86-21-6861 9800  
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**CONTROLLED SUBSTANCE ORDERS—ITEMS REGULATED BY THE U.S. DRUG ENFORCEMENT ADMINISTRATION (DEA)—LIST OF CONTROLLED SUBSTANCES INCLUDED IN USP REFERENCE STANDARDS CATALOG**

**List 1 Chemicals:** List of Reference Standards categorized by the DEA as List Chemicals

Catalog #	Product Description
1050905	Benzaldehyde (3 x 1 mL)
1082592	Butyl Anthranilate (1mL)
1235999	Ephedrine Hydrochloride (200 mg)
1236007	Ephedrine Sulfate (200 mg)
1240004	Ergonovine Maleate (150 mg)
1241506	Ergotamine Tartrate (150 mg)
1533909	Phenylpropanolamine Bitartrate (100 mg)
1534005	Phenylpropanolamine Hydrochloride (250 mg)
1581005	Pseudoephedrine Hydrochloride (125 mg)
1581504	Pseudoephedrine Sulfate (200 mg)
1607299	Safrole (4 x 50 mg)
1699049	Tropicamide Related Compound D (15 mg)

**DEA REQUIREMENTS FOR ORDERS SHIPPED WITHIN THE UNITED STATES**

**List Chemicals**

- Orders in writing
- Copy of customer’s current DEA registration or letter on company letterhead stating the intended use of the list chemical for each order placed

**DEA Schedules I and II**

- Orders in writing
- Copy of customer’s current DEA registration on file with USP
- DEA form 222, properly completed

**DEA Schedules III, IV, and V**

- Copy of customer’s current DEA registration on file with USP
- Orders in writing

**DEA REQUIREMENTS FOR ORDERS SHIPPED OUTSIDE THE UNITED STATES**

To facilitate efficient and correct ordering, please contact Julie Smith at +1-301-816-8164 or email [JULS@usp.org](mailto:JULS@usp.org), De’An Owens at +1-301-816-8116 or email [DNO@usp.org](mailto:DNO@usp.org), Raquel Howell at +1-301-816-8111 or email [RLH@usp.org](mailto:RLH@usp.org), or Ji-Yeoun Schumacher at +1-301-816-8109 or email [JBS@usp.org](mailto:JBS@usp.org).



### List Chemicals

- A copy of the import permit and statement of use is required if controlled in the country to which it is being exported

### DEA Schedules I, II, III, IV, and V

- Original import permit or letter of no objection (in English or accompanied by an English translation) valid at least 90 days from the date of its receipt by USP Customer Service
- A statement of non-reexport and use exclusively for medical or scientific purposes from the importer (in English or accompanied by an English translation)

### General Information

- **Fees**
  - Add US\$25.00 to all unit prices for all DEA controlled substances and list chemicals shipped outside the United States.
  - Please consult page 2 for international freight charges.
  - Orders for controlled substances to be shipped outside the United States must include full payment (see page 1, Step #3: payment methods) or purchase order for customers with approved net terms from USP.
- **Special Handling**
  - Special handling fees may be charged by USP to obtain certificates or documents required by foreign countries in order to import USP Reference Materials. These fees are in addition to the cost imposed by the foreign authority to obtain the certificate(s).
  - The special handling fee is US\$25.00 per certificate. Please address any questions to Julie Smith at +1-301-816-8164 or email [JULS@usp.org](mailto:JULS@usp.org) or De'An Owens at +1-301-816-8116 or email [DNO@usp.org](mailto:DNO@usp.org), Raquel Howell at +1-301-816-8111 or email [RLH@usp.org](mailto:RLH@usp.org), Ji-Yeoun Schumacher at +1-301-816-8109 or email [JBS@usp.org](mailto:JBS@usp.org).
- **USP cannot ship controlled substances outside the United States without proper authorization from the DEA.**
- All international controlled substance orders are shipped door to airport.