

To: Investigator / Sponsor / CRO

From: Q² Solutions

TEL: Q² Solutions Investigator Service 0120-936-915

Subject: Q² Solutions Japan Holidays Schedule for TNT Domestic Shipment
(2023 Quarter 3: October ~ January 2024)

Q² Solutions Japan will be partially closed as detailed in the table below.

Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q² Solutions Lab Operation	Q² Solutions Laboratory Testing	Q² Solutions Investigator Service Project Management Kit Supply Reorder
October 2023					
Fri, 06 Oct 2023	Normal (3hr advance)	Normal	Open to receive samples	Open to service	Open to service
Sat, 07 Oct 2023	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed
Sun, 08 Oct 2023	Not Acceptable	No pick-up	Open to receive samples	Open to perform testing	Closed
Mon, 09 Oct 2023 Public Holiday	Holiday pick up request [*1]	Holiday pick up [*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 10 Oct 2023	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
November 2023					
Thu, 02 Nov 2023	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Fri, 03 Nov 2023 Public Holiday	Holiday pick up request [*1]	Holiday pick up [*1] *Refrigerate: No pick up	Open to receive samples	Closed	Closed
Sat, 04 Nov 2023	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed



Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q ² Solutions Lab Operation	Q ² Solutions Laboratory Testing	Q ² Solutions Investigator Service Project Management Kit Supply Reorder
Sun, 05 Nov 2023	Holiday pick up request 【*1】	Holiday pick up 【*1】 *Refrigerate: No pick up	Open to receive samples	Closed	Closed
Mon, 06 Nov 2023	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Wed, 22 Nov 2023	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Thu, 23 Nov 2023 Public Holiday	Holiday pick up request 【*1】	Holiday pick up 【*1】 *Refrigerate: No pick up	Open to receive samples	Closed	Closed
Fri, 24 Nov 2023	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
December 2023					
Wed, 27 Dec 2023	Tue, 26Dec2023 12:00 【*2】 No on the day pick-up	【*2】 *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Thu, 28 Dec 2023	Wed, 27Dec2023 12:00 【*2】 No on the day pick-up	【*2】 *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Fri, 29 Dec 2023	Not Acceptable	No pick-up	Open to receive samples	Open to perform testing	Closed
Sat, 30 Dec 2023	Not Acceptable	No pick-up	Closed	Closed	Closed
Sun, 31 Dec 2023	Not Acceptable	No pick-up	Closed	Closed	Closed
January 2024					
Mon, 01 Jan 2024	Not Acceptable	No pick-up	Closed	Closed	Closed
Tue, 02 Jan 2024	Not Acceptable	No pick-up	Closed	Closed	Closed



Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q ² Solutions Lab Operation	Q ² Solutions Laboratory Testing	Q ² Solutions Investigator Service Project Management Kit Supply Reorder
Wed, 03 Jan 2024	<u>Not Acceptable</u>	<u>No pick-up</u>	<u>Closed</u>	<u>Closed</u>	<u>Closed</u>
Thu, 04 Jan 2024	Thu, 28Dec2023 12:00 【*2】 <u>No on the day pick-up</u>	【*2】 *Refrigerate: No pick up	<u>Closed</u>	<u>Closed</u>	<u>Closed</u>
Fri, 05 Jan 2024	Thu, 04Jan2023 12:00 【*2】 <u>No on the day pick-up</u>	【*2】 *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Sat, 06 Jan 2024	Fri, 05Jan2023 12:00 【*2】 <u>No on the day pick-up</u>	【*2】 *Refrigerate: No pick up	Open to receive samples	Open to perform testing	<u>Closed</u>
Sun, 07 Jan 2024	<u>Not Acceptable</u>	<u>No pick-up</u>	Open to receive samples	Open to perform testing	<u>Closed</u>
Mon, 08 Jan 2024	Holiday pick up request 【*1】	Holiday pick up 【*1】 *Refrigerate: No pick up	<u>Closed</u>	<u>Closed</u>	<u>Closed</u>
Tue, 09Jan2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service

【*1】 When Holiday/Sunday/After-hours pick up is required, please request TNT to arrange the pick up according to the following steps. Pick-up request made after cutoff cannot be accommodated.

- Contact Q² Solutions Project Manager or Investigator Service to seek PM's approval for irregular pick up. Q² Solutions Project Manager will confirm availability and feasible pick-up window with TNT and inform the requester.

【Holiday pick up】

Request for pick up on 09 Oct 2023 by 12:00 on 28 Sep 2023

Request for pick up on 03 Nov 2023 by 12:00 on 25 Oct 2023

Request for pick up on 23 Nov 2023 by 12:00 on 14 Nov 2023

Request for pick up on 08 Jan 2024 by 12:00 on 22 Dec 2023

【Sunday pick up】 By 12:00 on 7 business days before pick up

【After-hours pick up】 By 12:00 on 7 business days before pick up

- Complete Fax Order Form with the comment "PM approved". FAX the form to TNT by the following cut-off time.



【Holiday pick up】

Request for pick up on 09 Oct 2023 by 12:00 on 04 Oct 2023
 Request for pick up on 03 Nov 2023 by 12:00 on 31 Oct 2023
 Request for pick up on 23 Nov 2023 by 12:00 on 20 Nov 2023
 Request for pick up on 08 Jan 2024 by 12:00 on 28 Dec 2023

【Sunday pick up】 By 12:00 on 3 business days before pick up

【After-hours pick up】 By 12:00 on 3 business days before pick up

【*2】 Please refer to the below table. Either normal pickup or Sunday / Holiday pickup is available for each area/prefecture. Please follow 【*1】 instructions where Sunday / Holiday pickup is applicable.

Pick-up request made after below cutoff cannot be accommodated.

For area indicated as normal pickup, LPT change request might occur due to traffic conditions. TNT will contact applicable site. Please allow TNT not to provide confirmed information in advance.

Area	Normal pickup (might request LPT change) *Highlighted area has high probability of LPT change	Sunday/ Holiday pickup
Hokkaido, Tohoku	Hokkaido, Miyagi, Yamagata, Fukushima	Aomori, Iwate, Akita,
Kanto	Tochigi, Gunma, Ibaraki, Saitama, Chiba, Tokyo, Kanagawa	
Chubu	Toyama, Ishikawa, Fukui, Aichi, Niigata, Yamanashi, Nagano, Shizuoka, Gifu	
Kinki	Shiga, Kyoto, Osaka, Hyogo, Nara, Wakayama, Mie	
Chugoku, Shikoku	Hiroshima, Tokushima, Kagawa, Ehime, Kochi, Tottori, Shimane, Okayama, Yamaguchi	-
Kyushu, Okinawa	Fukuoka, Nagasaki, Miyazaki, Kagoshima, Okinawa, Saga, Kumamoto, Oita	-

Important Note: In an event of natural disaster such as typhoon, heavy snow, earthquake where sample pick up by a local courier could be expected un-operational due to shut down of public transportation, road, and/or airport, please reschedule a patient visit, collection of the sample, or sample pick up date as much as possible.

Even if the sample is collected at the time of such events, the courier may not be able to pick up the sample, or flight cancellation/delay in shipment to other location (e.g. Singapore) may happen unexpectedly. To prevent compromising specimen stability due to unexpected events, we would appreciate your understanding and cooperation.

If you have questions about the shipping schedule, please contact your Q² Solutions Project Manager or Q² Solutions Investigator Service (TEL: 0120-936-915).

Many thanks,

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