

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
(2024 Quarter 4: October 2024-January 2025)

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 2024					
Fri, 11 Oct 2024	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Sat, 12 Oct 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed
Sun, 13 Oct 2024	Not Acceptable	No pick-up	Open to receive samples	Open to perform testing	Closed
Mon, 14 Oct 2024 Public Holiday	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 15 Oct 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
November 2024					
Fri, 1 Nov 2024	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Sat, 2 Nov 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed
Sun, 3 Nov 2024 Public Holiday	Not Acceptable	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)	Q² Solutions Lab Operation	Q² Solutions Laboratory Testing	Q² Solutions Investigator Service Project Management Kit Supply Reorder
Mon, 4 Nov 2024 Substitute Holiday	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 5 Nov 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Fri, 22 Nov 2024	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Sat, 23 Nov 2024 Public Holiday	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed
Sun, 24 Nov 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Open to receive samples	Closed	Closed
Mon, 25 Nov 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
December 2024					
Fri, 27 Dec 2024	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Sat, 28 Dec 2024	Not Acceptable	No pick-up	Open to receive samples	Open to perform testing	Closed
Sun, 29 Dec 2024	Not Acceptable	No pick-up	Closed	Closed	Closed
Mon, 30 Dec 2024	Not Acceptable	No pick-up	Closed	Closed	Closed
Tue, 31 Dec 2024	Not Acceptable	No pick-up	Closed	Closed	Closed
January 2025					
Wed, 1 Jan 2025 New Year's Day	Not Acceptable	No pick-up	Closed	Closed	Closed
Thu, 2 Jan 2025	Not Acceptable	No pick-up	Closed	Closed	Closed



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
Fri, 3 Jan 2025	Not Acceptable	No pick-up	Closed	Closed	Closed
Sat, 4 Jan 2025	Not Acceptable	No pick-up	Closed	Closed	Closed
Sun, 5 Jan 2025	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Mon, 6 Jan 2025	Thu, 26Dec2024 12:00	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Open to service
Fri, 10 Jan 2025	Normal (3hr advance)	Normal	Open to receive samples	Open to perform testing	Open to service
Sat, 11 Jan 2025	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open to receive samples	Open to perform testing	Closed
Sun, 12 Jan 2025	Not Acceptable	No pick-up	Open to receive samples	Open to perform testing	Closed
Mon, 13 Jan 2025 Public Holiday	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 14 Jan 2025	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.

1. 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 14 Oct 2024 by 12:00 on 3 Oct 2024

Request for pick up on 4 Nov 2024 by 12:00 on 24 Oct 2024

Request for pick up on 23 Nov 2024 by 12:00 on 14 Nov 2024

Request for pick up on 13 Jan 2025 by 12:00 on 26 Dec 2024

【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



2. 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 14 Oct 2024 by 12:00 on 9 Oct 2024

Request for pick up on 4 Nov 2024 by 12:00 on 30 Oct 2024

Request for pick up on 23 Nov 2024 by 12:00 on 20 Nov 2024

Request for pick up on 13 Jan 2025 by 12:00 on 8 Jan 2025

【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 *Request will not be accepted after cutoff or via email.
Hokkaido, Tohoku	Hokkaido, Miyagi, Yamagata	Aomori, Iwate, Akita, Fukushima
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,

Project Management
Q² Solutions

