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Q² Solutions How Do I...? Guides for Site Coordinators

How Do I Ship Samples? (APAC)

Version 1.0 30 Jun 2020



Global Holiday Schedule

- Q² Solutions will provide your site with details of courier "no-delivery" days and Q² Solutions opening hours in advance
 of each national holiday.
- Site personnel are recommended to review holiday letters and subject visit dates to come up with contingency plans with regards to subject visits requiring sample shipments.

What action should be taken if there are critical patient visit collections on a holiday?

- Review the holiday letter provided by Q² Solutions to determine if all departments (sample receiving and testing facility)
 will be closed or if the departments will be operating on skeleton staff.
- Discuss with the CRA/Sponsor if the visit cannot be moved to a non-holiday date.
- Query with the assigned courier local office in time to determine if they will be able to collect and make deliveries on that day. It may also need to be established if customs will be open during that time.
- Discuss with CRA or Q² Solutions assigned project manager on alternative pick up arrangements.

Please note that pickup arrangements are subject to holiday/premium surcharges by the courier that will be charged to the study.

Please contact your local courier office for confirmation that deliveries can be made prior to local or global holidays.

In addition, there may be site and/or country-specific "no-pick-up" days. Please check these days with your local courier office prior to collecting samples.



Import and Export Requirements

Import Requirements

Selective countries in Asia should hold import permits to allow the supply of laboratory kits to be imported into the country. The responsibility for obtaining an import permit is with the sponsor or the third party working on the behalf of the sponsor. The general timeline to obtain this permit is 4 weeks. Q² Solutions can provide assistance in the form of a template proforma invoice and packing list detailing all the lab kit contents for the full duration of the study.

Export Requirements

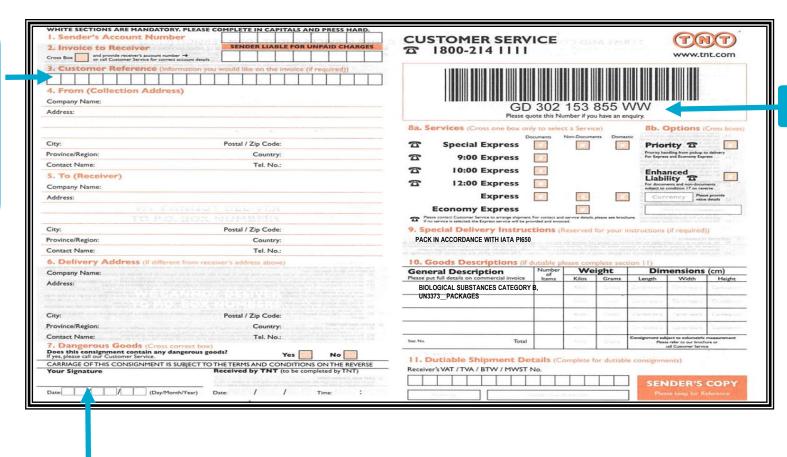
• Some countries require export permit for the export of diagnostic samples to Q² Solutions. Q² Solutions can provide assistance by providing information on the sample type and estimated sample export volume.



Courier Information for TNT

Ambient Air Waybill

Kindly ensure the Sender Ref. No. is stated as the same Protocol Name written exactly as indicated on the cover page of this lab manual. If not, kindly amend to the correct Protocol Name



Airwaybill Number

Please call TNT to determine the pickup times for your site. The TNT information and any notes are noted on the courier insert or study starter packs.



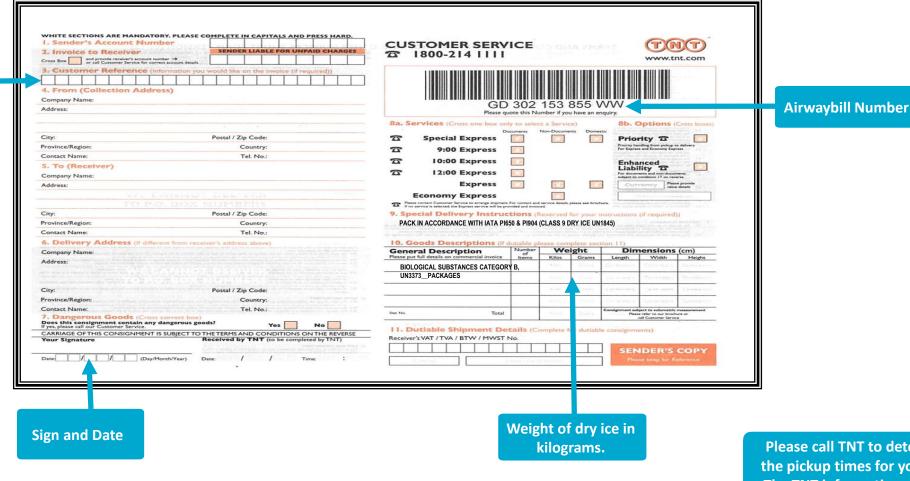
Sign and Date

Courier Information for TNT

Frozen Air Waybill

Including combination shipping with dry ice

Kindly ensure the Sender Ref. No. is stated as the same Protocol Name written exactly as indicated on the cover page of this lab manual. If not, kindly amend to the correct Protocol Name



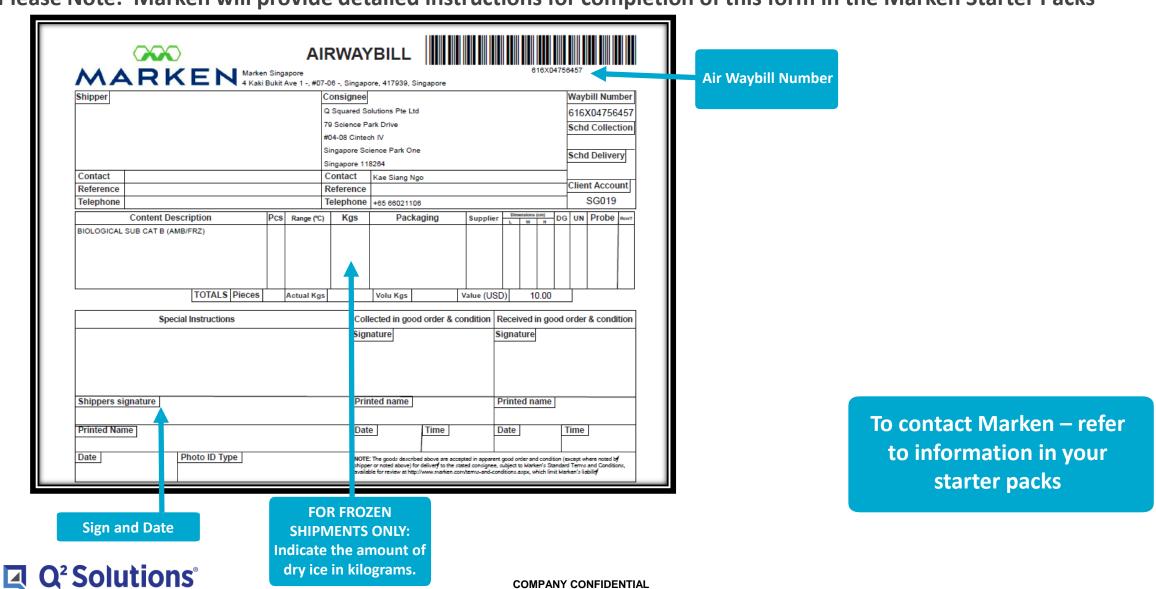
Please call TNT to determine the pickup times for your site. The TNT information and any notes are noted on the courier insert or study starter packs.



Courier Information for Marken

Ambient and Frozen Air Waybill

• Please Note: Marken will provide detailed instructions for completion of this form in the Marken Starter Packs



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Courier Information for MNX

Ambient and Frozen Air Waybill

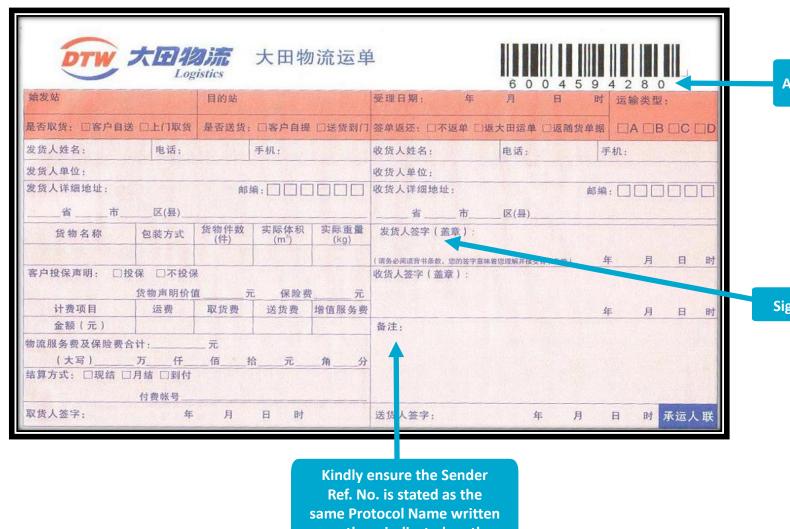


Please call MNX to
determine the pick up
times for your site. The
MNX information and any
notes are located on the
Courier insert or study
starter packs



Courier Information for MNX

Ambient and Frozen Air Waybill



Airwaybill Number

Sign and Date

Please contact DTW to determine the pick up times for your site. The DTW information and any notes are noted on the courier insert or study starter packs.

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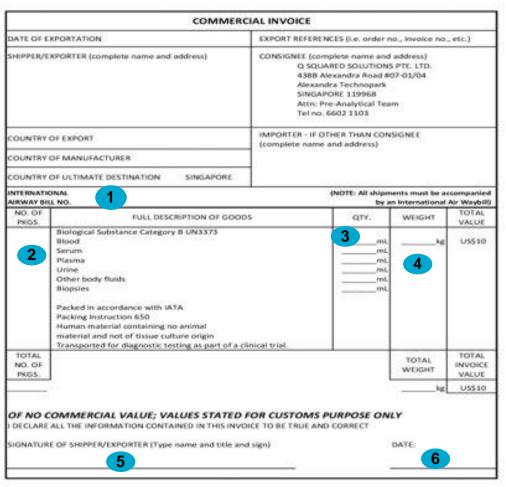
Kindly ensure the Sender
Ref. No. is stated as the
same Protocol Name written
exactly as indicated on the
cover page of this lab
manual. If not, kindly amend
to the correct Protocol
Name

Courier Information TNT

Ambient/Frozen-Commercial Invoice

Please Note: This is not applicable for domestic shipments

Please use only the pre-printed Commercial Invoice supplied by Q² Solutions.



- 1. Indicate the Air Waybill Number.
- 2. Indicate the number of packages per shipment.
- 3. Indicate the volume (in mL) of the samples sent. Please indicate "NA" if a particular sample is not collected, i.e. if only Urine sample is to be sent, indicate "NA" for Blood, Serum, Other body fluids and Biopsies.
- 4. Indicate the total weight of the package in kilograms.
- 5. Sign the Performa invoice.
- 6. Date the Performa invoice.

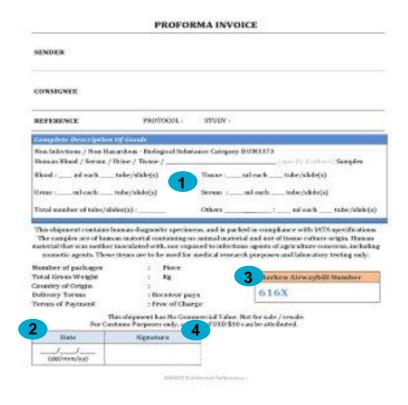
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Courier Information Marken

Ambient/Frozen-Commercial Invoice

Please Note: This is not applicable for domestic shipments

Please use only the pre-printed Commercial Invoice supplied by Q² Solutions/Marken.



- 1. Indicate the volume (in mL) of the samples sent. Please indicate "NA" if a particular sample is not collected, i.e. if only Urine sample is to be sent, indicate "NA" for Blood and Serum.
- 2. Date the performa invoice.
- 3. Indicate the air waybill number.
- 4. Sign the Performa invoice.

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List of Contents Card

Not Applicable for Domestic Shipments

IATA regulations require that one "List of Contents" card is located between the primary and secondary shipping containers. Check the box beside each component included in the particular shipment.

When shipping ambient specimens, loosely place the card in the shipper, NOT INSIDE THE BUBBLE WRAP BAG.

NOTE: No packaging or shipping materials or instructions or advisories provided by Q² Solutions should be considered as substitutes for "Training Requirements" set forth in IATA Dangerous Goods Regulation 1.5, or for national and/or carrier regulations or restrictions. Any person offering, handling, or transporting dangerous goods must be trained.





Ambient Shipments - Gel Wraps

Gel Wrap should be shipped <u>refrigerated</u> or at <u>room temperature</u>.

As external temperatures and seasonal variances differ from country to country, please refer to the following guidelines on using your gel packs:

External Temperature ≥25° C (77° F) **REFRIGERATE** the gel wrap.

NOTE: Refrigerate the gel wrap for a period of <u>24 hours</u> prior to use.

External Temperature < 25° C (77° F) - Store the gel wrap at **ROOM TEMPERATURE** — Do not refrigerate the gel wrap.

NOTE: Ambient / Frozen Combo Shipper – Gel Wrap should be used **ambient** year round.



Refrigerated Shipments – Gel Wraps

Gel Wrap should be shipped <u>frozen</u> or <u>refrigerated</u>.

As external temperatures and seasonal variances differ from country to country, please refer to the Laboratory Manual for instructions on preparing refrigerated shipments.



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