



Actionable Insights for
Better Health[™]

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

How Do I Ship Samples? (North America)

Version 3.0 23 May 2022

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.

Courier Information for FedEx (Domestic Shipments)

- Fedex ambient diagnostic specimen shipments
- Including combination shipping with refrigerant packs

Note: Total weight of ambient shipment is an estimate. The total weight will be adjusted and billed accordingly.

Ref: BLU/64171723 Date: 21JUL16 SHIPPING: 0.00
Wgt: 5.00 LBS SPECIAL: 0.00
DV: 0.00 HANDLING: 0.00
TOTAL: 0.00

Svc: PRIORITY OVERNIGHT
TRK: 7004 6221 6871

ORIGIN ID: 0108 (661) 799-6078 SHIP DATE: 21JUL16
ANDERSON MD LEYLA ACTWT: 5.0 LB TRK
HELISSA CLARK CAD: 354019/CAFE2807
QUEST DIAGNOSTICS CLINICAL TRIALS BILL THIRD PARTY
27027 TOURNEY RD
VALENCIA CA 91355
UNITED STATES US

TO SPECIMEN PROCESSING - VALENCIA
Q SOLUTIONS
27027 TOURNEY RD
STE 2E
VALENCIA CA 91000
(661) 799-6480
REF: BLU/64171723

FedEx
Express
E

TRK# 7004 6221 6871 RETURNS MON-SAT
0221 PRIORITY OVERNIGHT

91000
CA-US

USE TO SHIP AMBIENT SAMPLES

MON-SAT indicates that Saturday delivery is allowed on the shipment.

Please call FEDEX 1-800-GO-FEDEX (1-800-463-3339) to determine the pick up times for your site.

Courier Information for Fedex (Domestic Shipments)

- Fedex frozen diagnostic specimen shipments.
- Including combination shipping with dry ice.
- Shipments should be sent Monday through Thursday. **Samples should not be shipped on a Friday.**

Note: Total weight of frozen shipment and total weight of dry ice added is an estimate. The total weight will be adjusted and billed accordingly.

! : 8LU/64171722 Date: 21.JUL16 SHIPPING: 0.00
Wgt: 11.00 LBS SPECIAL: 0.00
DV: 0.00 HANDLING: 0.00
TOTAL: 0.00
Srv: PRIORITY OVERNIGHT ICE
TRK: 7004 6269 4796

ORIGIN ID: QTOR (681) 799-6078 SHIP DATE: 21.JUL16
ANDERSON MD LEYLA ACT WGT: 11.0 LB NOM
RELISA CLARK CRD: 954018/CAFE2807
QUEST DIAGNOSTICS CLINICAL TRIALS
27027 TOURNEY RD DRY ICE: 2.7 KGS
VALENCIA, CA 91395 BILL THIRD PARTY
UNITED STATES US

SPECIMEN PROCESSING - VALENCIA
Q SOLUTIONS
27027 TOURNEY RD
STE 2E
VALENCIA CA 91000
(681) 799-6480
REF: 8LU/64171722

FedEx
Express
E

TRK# 7004 6269 4796 RETURNS MON - SAT
ICE PRIORITY OVERNIGHT
91000
CA - US

USE TO SHIP FROZEN SAMPLES IN DRY ICE

Differences in dry ice weight at the site will not impact delivery.

Frozen Shipments must have ICE indication

Please call FEDEX 1-800-GO-FEDEX (1-800-463-3339) to determine the pick up times for your site.

Courier Information for Fedex (Canada)

- International Shipment of Diagnostic Specimens using Fedex.
- Fedex ambient diagnostic specimen shipments.
- Including combination shipping with refrigerant packs.

Ref: 8bp-64177886-201 Date: 01Mar18 Dep: Mgt: 2.00 LBS CV: 0.00 HANDLING: 0.00 # of Pkgs: 1 TOTAL: 0.00		SHIPPING: 0.00 SPECIAL: 0.00 TOTAL: 0.00
Svc: INTL PRIORITY TRACK: 4289 0087 5650		
ORIGIN ID: QTOR (661) 799-6078 ANDERSON MD LEYLA MELISSA CLARK QUEST DIAGNOSTICS CLINICAL TRIALS 27027 TOURNEY RD VALENCIA, CA 91355 UNITED STATES US	Ship Date: 01MAR18 ACTWT: 2.00 LB TRN CAD: 0324934/CAFE3108 DIM: 9x8x5 IN BILL THIRD PARTY EIN/VHT:	ORIGIN ID: QTOR (661) 799-6078 ANDERSON MD LEYLA MELISSA CLARK QUEST DIAGNOSTICS CLINICAL TRIALS 27027 TOURNEY RD VALENCIA, CA 91355 UNITED STATES US
TO SPECIMEN PROCESSING Q SQUARED SOLUTIONS 27027 TOURNEY RD, STE 2E VALENCIA, CA 91000	(661) 799-6480 FedEx Express	SHIP DATE: 01MAR18 ACTWT: 2.00 LB TRN CAD: 0324934/CAFE3108 DIMS: 9x8x5 IN
(US) E AWB	TO SPECIMEN PROCESSING Q SQUARED SOLUTIONS 27027 TOURNEY RD, STE 2E VALENCIA CA 91000 (US)	(US)
TRK# 4289 0087 5650 Form 0430 PKG TYPE: CUSTOMER	(661) 799-6480 RETURN OTHER: TESTING KIT INTL PRIORITY	FedEx Express E
REF: Return other: TESTING KIT DESC1: Human Biological Substance Category B, UN3279 DESC2: DESC3: DESC4:	TRK# 4289 0087 5650 [0430] RETURNS MON-SAT INTL PRIORITY 91000 CA-US	Part # 14250-354 PR08 EXP 11/18
COUNTRY PFG: US CHARGE VALUE: 0.00 USD CUSTOMS VALUE: 10.00 USD SIGN: TAN MD DARRELL CANO T/C: 0 111270406 D/T: 0 111270406	FEDEX AWB COPY — PLEASE PLACE IN POUCH	Part # 14250-354 PR08 EXP 11/18

Note: Total weight of frozen shipment and total weight of dry ice added is an estimate. The total weight will be adjusted and billed accordingly.

MON-SAT indicates that Saturday Delivery is allowed on this shipment

Please call FEDEX 1-800-GO-FEDEX (1-800-463-3339) to determine the pick up times for your site.

Courier Information for FedEx (Canada)

- International Shipment of Diagnostic Specimens using FedEx
- Including combination shipping with dry ice.
- Shipments should be sent Monday through Thursday. **Samples should not be shipped on a Friday.**

Ref: 9tp-64177886-201 Date: 01Mar18 Dep: ActWgt: 9.00 LBS CV: 0.00 # of Pkgs: 1		SHIPPING: 0.00 SPECIAL: 0.00 HANDLING: 0.00 TOTAL: 0.00
Svc: INTL PRIORITY ICE TRACK: 4289 0087 5638		
ORIGIN ID: DTD (661) 799-6078 ANDERSON MD LEYLA MELISSA CLARK QUEST DIAGNOSTICS CLINICAL TRIALS 27027 TOURNEY RD VALENCIA, CA 91365 UNITED STATES US	Ship Date: 01MAR18 ActWgt: 9.00 LB MKN CRD: 0324934/CAFE310B Dims: 12x11x10 IN BILL THIRD PARTY EIN/VAT:	SHIP DATE: 01MAR18 ACTWGT: 9.00 LB MKN CRD: 0324934/CAFE310B DIMS: 12x11x10 IN DRY ICE: 0.80 KG
TO SPECIMEN PROCESSING Q SQUARED SOLUTIONS 27027 TOURNEY RD, STE 2E VALENCIA, CA 91000		(661) 799-6480 FedEx Express (US) E AWB
TRK# 4289 0087 5638 Form 0430 ICE PKG TYPE: CUSTOMER		(661) 799-6480 RETURN OTHER TESTING KIT (US) E FedEx Express
INTL PRIORITY REF: Return other: TESTING KIT DESC1: Human Biological Substance Category B, UN3373 DESC2: DESC3: Dry Ice, UN1845 1x2.00 KG DESC4:		RETURNS MON-SAT INTL PRIORITY ICE 91000 CA-US
COUNTRY MFG: US CARRIAGE VALUE: 0.00 USD CUSTOMS VALUE: 10.00 USD SIGN: TAN MD DARRELL CANAD T/C: 0 238161860 D/T: 0 238161860		TRK# 4289 0087 5638 Form 0430
These abbreviations, technology, or software were imported from Canada in accordance with the import administration regulations Government of Canada law prohibited. The theory conversion may apply and will govern and to read consult the ability of Federal Express for loss or delay of or damage to your shipment. Subject to the conditions of the contract.		Part # 154250-354 RPOB EXP 1/1/18
FEDEX AWB COPY - PLEASE PLACE IN POUCH		Part # 154250-354 RPOB EXP 1/1/18

Note: Total weight of frozen shipment and total weight of dry ice added is an estimate. The total weight will be adjusted and billed accordingly.

Frozen Shipments must have ICE indication

Please call FEDEX 1-800-GO-FEDEX (1-800-463-3339) to determine the pick up times for your site.

Import and Export Requirements (Shipments from Canada to US Labs)

All shipments from outside of the US require a commercial invoice. Please print and complete the templates in the next two pages and include with the shipments.

CUSTOMS INVOICE

Shipper:

Consignee: **Q Squared Solutions**

Specimen Processing
27027 Tourney Rd. Suite 2E
Valencia, CA 91355
USA
Telephone: 661-799-6480

Contents: **HUMAN SPECIMENS, BIOLOGICAL SUBSTANCE CATEGORY B (UN3373)**

Non-infectious

Infectious

_____ (*Pathogen*)

ROOM TEMPERATURE

_____ mL Human blood _____ No. of prepared slides

_____ gm Human tissue _____ No. of prepared paraffin blocks

_____ mL Human urine _____ No. of swabs

_____ mL Human plasma

_____ mL Human serum **Other:** _____ Quantity: _____

These specimens are for medical laboratory testing purposes and for research use only in conjunction with a pharmaceutical study.

NO commercial value. The value for customs purposes only is \$1.00.

Sincerely,

Print Investigator's name/title
or apply official seal here:

(Please sign in blue ink only.)

Date: _____

Shipment air waybill number: _____

Packed in compliance with IATA Packing Instruction 650.

CDC STATEMENT
HUMAN SPECIMENS, BIOLOGICAL SUBSTANCE CATEGORY B (UN3373),
ROOM TEMPERATURE

To whom it may concern:

The enclosed package is intended for delivery to:

Q Squared Solutions
Specimen Processing
27027 Tourney Rd. Suite 2E
Valencia, CA 91355
USA
Telephone: 661-799-6480

This package contains:

Non-infectious	<input type="checkbox"/>	Infectious	<input type="checkbox"/>	_____
				<i>(Pathogen)</i>
_____ mL Human blood	_____	No. of prepared slides		
_____ gm Human tissue	_____	No. of prepared paraffin blocks		
_____ mL Human urine	_____	No. of swabs		
_____ mL Human plasma				
_____ mL Human serum	Other:	_____	Quantity:	_____

(Human material that was neither inoculated with nor exposed to infectious agents of agricultural concern, including zoonotic agents; the material contains no animal or non-human primate material and is not of tissue culture origin.) These specimens are for medical laboratory testing purposes and for research use only in conjunction with a pharmaceutical study.

Sincerely,

Print Investigator's name/title
or apply official seal here:

(Please sign in blue ink only.)

Date: _____

Shipment air waybill number: _____

Packed in compliance with IATA Packing Instruction 650.

Ambient Shipments – Gel Wraps

Gel Wrap should be shipped refrigerated or at room temperature.

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

External Temperature $\geq 25^{\circ}$ C (77° F) REFRIGERATE the gel wrap.

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

External Temperature $< 25^{\circ}$ C (77° F) - Store the gel wrap at ROOM TEMPERATURE – Do not refrigerate the gel wrap.

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