Redwood Toxicology Laboratory (RTL) is dedicated to your satisfaction and is confident that FedEx® will provide quality shipping services to your agency. RTL provides your shipment to the lab. Please begin using your FedEx supplies immediately upon receipt.

Proper FedEx® packaging of test samples includes four basic requirements that RTL and FedEx shipping supplies meet:

- Watertight Primary Receptacles (RTL bottles or collection devices)
- Watertight Secondary Receptacles (RTL baggies and ziploc bag)
- Absorbent Material (inside plastic baggies)
- White Shipping Pak (FedEx® Clinical Paks)

Take a moment to read through the packaging procedures on the back page. For more information visit: www.redwoodtoxicology.com/fedex

TO BEST SERVE OUR CLIENTS, RTL HAS CHOSEN FEDEX AS ITS PREMIER SHIPPING PROVIDER.

SCHEDULING YOUR FEDEX PICKUP

Depending on the frequency and quantity of specimens being sent, your FedEx account will be set up to reflect one of the following:

**More than 3 pickups a week**—RTL will arrange for daily FedEx pickups. A FedEx courier will stop at your location daily (M-F) and pick up your specimen boxes. Please do not arrange pickups directly as this may result in your agency being billed for these services.

**Less than 3 pickups a week**—To schedule a pickup, change a previously scheduled pickup or cancel-suspend a pickup, please call FedEx directly at 1.800.GoFedEx (1.800.463.3339). For assistance finding a drop-off location visit fedex.com.

Use the FedEx Billable Stamps provided by RTL. Please do not order labels/boxes with your FedEx courier as this may result in your agency being billed for these services.
**Specimen Shipping Procedure**

**Secure containers and seal in plastic baggies**—After labeling and sealing the specimens tightly, place them into a RTL branded plastic baggie with absorbent material.

1. **Tighten container (snap oral fluid collector)**
2. **Seal bottle or collector in baggies with the absorbent material.**

**5 or more specimens**—Send via FedEx® Express service (Use FedEx Clinical Pak)

1. Place the large ziploc bag inside the FedEx® Clinical Pak.
2. Place COC/test request forms in the Clinical Pak (outside ziploc bag).
3. Place 5 or more individually sealed specimens into the ziploc bag. All specimens must be secured within the ziploc bag.
4. Seal the FedEx® Large Clinical Pak and attach a preprinted FedEx Express® Billable Stamp for FedEx Standard Overnight® shipping.

Be sure that your FedEx® Clinical Pak has at least five (5) urine or oral fluid specimens per pak. Any pak with fewer than 5 specimens will be charged a $7.00 short shipment fee on the RTL account statement.

Oral fluids and urine specimens may be sent in the same FedEx® Clinical Pak when sending 5 or more specimens (e.g. three urine specimens and two oral fluid specimens.)

**Less than 5 specimens**—Send U.S. Postal Service (Pre-paid mailer box does NOT cover express delivery)

1. Seal specimen(s) tightly, place them into a RTL branded plastic baggie with absorbent material and enclose them in the Pre-paid U.S. Mailer box.
2. Please do not mix oral fluid and urine specimens in the same Pre-paid Mailer box! Per U.S. Postal Service regulations, use the box provided specifically for each type of test as indicated on the Pre-paid Label.

**PACKAGING NOTICE:** Leaky specimens may be returned to your agency by the shipping provider. If you require training on specimen collection and shipping procedures, please contact RTL’s Client Services department.

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**Frequently asked questions**

- **I haven’t received the FedEx Clinical Paks. What do I do?**
  
  Please continue to utilize your existing FedEx supplies, including the cardboard box. On your next order of supplies, you will receive FedEx Clinical Paks. If you need to order supplies, contact our Sales staff at 800.255.2159, press option 1.

- **I want to continue using the outer cardboard boxes to send my specimens. Can I continue to order these boxes?**
  
  No, RTL will no longer be supplying the outer cardboard boxes to its clients.

- **Do I have to use the Ziplock bag?**
  
  Can I just put my specimens in the Clinical Pak?

  FedEx requires that all specimens are shipped in a sealed, water tight bag. Therefore, in order to ship by FedEx, the specimens must be placed in the Ziploc bag we provided with your supplies.

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**Questions?**

Our trained Toxicology Support Services staff is ready to answer your questions. Call today.

800.255.2159, press option 5, or via email at clientservices@redwoodtoxicology.com

Additional shipping and packaging information can be found online at: redwoodtoxicology.com/fedex