

1. Should I call MEDTOX to request UPS supplies?

Yes. If you have not already received UPS supplies, please call MEDTOX Collection Site Coordination Team at 888-310-2911 or email collsitecoord@medtox.com.

2. What is the most efficient way to obtain UPS shipping airbills?

ROW (Returns on the Web) is the UPS ordering tool which allows clients to print their own UPS airbills online. ROW provides airbills instantly, eliminating the need to order or store paper airbills. ROW provides greater package visibility, which expedites the routing of packages and allows us to provide the fastest, most efficient service possible. This online ordering is the preferred method for shipping samples to MEDTOX. To access the ROW site, visit: <http://medtox.upsrow.com>. For each shipment, enter the initial data in ROW and submit. A unique airbill tracking number is required for each package sent to MEDTOX. To find your nearest UPS location, click on "Find Location".

****Extremely Important: Do not photocopy the ROW shipping labels****

3. What are the computer requirements to use ROW to print UPS Airbills?

An internet connection and a laser printer are the only things required to use this free service.

4. Do I have to put a Saturday Delivery sticker on Fridays shipments?

Saturday delivery stickers are REQUIRED for Friday pickups to ensure that samples are delivered to MEDTOX on Saturday. Saturday stickers will be included with your new UPS supplies.

****Extremely Important: the Saturday Delivery box must be checked****

5. Do I need to schedule a UPS pick-up?

If you currently do not have a scheduled UPS pickup, contact your designated MEDTOX client service team, or the MEDTOX Collection Site Coordination Team at: 888-310-2911 or collsitecoord@medtox.com. If you need a pickup less than three times a week please call: 1-800-823-7459. You will need to provide the MEDTOX shipping account number, located within the tracking number on the airbill. The account number is a six digit number, directly following the initial two characters (1Z).

6. Can I drop off properly packaged MEDTOX specimens at a UPS Store?

Yes. MEDTOX shipments are accepted at any UPS store. The MEDTOX shipping supplies are not stocked at any of the UPS locations however, so specimens must be properly prepared prior to dropping them off. See #6 (below) to find your nearest UPS location.

7. Do UPS Stores or UPS Drivers stock MEDTOX UPS supplies?

No. UPS drivers do not carry Lab Paks or other shipping supplies in their vehicles. Airbills can be printed from the internet via the ROW system. Lab Paks and Saturday stickers must be ordered through MEDTOX.

8. How many MEDTOX specimens should I place in each UPS Lab Pak?

Please place as many samples as possible inside each Lab Pak.

9. If I cannot access the ROW system online, how do I correctly complete a paper UPS shipping airbill?

- A. Confirm that "area 2" of shipping airbill is preprinted with MEDTOX information.
- B. Confirm that "area 8" of shipping airbill is preprinted with an X in the "Bill Receiver" box.
- C. Confirm that "area 9" of shipping airbill has the MEDTOX UPS account # preprinted.
- D. Complete area with your address information.
- E. Sign "area 10".

*** You may only use the MEDTOX UPS shipping airbills to ship directly to MEDTOX. Using a MEDTOX shipping airbill to ship packages anywhere other than MEDTOX will result in additional fees billed directly to you from UPS.**

* UPS assigns a "Shipper Number" to locations setup with a daily pickup service. This is NOT your UPS account number and should not be used by your location for any reason, as it will result in additional fees billed back to you.

10. Why is there a different MEDTOX zip-code listed on my new UPS Airbills?

Your new UPS Airbills, (along with Airbills printed from the UPS ROW system), will show a new Minneapolis 55440 zip-code for MEDTOX. This enables UPS to sort packages faster, deliver the samples quicker to MEDTOX and service your needs better. Please continue to use the previous address and zip-code (55112) for everything other than UPS shipments.

11. Who should I contact if I have other questions or require further assistance?

Please contact your dedicated client service team, or the MEDTOX Collection Site Coordination Team at: 888-310-2911 or collsitecoord@medtox.com.