



# Instructions for Returning Your Specimen Samples with FedEx

## If you would like to drop off your kit:

- Visit <https://local.fedex.com/en/search> and enter your ZIP code to find a FedEx drop off location near you.
- Call the location to determine how late you can drop off your package for next day delivery.
- Drop your package off before the provided deadline.

## If you would like to arrange a pick up:

- Call FedEx before 10 am for same day pick up at **1-800-238-5355**. You will need to provide the 12-digit tracking number from the shipping label, so have this available.
- At the voice prompt, say that you are: **“Scheduling a Pick Up.”**
- When asked if the package weighs more than 150 pounds, say **“No.”**
- When asked if Express or ground package, say **“Express.”**
- When asked if you have a tracking number, say **“Yes.”**
- When asked to enter or say your tracking number: **Provide the 12-digit tracking number [TRK#]** found on the return shipping label by speaking or entering on your phone.

- When asked to say and spell your last name: Say your last name and spell.
- When asked to say and spell your first name: Say your first name and spell.
- When asked to provide your ZIP code: Say or enter your ZIP code.
- When asked to provide your street address: Say your street address.
- The prompt will provide a time the package will be picked up (that is, *“Your package will be picked up between the hours of 1 pm and 4 pm on Thursday January 10, 2023”*).
- Your samples may be picked up the same day you call. If you call after 10 am, the samples may be picked up the following day.

## Notes:

- If you are unable to arrange shipment on the same day you collect your samples, place the specimens in your refrigerator until you can schedule FedEx pick up or arrange to deliver to a drop-off location. Do not store for more than 1 to 2 days.
- Do not allow the shipping container to sit outside or in a vehicle for an extended period.