

AUSTRALIA SHIPPING INSTRUCTIONS

1. PREPARING YOUR SPECIMEN FOR SHIPPING

- **CLOSE** specimen collection kit box; place into Australian Air Express bag.
- **COMPLETE** only the “Senders” section of the consignment note.
- **DO NOT** tick dangerous goods.
- This is only an **OVERNIGHT SERVICE**, not same day delivery.
- Do not make any other changes to the consignment note.
- **ONLY USE** the shipping material, specimen kit and courier bag supplied.
- Tear out the customer’s copy portion that contains the shipment number for your record of the shipment.

2. CALLING AUSTRALIAN AIR EXPRESS TO PICK UP YOUR SPECIMEN

CALL 13-12-13 AUSTRALIAN AIR EXPRESS to schedule pick-up.

Pick-ups are generally in the afternoon.

PRESS “1” for “Pick-Up” and “2” for “All other services.” Quote account number, “2919976.” When asked what type of package, please indicate it is a “satchel.”

3. PLEASE NOTE:

- Specimens should be shipped **Monday-Thursday only** unless specified on the test kit. **DO NOT SHIP SPECIMEN ON FRIDAY.**
- Freezing and/or refrigerating your specimen prior to shipping is to ensure specimen is kept cool in transit.
- Specimens do not require being frozen throughout transit.
- There is a \$50 charge for a missing specimen.
- There is a \$15 charge for re-submittal due to an improper specimen.
- All tests must be ordered by healthcare professionals only.
- Please contact your healthcare professional for lab results.
- *Please keep a copy of all documents for your records.*
- For further information on patient preparation for specimen collection please visit www.metamatrix.com/content/PatientServices/SubmittingTests.



Call 800.221.4640
www.metamatrix.com



Call +61 2 9966 9990
www.diagnosticinsight.com.au