

NEW ZEALAND SHIPPING INSTRUCTIONS

1. **GO TO [WWW.FEDEX.COM](http://www.fedex.com) OR CALL **FedEx** at 0800.733.339 to schedule a pick-up.** Bypass the FedEx® automated attendant and speak with a FedEx representative as follows:

FedEx automated attendant: “Welcome to FedEx. If you know the service you’d like, please say it now.”

You say: “International Representative.”

Inform the representative that you will have a one-time pick-up at your address. The FedEx representative will then ask you questions to schedule your pick-up.

2. COMPLETE SHIPPING FORMS

A. INTERNATIONAL AIR WAYBILL

1. In **SECTION #1** “From”, fill in “Sender’s FedEx Account Number”: **#289498524**, sender’s name, address, and telephone number.
2. In **SECTION #3**, “Shipment Information,” **ONLY** fill in the “Commodity Description DETAIL REQUIRED” as follows:
“EXEMPT HUMAN SPECIMEN FOR NUTRITIONAL SCREENING (Product of Human Origin) NON INFECTIOUS, NON DANGEROUS, NON HAZARDOUS.”
3. In **SECTION #4**, “Express Package Service,” select “FedEx Intl. Priority.”
4. In **SECTION #5**, “Packaging,” select “Other.”
5. In **SECTION #7a**, “Payment Bill Transportation charges to,” select “Recipient.” In **SECTION #7b**, “Payment Bill duties and taxes to,” select “Recipient.”
6. In **SECTION #9**, “Required Signature,” please sign your name.

B. COMMERCIAL INVOICE

In the **TOP SECTION** of the form, please fill in the following information:

1. **WRITE** the International Air Waybill number in the top right corner box of the commercial invoice document, labeled “Air Waybill No.” This consists of 12 numbers located on the bottom right of the International Air Waybill (FedEx Tracking Number).
2. In the “**SHIPPED FROM**” section, fill out your Contact Name, Telephone No., E-Mail, Company Name/Address, and Country
3. In the “**SHIPPED To**” section, fill out: **Diagnostic Insight**
Suite 311, 460 Pacific Highway St.
Leonards, NSW, 2065
Sydney, Australia

In the **MIDDLE SECTION** of the form, please fill in the following information:

1. No. of Packages: 1
2. Unit of Measure: pieces
3. Description of Goods: EXEMPT HUMAN SPECIMEN FOR NUTRITIONAL SCREENING (Product of Human Origin)
NON INFECTIOUS, NON DANGEROUS, NON HAZARDOUS
4. Country of origin: New Zealand
5. Value Unit: AUD
6. Total Value: 50

In the **BOTTOM SECTION** of the form, please fill in the following information:

1. Total No. of Packages: 1
2. Total Weight: 500g
3. Please **SIGN AND DATE** at the bottom of the form.

Please do not make any other changes to the COMMERCIAL INVOICE.

C. CUSTOMS DECLARATION FORM

Ensure the form has been filled out; circle the correct specimen type and complete shipping date, patient name, address, signature, and practitioner’s details.

3. PLEASE NOTE:

- Specimens should be shipped **Monday-Thursday only** unless specified on the test kit. **DO NOT SHIP SPECIMEN ON FRIDAY.** Please call FedEx first or go to www.fedex.com to determine when the earliest pick-up time will be for your address (in some areas, pick up may not be available until the following business day).
- 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.metametrix.com/content/PatientServices/SubmittingTests.