Illinois Department of Public Health

UPS Laboratory Shipping Services for Newborn Screening Specimens
UPS Process

End-to-End Touch Points and Hand-offs

From UPS Courier Box Preparation to Delivery of NBS Specimens at IDPH Laboratory
UPS Campus Ship

Shipping software dedicated to the IDPH Laboratory that grants access to each facility
UPS Smart Shipping Label

The UPS Smart Shipping Labels capture details enabling inbound visibility and lab efficiencies

- Package Level Detail remains valid for 18 months
- Viewable in UPS platforms upon first scan
- Flexible Configuration:
  - Saturday Delivery
    (as a return, accessorial is only charged when used)
- Optional Reference fields can be leveraged for optimization of work flow
  - QVM - 5 custom fields, no additional charge
  - Complete View - 10 custom fields, additional contract fee
  - Customer Solutions can program 1st reference field to print alpha-numeric as a bar code which can be coupled with scanners to improve efficiencies
UPS Lab Specimen Pickup Point

Synchronizes lab, facility & UPS pick up days / times
UPS Quantum View Manage

Specimen visibility and reporting portal that provides facility name, shipment status and notifications

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**SUMMARY OF THIRD PARTY SHIPMENTS**

<table>
<thead>
<tr>
<th>UPS Account</th>
<th>Manifest</th>
<th>In Transit</th>
<th>Out for Delivery</th>
<th>Ready for Pickup</th>
<th>Exception</th>
<th>Delivered</th>
<th>Void</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>XXX123</td>
<td>58</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>65</td>
<td></td>
</tr>
</tbody>
</table>

**SHIPMENT DETAILS**

Displaying 65

**Add/Remove Fields**

<table>
<thead>
<tr>
<th>Tracking Number</th>
<th>Reference Number(s)</th>
<th>Status</th>
<th>Manifest Date</th>
<th>Shipper</th>
<th>Ship To</th>
<th>Service</th>
<th>Scheduled Delivery</th>
<th>Imag</th>
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</thead>
<tbody>
<tr>
<td>1ZXX1230112345627</td>
<td>BABYMAKER HOSPITAL</td>
<td>Manifest</td>
<td>01/17/2018</td>
<td>BABYMAKER HOSPITAL, CENTER CITY, GS, US</td>
<td>GS STATE LAB, MIDDLE CITY, GS, US</td>
<td>UPS Next Day Air</td>
<td>01/18/2018</td>
<td></td>
</tr>
<tr>
<td>1ZY0000198765432</td>
<td>NEWBIEVILLE MEDICAL CENTER</td>
<td>Manifest</td>
<td>01/17/2018</td>
<td>NEWBIEVILLE MEDICAL CENTER, NEWSTEPS, GS, US</td>
<td>GS STATE LAB, MIDDLE CITY, GS, US</td>
<td>UPS Next Day Air</td>
<td>01/18/2018</td>
<td></td>
</tr>
</tbody>
</table>
UPS Specimen Packaging
*Easily identifiable packaging for easy processing*

1. UPS Newborn Screening Custom Envelopes/Boxes
   - Currently available
   - Additional fee assessed

2. UPS Laboratory Letter
   - In production due Summer 2018
   - No additional cost

3. UPS Express Envelope
   - No Additional Fee
   - Order Item # 010195101 at UPS.com
UPS Focus

Processes increases timeliness and visibility

From UPS Courier Box Preparation to Delivery of NBS Specimens at IDPH Laboratory
Helpful Hints

Communication between the lab, the facility and UPS is Key

- Create introduction letter to hospitals from lab leadership
- Follow up with communication from UPS
- Keep training simple
- Direct facilities to call UPS directly
- Forward any pick-up questions, supplies requests etc. to UPS Government Support immediately

State of Idaho & UPS
Newborn Screening Initiative

- The Idaho Department of Health and Welfare require that all babies born in Idaho to receive two screening tests for Phenylketonuria (PKU) and other disorders that can result in mental retardation or other serious health problems.
- Samples for testing must be collected & shipped between 34-48 hours.
- UPS has partnered with the Idaho Department of Health and Welfare to facilitate these critical shipments.

Contact UPS if assistance is needed for any of the following:
- Generating shipments
- Scheduling pickups
- Ordering supplies
- Missing account number
- Missing login information
- Changing information within the online shipping platform
- Additional web interface training

Enterprise Agent
Diego Jimenez
(208) 350-4184 EXT: 6309
diego jimenez@ups.com

On-line Support:
enterpriseidaho@ups.com

Telephone Support:
Phone: 800-377-1997

UPS Account#
Helpful Hints

State leadership top down communication with UPS follow up

#1 SAMPLE STATE LAB LEADERSHIP LETTER

State Laboratory of Great State
(State Lab Letterhead)

Babymaker Hospital Leadership Contact #1
Babymaker Hospital Leadership Contact #2
Babymaker Hospital Leadership Contact #3
Babymaker Hospital Leadership Contact #4

Starting February 26, 2018, in order to improve timeliness of newborn screening specimens, all Great State facilities will use UPS shipping services at no cost to your health facility. Great State and UPS will be sending you a follow up emails on Thursday, January 11 requesting specific pick up information as well as providing a unique UPS account number. Please do not share this account number with other facilities.

Great State Lab will be hosting several webinars with UPS to ensure that all facilities are well acquainted with the new timeliness procedures prior to the February 26th start date. During the week of February 12, you will receive several webinar dates to select from via an email from a UPS representative. Please select one of the webinars to attend for required training on shipping software, shipping instructions and receiving shipping supplies.

Thank you in advance for your cooperation. Great State Lab and UPS looks forward to serving our citizens better with this new process. Should you have questions about this new process, please contact Yvonne Knowledgebleone (212-555-0000) at Great State Lab.

Sincerely,

Dr. Gifted,
Great State Laboratory Director

#2 SAMPLE UPS INTRODUCTION EMAIL

From: UPS Enterprise Director
Sent: Thursday, January 11, 2018
To: Babymaker Hospital Contact
Subject: UPS & STATE LAB: REPLY WITH SPECIMEN PICK UP TIMES & LOCATIONS BY 1/18
Importance: High

Babymaker Hospital - Welcome to UPS!

My name is Cassie Dyer and I am the UPS Enterprise Account Director responsible for the Great State New Born Screening program. As stated in a letter from Dr. Marc Incabre, Director of Great State Lab, UPS is reaching out to your facility to gather some pick up information prior to our web-based training sessions in the coming weeks. Please complete the areas highlighted in blue for your facility in an email reply to UPS Enterprise Director@UPS.com by end of day Friday, January 19. Remember, there is only one reply per facility, therefore a response from everyone copied on this email is not necessary.

Please be as specific as possible in describing your pick up location and provide a pick-up window of 1-2 hours. An example is below:

| Monday – Friday Specimen Exact Pick Up Location: | Babymaker Hospital, Sarah Laboratory, 5th Floor, Lab
| Monday – Friday Specimen Pick Up Time: | 4pm – 6pm |
| Saturday Specimen Pick Up Exact Location: | Babymaker Hospital, Joshia Laboratory, 6th Floor, Lab
| Saturday Specimen Pick Up Time: | 2pm – 4pm |

UPS Express envelopes will be supplied for the movement of specimens. All UPS supplies will be shipped to the pickup location your facility provides in your email response.

Thank you in advance for participation with State Lab and UPS for your NBS specimens to be transported to expedite the screening process. If you should have questions about this process please contact Yvonne Knowledgebleone (212-555-0000) at the State Lab. The date and time of the web-based training is forth coming.

Warmest regards,

Cassie Dyer
Director, Enterprise Accounts – State Government
Babymaker Hospital
UPS Account # XXX111
Helpful Hints

Accessing emergency or weather related information

Summary (Last Updated: 01/17/2018; 13:04) Winter Weather Impacting Service in the Southern U.S. and Mid-Atlantic

Affected Areas (Select the area name to see a list of affected postal codes)
- Alabama (420)
- North Carolina (260)
- Virginia (68)

Mississippi (67)
- Louisiana (243)
- Georgia (175)

Show all postal codes

Is My Postal Code Affected?  
Go

Download List (csv)
Helpful Hints

Facilities can call or email UPS directly for questions about pick ups, supplies, emergencies etc. from 8AM EST to 9PM EST

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State of Idaho & UPS Newborn Screening Initiative

- The Idaho Department of Health and Welfare require that all babies born in Idaho to receive two screening tests for Phenylketonuria (PKU) and other disorders that can result in mental retardation or other serious health problems.
- Samples for testing must be collected & shipped between **24-48 hours**.
- UPS has partnered with the Idaho Department of Health and Welfare to facilitate these critical shipments.

Contact UPS if assistance is needed for any of the following:
- Generating shipments
- Scheduling pickups
- Ordering supplies
- Missing account number
- Changing information within the online shipping platform
- Additional web interface training

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**Enterprise Agent:**
Diego Jimenez  
(800) 550-4184 EXT: 6305  
diegojimenez@ups.com

**On-line Support:**
enterprisesupport@ups.com

**Telephone Support:**
Phone: 800-877-1497

**UPS Account#**
It’s a patient, not a package.