

These instructions explain how to arrange a FedEx pick-up of the DELFI FirstLook Blood Collection Kit. There are alternate ways to schedule a pick-up, which can be found on the FedEx website. Please refer to the website for reoccurring (daily/weekly) pick-ups as a FedEx account is needed.

## 1 Scheduling a Pick-Up

- Call 866-393-4585 or 1-800-GoFedEx
- Follow the automated voice prompts:
  - Schedule a pick-up
  - Schedule pick-up from address
  - Indicate the package does not weigh more than 150 lbs
  - Choose Express Pick-Up
  - Dial or say the tracking number located on the prepaid FedEx label (on the Small Clinical Pak) included in the FirstLook Kit (if you have multiple, indicate that in step 2)
  - Confirm this is a business address for pick-up
  - The call will automatically transfer to a live FedEx representative

## 2 Speak to a FedEx Representative

- Once the call transfers to a representative, they will ask for more information regarding the pick-up:
  - Your contact number and address
  - Number of packages for pick-up
  - Best time frame for package pick-up
  - Type of label used: Black and white label
  - Pick-up location details (i.e. reception, lab, etc.)
- A confirmation number will be provided:
  - The confirmation number is needed to confirm scheduled pick-up and if you need to modify or cancel

## 3 Shipment

- The FirstLook Blood Kit(s) will be picked up at the designated location within the time frame provided
- After pick-up, the shipment can be tracked with the FedEx tracking number at [www.fedex.com/tracking](http://www.fedex.com/tracking)



**DO NOT** ship on Saturday, Sunday, or on Federal Holidays. Hold any samples collected over the weekend. Ship on Monday or the next business day.



**DO NOT** place the package in a drop box.



Samples should ideally be shipped within **24 HOURS** of collection. If samples must be held over a weekend or holiday, please store at room temperature and ship the next business day.

**If you have any questions or need to request additional blood collection kits, please contact DELFI Diagnostics Client Services at 1-800-589-2182 or [clientservices@delfidiagnostics.com](mailto:clientservices@delfidiagnostics.com)**