

MEDTOX Clinical Trials Services

IMPORTANT INFORMATION!!!

Due to the discontinuation of domestic service by DHL, MEDTOX has chosen UPS as our preferred provider for Overnight Transportation of Clinical Trial samples.

1. When will MEDTOX be transitioning to UPS?

The transition process will begin on 11/10/2008.

2. Should I call MEDTOX to request my first shipment of UPS supplies?

No. UPS supplies will be sent to all of our applicable investigator sites starting 11/12/2008. Your supplies will include Lab Paks, airbills and Saturday delivery stickers. Please begin using the UPS supplies upon receipt to ensure no disruption of service.

3. Do I need to schedule a UPS pick-up?

Yes, please call: 1-800-PICK-UPS and mention that you need to request a RETURN pick up.

4. Do I have to put a Saturday Delivery sticker on Fridays shipments?

Saturday delivery stickers are REQUIRED for Friday pickups to ensure that samples are delivered to MEDTOX on Saturday. Saturday stickers will be included with your new UPS supplies.

5. Do UPS Stores or UPS Drivers stock MEDTOX UPS supplies?

No. UPS drivers do not carry Lab Paks or other shipping supplies in their vehicles. In the future, UPS shipping supplies will be included in your kits. In an emergency, airbills can be printed from the internet via the ROW system. Lab Paks and Saturday stickers must be ordered through MEDTOX.

6. What is ROW?

ROW (Returns on the Web) is the UPS ordering tool which allows clients to print their own UPS airbills online. ROW provides airbills instantly, eliminating the need to order or store paper airbills. To access the ROW site, visit: <http://medtox.upsrow.com>.

7. What are the computer requirements to use ROW to print UPS Airbills?

An internet connection and a laser printer are the only things required to use this free service.

8. Will DHL continue to pick up my samples until I receive my new UPS supplies?

Yes. DHL will continue providing daily pickup service until 12/6/2008. After 12/6/2008 DHL will discontinue Saturday delivery service to MEDTOX. When you receive your new UPS materials, please discard all DHL supplies.

9. Who should I contact if I have other questions or require further assistance?

Please contact your project manager, or the CTS Support Specialist at 800-832-3244, or byang@medtox.com.