August 1, 2019

Dear Newborn Screening Submitters,

The Wisconsin State Laboratory of Hygiene (WSLH) has elected to switch the courier service for NEWBORN SCREENING specimens from Gold Cross to United Parcel Service (UPS).

Beginning Monday, August 5, 2019, you may login to a UPS web portal (https://row.ups.com) to ship newborn screening specimens from your location to WSLH. Attached to this memo are detailed instructions for how to use the web portal to print the shipping label. All envelopes containing specimens must have a shipping label.

To enter the web portal, each submitter will be provided a unique Company Alias, Login ID, and Password.

Once inside the portal, the shipping information for your location has been pre-populated to minimize the time. If you have any changes or edits to the pre-populated information, please contact the Newborn Screening Laboratory.

UPS will provide courier service for specimens from your location to WSLH using next day air transit. If you do not have a routine UPS pick-up at your location, you can also schedule a pick-up through the portal. This pick-up service is available Monday through Saturday, with delivery on Monday through Saturday. Please note that UPS will not provide a Sunday pick-up.

You will receive new UPS mailing envelopes on August 1, 2019. Please do NOT use the blue/pink Gold Cross envelopes for shipping of specimens through UPS.

The transfer of services from Gold Cross to UPS will occur throughout the month of August. As stated above, you may begin to use UPS on August 5th.

We anticipate the training of staff using provided instructions (see attached) for the UPS portal will be minimal. However, if you experience any difficulty, you can call the WSLH Newborn Screening Laboratory for assistance or during the month of August, you can use the current Gold Cross courier service.

All submitters currently sending newborn screening specimens to the WSLH using Gold Cross courier services must change to UPS by August 31, 2019.

The WSLH is committed to providing exceptional courier service to all of our newborn screening submitters.

Please watch for new UPS mailing envelopes to arrive in the next few days.

If you have any concerns unique to your location, please contact the Newborn Screening Laboratory at 608-262-6547 or at NBSqualityreport@slh.wisc.edu.

Sincerely,

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(1) Logging In:

1. Open web browser and go to the following UPS Website https://row.ups.com.
2. Enter in the Company Alias (WSLHNBS).
3. Enter your Login ID and Password that was provided to you.
4. Select Continue

(2) Shipping Screen:

1. The Ship From and Ship To information is automatically populated.
2. Enter in a Contact Name, Phone Number, and E-Mail Address.
3. Enter in the total Number of Specimens to be shipped in the envelope.
4. If more envelopes are needed, select yes in the dropdown.
5. Select Process Shipment.

(3) Printing Labels:

1. The next page will generate your printing label and bring up available printers that are connected to your device. Print the shipping label.
2. Follow the instructions below the printed shipping label to prepare envelope for transit.
3. The tracking number for the envelope will be listed on the webpage.
4. Select Click here to Schedule a pickup. The next available day for pick-up will appear. (If UPS picks up at your facility regularly there is no need to schedule a pickup)
5. Enter the Contact Name and Phone Number for someone who can assist the UPS driver in obtaining the envelope. Enter Room Number for location of envelope, if available.
6. Click Submit. Your pickup confirmation number will appear.
7. If you have more than one envelope to ship select Return to Shipping Page to generate another shipping label.

For Questions Please Contact NBS at: 608-262-6547 or email NBSqualityreport@slh.wisc.edu