UPS Tutorial for Shipping Newborn Screening Envelopes

(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:

(Note: Pickup and Delivery will only be made Monday-Saturday)

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. Record the Tracking Number for the envelope. A confirmation email will be sent to the email address provided on the previous page, under “Ship From Information”.
   
   *** Facilities with prescheduled pickups please see TIPS. ***
4. Please notify NBS of any tracking numbers that should be voided. NBSqualityreport@slh.wisc.edu, or call 608-262-6547.
5. Select Click here to Schedule a pickup. The next available day for pick-up will appear.
6. Enter a window of time for the pickup.
7. If you receive the error: “Received data containing a ready time later than the latest allowable ready time for the location” you need to change the Pickup Date or Pickup TIME. If the error persists please contact your local UPS center or NBS.
8. Enter the Contact Name and Phone Number for someone who can assist the UPS driver at the time of pickup. Enter Room Number/location of envelope. Limited characters; e.g. LAB, DOCK, ####.
9. Click Submit.

For Questions Please Contact NBS at: 608-262-6547 or email NBSqualityreport@slh.wisc.edu
10. Your **pickup request (PR) number** will appear. Keep a copy of this number as it will be needed if a pickup is missed or requires attention.

11. If you have more than one envelope to ship select **Return to Shipping Page**.

   **(4) Re-Printing Label / Scheduling a Pickup from your confirmation email:**
   (To be used should you encounter printer problems or have a tracking number but need to create an On Demand pickup request.)

1. Open your email from **UPS Return Labels**

   **Subject:** UPS Shipment Label Notification
   **UPS Return Label Delivery**
   This notice tells you that a UPS shipper has sent you an electronic label.
   You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 30 days.
   Note: When retrieving your label below, we will provide you with both a UPS Return Label and Commercial Invoice if the invoice was prepared by the original shipper.
   **Retrieve Your Label and Receipt**

   This e-mail was automatically generated by UPS e-mail services at the shipper's request. Any reply to this e-mail will not be received by UPS or the shipper. Please contact the shipper directly if you have questions regarding the referenced shipment or you want to discontinue this notification service.

2. Select **Retrieve Your Label and Receipt**.
3. Reprint label for current package or **Cancel** printing of label.
   Note: NEVER reuse a tracking number. Tracking numbers are unique numbers; one for each envelope to be shipped.
4. The next screen provides you another opportunity to schedule a pickup.
   **(See Printing Labels: Step 5)**

**TIPS:**
- Having a group email makes tracking number accessible to more than one person.
- Recording the tracking number along with your record of the patient information and U#’s for the newborn screening cards enclosed in that envelope is beneficial when investigating packages delayed in transit.
- If you suspect there are multiple tracking numbers or scheduled pickups made in error please contact your local UPS center.
- **If UPS picks up at your facility regularly**, you may choose to coordinate pickup of the envelopes containing newborn screening specimens with the department hosting the pickup location, access, and times. Always confirm these envelopes were sent with the daily pickup. If your package was missed and no pickup request number has been generated, UPS is not otherwise notified of the need for any additional pickup at your facility. If a different pickup location or time is needed, use On Demand scheduling. Contact your local UPS center or NBS with questions.
- If you close your browsing tab and/or miss the opportunity to successfully print the label, check the confirmation email associated with the order and click **Retrieve Your Label and Receipt**.
- Pickup request number should be referenced when calling your local service center with questions or additional instructions regarding your pickup.
- When calling the Enterprise Support Team, 1-800-877-1497, provide the WSLH NBS UPS account number at the prompt, and be prepared with tracking and/or pickup request number(s). For account number see portal.

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