



(1) Logging In:

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

User Log In	
Login Page	
Company Alias 🔹	
WSLHNBS	
Login ID *	
Password *	
	Continue
	Continue

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.

Shipping Information.		
Ship From Information	Ship To Information	
Name	Company Name	Label Delivery Method
	WI State Laboratory of Hygiene	View, Print, and E-Mail
Contact Name *	Attention	
	Newborn Screening Laboratory	Package 1
Address	Address	Number of Specimens *
	465 Henry Mall	
City	City	Do you need more UPS Shipping Envelopes?
	Madison	No -
State	State	
	IW	
Postal Code	Postal Code	
	53706	
Country or Territory		
United States ~		
Phone Number *		
E-Mail Address *		

(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

 Please notify NBS of any tracking numbers that should be voided. <u>NBSqualityreport@slh.wisc.edu</u>, or call 608-262-6547.

	1255W2V7Y036908191 Return to Shipping Page Click here to Schedule a pickup Fickup Information Pickup Date: Friday. September 27, 2019 ▼ Earliest Pickup Time: 9 ▼ 00 ▼ ● AM ● PM Latest Pickup Time: 5 ▼ 00 ▼ ● AM ● PM Contact Name: * Phone Number: * WSLH = 000-262-6547 Room Number: Lab Special Instructions: Please type your instructions here.	Shipment successful		
Return to Shipping Page Schedule Pickup Schedule Pickup Pickup Information Pickup Date: Friday. September 27, 2019 • Earliest Pickup Time: • 9 • 00 • • AM • PM Latest Pickup Time: 5 • 00 • • AM • PM Contact Name: • Phone Number: • WSLH 608-262-8647 Room Number: Lab Special Instructions here. Special Instructions	Return to Shipping Page Click here to Schedule a pickup Schedule Pickup Pickup Information Pickup Date: Friday, September 27, 2019 • Earliest Pickup Time: 9 • 00 • 0 • AM • PM Latest Pickup Time: 5 • 00 • • AM • PM Contact Name: * Phone Number: * Of Contact Name: * Phone Number: * Special Instructions: Please type your instructions here. (57 characters).	Return label has been e-mailed.	_	
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	Submit		ctions here.	Special Instruction
Submit		Submit		

- 5. Select <u>Click here to Schedule a pickup</u>. The next available day for pick-up will appear.
- 6. Enter a window of time for the pickup.
- 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 <u>Date</u> or Pickup <u>TIME.</u> If the error persists please contact your local UPS center or NBS.
- 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. Enter any **Special Instructions** for the driver.

10. Click Submit.

FLIP PAGE FOR FURTHER INSTRUCTIONS





11. 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.



12. 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



- 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 numbers 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 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.
- Your address (and 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, respond "associate", 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.