



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 (WSLHNBNS)**.
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.

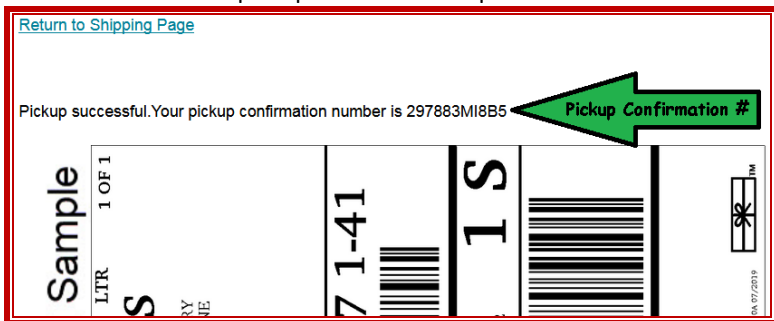
5. Select **Click here to Schedule a pickup**. The next available day for pick-up will appear.
6. Enter a window of time for the pickup.
7. If you receive the error: "**Received data containing a ready time later than the latest allowable ready time for the location**" you need to change the Pickup **Date** 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. Enter any **Special Instructions** for the driver.
10. Click **Submit**.

FLIP PAGE FOR FURTHER INSTRUCTIONS

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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.

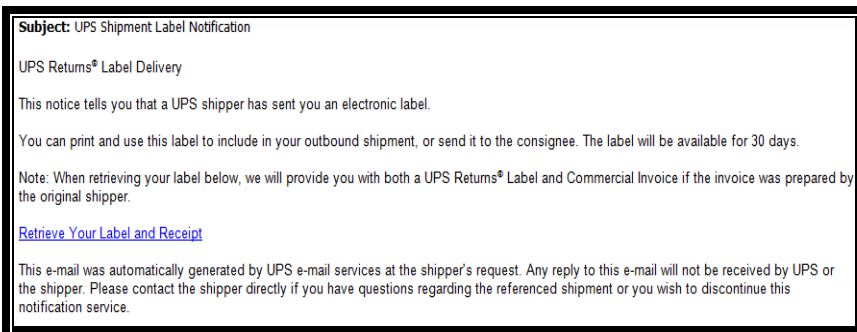


12. If you have more than one envelope to ship select **Return to Shipping Page**.

(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.