

# INTERNATIONAL SHIPPING GUIDE



SEND TESTING TO MAYO CLINIC  
FROM AROUND THE WORLD

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# SHIP TO US FROM AROUND THE WORLD

We perform testing for Mayo Clinic patients and provide reference laboratory services to more than 3,400 hospitals and laboratories in more than 60 countries worldwide. We offer dedicated support teams for our clients and have built strong relationships with preferred international logistics providers, including FedEx and UPS, to ensure the safest and fastest transit times possible.

## PRIOR TO SHIPPING YOUR FIRST ORDER, FOLLOW THESE STEPS:

1. Register your users on our website:  
[mayocliniclabs.com/register/index.php](https://mayocliniclabs.com/register/index.php)
2. Request an account. You can do this in four ways:
  - Sign in to our website and complete the information to [Request an Account](#).
  - Email us at [mclglobal@mayo.edu](mailto:mclglobal@mayo.edu) to discuss your testing needs.
  - Contact our [Customer Service](#) team and ask to set up an account.
  - If you need to order a test immediately, sign in to our website, find the test of interest, and click on the Order This Test button. The process is outlined on our [Order a Test](#) page.

# STEP ONE

# PRE-SHIPPING PREPARATION

## OBTAIN DANGEROUS GOODS SHIPPING CERTIFICATION

Per International Air Transport Association (IATA) regulations, a dangerous goods certificate of training is required for any person who causes dangerous goods to be transported by a public carrier.

To obtain [Dangerous Goods Shipping certification](#) through Mayo Clinic Laboratories, you must:

- Complete our online course (renewal is required every two years).
- Take the online self-assessment quiz.
- Remember to retain your certificate of completion to show upon request (e.g., by carrier or customs official).

## SELECT THE RIGHT CARRIER

We work with all major carriers but are most familiar with FedEx and UPS.

To evaluate eligible carriers in your market, consider the following:

- Transit time: Which carrier provides the shortest transit time?
- Weekend delivery: Does the carrier provide Saturday delivery?
- Permits: Can the carrier help determine if region-specific permits are required?

**NOTE:** Paying for carrier services is your responsibility.

## CONSIDER IMPORTANT SHIPPING SCHEDULE INFORMATION

Mayo Clinic Laboratories is open 24/7/365; however, carriers are closed and will not make deliveries on holidays.

The following holidays are observed in the United States:

- New Year's Day: January 1
- Memorial Day: Last Monday in May
- Independence Day: July 4
- Labor Day: First Monday in September
- Thanksgiving Day: Fourth Thursday in November
- Christmas Day: December 25

**NOTE:** Contact preferred carrier for local holiday information.

## CONTACT INFORMATION

FOR ADDITIONAL INFORMATION OR ASSISTANCE REGARDING SHIPPING PROCEDURES, CONTACT THE MAYO CLINIC LABS GLOBAL LOGISTICS DEPARTMENT:

**LOGISTICS:** [RSTMMLTRANSINTL@MAYO.EDU](mailto:RSTMMLTRANSINTL@MAYO.EDU) | **CUSTOMER SERVICE:** [MLIINTL@MAYO.EDU](mailto:MLIINTL@MAYO.EDU) | **SALES:** [MCLGLOBAL@MAYO.EDU](mailto:MCLGLOBAL@MAYO.EDU)

# STEP TWO

# SHIPPING SUPPLIES

## ORDER COMPLIMENTARY SUPPLIES

To ensure safe specimen transport, Mayo Clinic Laboratories suggests use of our complimentary collection and shipping supplies. To request access to our online supply catalog, registered [mayocliniclabs.com](https://www.mayocliniclabs.com) users should send an email to [mclglobal@mayo.edu](mailto:mclglobal@mayo.edu).

## OUR SUPPLY DIFFERENCE

- Mayo Clinic Laboratories aliquot tubes are pressure-tested. We use “screw-top” tubes to protect from leakage.
- Our boxes are certified and pre-labeled to fulfill the requirements of various regulatory agencies.
- Cool packs are shipped with our 10 lb. refrigerate/ambient boxes.
- Cool packs must be frozen prior to use for refrigerate shipments.

**NOTE: Dry ice, preferably pellets, for frozen shipments must be purchased locally.**

### SNAPSHOT KEY (see page 6)

1. **T914** | Aliquot tube, 5 mL
2. **T068** | Urine container
3. **T027** | Ambient specimen bags
4. **T229** | Refrigerate specimen bags
5. **T121** | Frozen specimen bags
6. **T328** | 10 lb. frozen box
7. **T362** | 10 lb. refrigerate/ambient box
8. **T554** | Pathology packaging kit

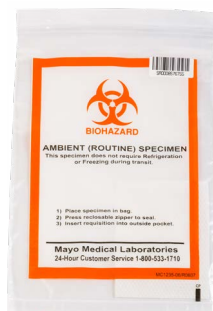
# POPULAR SUPPLIES



T914 Aliquot tube, 5 mL



T068 Urine container



T027 Ambient specimen bags



T229 Refrigerate specimen bags



T121 Frozen specimen bags



T328 10lb. Frozen box



T362 10lb. Refrigerate/ambient box



T554 Pathology packaging kit

# STEP THREE

# PLAN COLLECTION AND PROCESSING

## CHECK THE SPECIMEN REQUIREMENTS IN THE TEST CATALOG

Ensure specimens are collected and prepared according to requirements listed in our online test catalog.

TEST ID : **BILI3**

Order This Test

Bilirubin, Serum



### OVERVIEW

#### SPECIMEN

#### CLINICAL & INTERPRETIVE

#### PERFORMANCE

#### FEES & CODES

#### SETUP & UPDATES

#### SPECIMEN TYPE ⓘ

Serum

#### SHIPPING INSTRUCTIONS

Ship specimen in amber vial to protect from light.

#### NECESSARY INFORMATION

Patient's age and sex are required.

#### SPECIMEN REQUIRED ⓘ

Supplies: Amber Frosted Tube, 5 mL (T915)

Collection Container/Tube:

Preferred: Serum gel

Acceptable: Red top

Submission Container/Tube: Amber vial

Specimen Volume: 1 mL

Collection Instructions:

1. Serum gel tubes should be centrifuged within 2 hours of collection.
2. Red-top tubes should be centrifuged, and the serum aliquoted into an amber vial within 2 hours of collection.

#### SPECIMEN MINIMUM VOLUME ⓘ

0.25 mL

#### REJECT DUE TO ⓘ

Gross hemolysis	Reject
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#### SPECIMEN STABILITY INFORMATION ⓘ

Specimen Type	Temperature	Time	Special Container
Serum	Refrigerated (preferred)	24 hours	LIGHT PROTECTED
	Frozen	30 days	LIGHT PROTECTED
	Ambient	6 hours	LIGHT PROTECTED

Ensure specimens are collected and prepared according to requirements listed in our online test catalog.

## TEST CATALOG

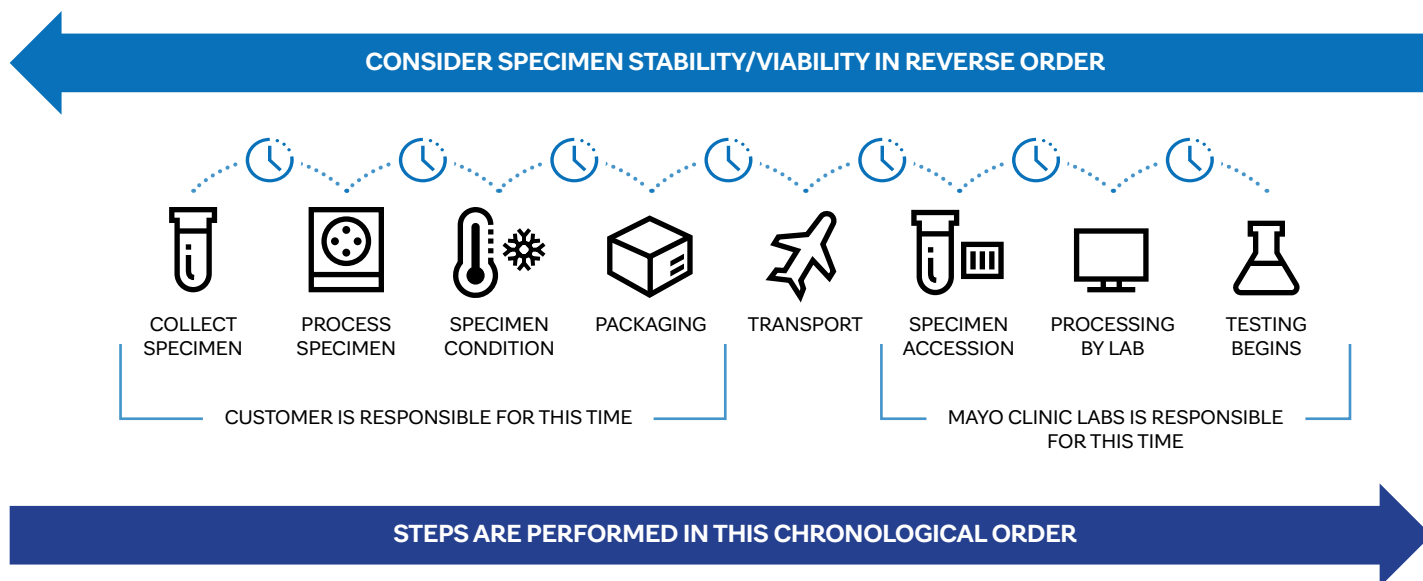
Search test name

A	B	C	D	E	F	G
H	I	J	K	L	M	N
O	P	Q	R	S	T	U
V	W	X	Y	Z	#	

# MAXIMIZE SPECIMEN VIABILITY

To calculate specimen viability, it is important to understand the amount of time between specimen collection and test commencement.

That time is comprised of the following elements:



## EXAMPLES:

**Consider using the shipping temperature that will provide the longest specimen stability.**

- For example, Mayo Test ID: ETHNL can be sent at all three temperatures (refrigerated, frozen, or ambient). Refrigerated specimen is only good for 72 hours, but frozen is good for 28 days.

**Pick the shipping day that will give the fastest transportation time to us and that will be closest to the test's run day.**

- Mayo Test ID: PARVO only has 7-day stability and is run Monday through Friday. If you send it on Monday with 2-day transit, we will receive it on a run day.
- If you sent it on Thursday and we don't receive it until the weekend or later, you will have used up most of the specimen stability in transit time alone.



# LABEL SPECIMENS

- All specimens submitted for testing must be labeled per Mayo Clinic Laboratories policy and College of American Pathologists (CAP) and Joint Commission regulations.
- Use MayoLINK, our online ordering application, to avoid specimen misidentification.
- Specimens will be delayed and may be rejected if there is a discrepancy between labels and paperwork.

## **CLIENTS WHO ARE NOT USING MAYOLINK LABELS SHOULD ADHERE TO THE FOLLOWING RULES:**

- Specimens must have at least two, and preferably three, person-specific identifiers on the patient label.
- Acceptable identifiers include:
  - Accession number
  - Patient's first and last name
  - Unique identifying number (e.g., medical record number)
  - Date of birth

# STEP FOUR

## CHOOSE YOUR SHIPPING BOX

Determine whether your samples require a frozen box (dry ice) or a refrigerate/ambient box.



T362 Refrigerate/ambient box



T328 Frozen box

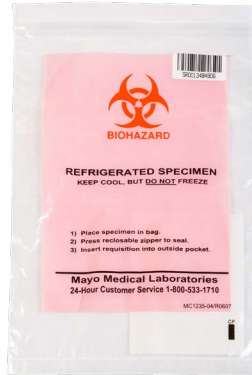
**DISCLAIMER:** All Mayo Clinic Laboratories boxes are pre-printed according to IATA regulations. If you are using your own packaging, it is your responsibility to follow IATA regulations.

# STEP FIVE PACK YOUR SPECIMEN

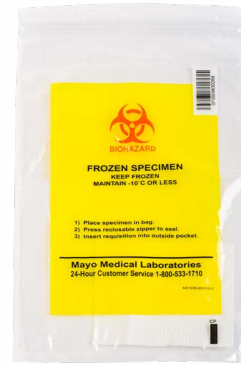
## PACK SPECIMENS IN OUR COLOR-CODED BIOHAZARD BAGS



T027 Ambient specimen bag  
(Orange/White)



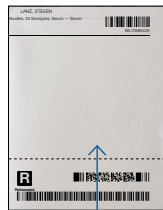
T229 Refrigerate specimen bag  
(Pink)



T121 Frozen specimen bag  
(Yellow)



Batch Sheet Quad Folded



Insert required paperwork  
(quad-folded) into the side pouch  
of the biohazard bag.

# PACKING YOUR BOX

INCLUDE ITEMS BY TEMPERATURE TYPES IN THE CORRECT ORDER

## FROZEN 10LB.



- Fill the rest of the Styrofoam container with dry ice to the top



- T121 Frozen specimen bags



- T952 Self-adhesive plastic bags



- 2 inches of dry ice in Styrofoam container



## REFRIGERATE 10LB.



- 1 Frozen cool pack



- T229 Refrigerate specimen bag



- T952 Self-adhesive plastic bags



- 1 Frozen cool pack



## AMBIENT 10LB.



- Room-temperature cool pack



- T027 Ambient specimen bags



- T952 Self-adhesive plastic bags



- Room-temperature cool pack



# PACKING YOUR BOX

INCLUDE ITEMS BY TEMPERATURE TYPES IN THE CORRECT ORDER

## FROZEN 20LB.



- Fill the rest of the Styrofoam container with dry ice to the top



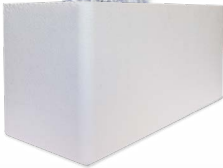
- T121 Frozen specimen bags



- T952 Self-adhesive plastic bags



- 2 inches of dry ice in Styrofoam container



## REFRIGERATE 20LB.



- 3 Frozen cool packs



- T229 Refrigerate specimen bag



- T952 Self-adhesive plastic bags



- 3 Frozen cool packs



\*For refrigerate shipping, cool packs must be frozen for a minimum of 24 hours at a range of -10 to -20 degrees Celsius (-4 to 14 degrees Fahrenheit).

\*Frozen cool packs are not acceptable for shipping samples that require a frozen shipping temperature.

# STEP SIX

# COMPLETE DOCUMENTS

## LOAD CLEAR PLASTIC DOCUMENT SLEEVE (AVAILABLE FROM CARRIER) WITH THE FOLLOWING DOCUMENTS:

- 3 copies of commercial invoice
- 1 copy of Mayo Clinic Laboratories' [CDC permit](#) (login required to access the CDC permit)
- Declarations letter
- Any applicable region-specific permits or necessary paperwork
- Shipping label (details below)

## FILL OUT THE SHIPPING LABEL CORRECTLY

- Include our complete shipping address (listed below).
- Shipping label must be the outermost document in pouch (must be visible at all times).
- Check the following boxes on your shipping label:
  - Saturday delivery
  - International Priority (FedEx) or Worldwide Express (UPS)
- Description of Goods should read:  
Human – UN3373 Biological Substance, category B  
Non Infectious, Non Hazardous  
For lab diagnostics only
- **DRY ICE REQUIREMENT (if applicable):**  
Enter 2.2kg for the weight of dry ice and on the outside of your box.
- Use only clear tape to seal box. Overlap the sides by 2 inches to ensure the container is sealed. Regulatory markings on box must be visible at all times.
- Attach document pouch to the top of the shipping box.
- Check IATA regulations for specific countries before shipping.

### MAYO CLINIC LABORATORIES IN ROCHESTER SHIPPING INFO:

Mayo Clinic Laboratories  
Attn: Dr. William Morice  
3050 Superior Dr. NW  
Rochester, MN 55905  
**Phone: 800-533-1710**

# SEND SHIPPING **PRE-ALERT EMAIL**

## **THE EMAIL MUST INCLUDE THE FOLLOWING:**

- Email address: rstmm1transintl@mayo.edu
- Subject line: “Shipping Pre-Alert (MCL Account #: 70XXXXXX)”
- Email body:
  - Tracking number(s)
  - Number of boxes being shipped
  - The temperature(s) of those packages  
(frozen, refrigerate, or ambient)

**NOTE:** This pre-alert activates Mayo Clinic Laboratories tracking and assistance for your shipment.

# STEP SEVEN

# HANDLING UNIQUE SPECIMENS

## CONTACT INFORMATION

IF YOU NEED TO DISCUSS SHIPPING ANY OF THE FOLLOWING SAMPLE TYPES, CONTACT US AT: **RSTMMLTRANSINTL@MAYO.EDU**.

- Critical ambient
- Microbiological testing
- Muscle biopsy
- Category A infectious
- Others