



MAYO CLINIC  
LABORATORIES



# 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 4,000 hospitals and laboratories in more than 70 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:  
[mayomedicallaboratories.com/register](https://mayomedicallaboratories.com/register)



2

Request an account. You can do this in 4 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 1. Pre-shipping preparation

## Obtain Dangerous Goods Shipping certification

Per International Air Transport Association (IATA) regulation, 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 ←
- Take the online self-assessment quiz
- Remember to retain your certificate of completion to show upon request (e.g., by carrier or customs official)

Renewal is required every two years.

## 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.

To inquire about potential discounts on transportation rates, please email us at [mclglobal@mayo.edu](mailto:mclglobal@mayo.edu).



## 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 us with questions or for additional assistance

**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 2. 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 international agencies.
- Cool packs are shipped with our 10 lb. refrigerate/ambient mailers.
- Cool packs must be chilled prior to use for refrigerate shipments.

**NOTE:** You must purchase dry ice for frozen shipments.

### SNAPSHOT KEY (see page 7)

- 1 T465 // Aliquot tube, 5 mL
- 2 T068 // Urine container
- 3 T027 // Ambient routine bags
- 4 T229 // Refrigerate routine bags
- 5 T121 // Frozen routine bags
- 6 T328 // 10 lb. frozen box (mailer)
- 7 T362 // 10 lb. refrigerate/ambient box (mailer)
- 8 T787 // Pathology packaging kit



# Snapshots of our popular supplies



1



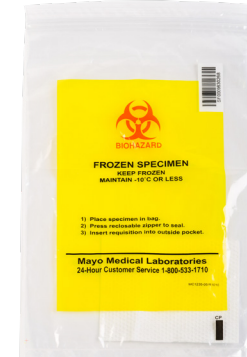
2



3



4



5



6



7



8



# Step 3. Plan collection and processing

Check the specimen requirements in the test catalog

## Test ID: BILI3 Bilirubin, Serum

- Overview
- Specimen**
- Clinical and Interpretive
- Performance
- Fees and Coding
- Test Setup

### Specimen Type

Serum

### Necessary Information

Patient's age and sex are required.

### Specimen Required

**Supplies:** Amber Frosted Tube, 5 mL (T192)

**Collection Container/Tube:**

**Preferred:** Serum gel

**Acceptable:** Red top

**Submission Container/Tube:** Amber vial (T192)

**Specimen Volume:** 1 mL

**Collection Instructions:**

1. Protect specimen from light.
2. Serum gel tubes should be centrifuged within 2 hours of collection.
3. Red-top tubes should be centrifuged and aliquoted within 2 hours of collection.

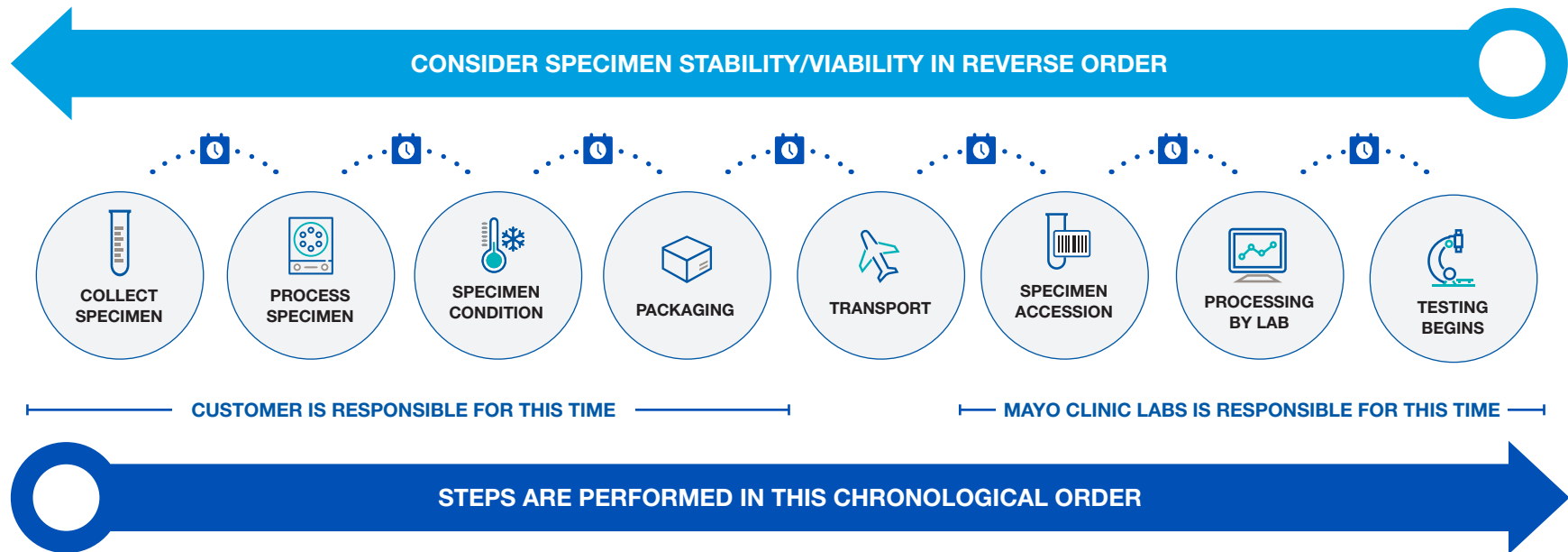
Ensure specimens are collected and prepared according to requirements listed in our online test catalog.





# 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 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 which will give the fastest transportation time to us and which 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 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 2, and preferably 3, 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 4. Choose your shipping box

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



T328 // 10 lb. frozen box (mailer)

T362 // 10 lb. refrigerate/ambient box (mailer)

**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 5. Pack your shipment

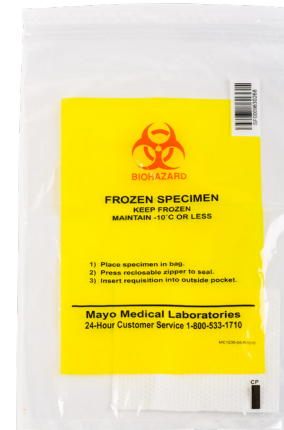
Pack specimens in our color-coded biohazard bags



**T027 // Ambient bags  
(Orange/White)**



**T229 // Refrigerate bags  
(Pink)**



**T121 // Frozen bags  
(Yellow)**

1. Insert required paperwork (quad-folded) into the side pouch of the biohazard bag.
2. Place cooling agent (dry ice or cool pack) in the bottom of a Styrofoam container before adding specimens.
3. Do not over pack. If needed, use an additional Styrofoam container.

**NOTE:** If necessary, you may pack ambient and refrigerate samples in the same container to save on shipping costs.

4. Add an insulation layer (e.g., paper towel) and cover with additional coolant.
5. Place Styrofoam lid on top.

**DISCLAIMER:** Please note that some regions may experience extreme temperatures and/or longer transit times. If those scenarios are of concern, please contact [rstmmiltransintl@mayo.edu](mailto:rstmmiltransintl@mayo.edu).



# Include items by temperature types in the correct order

## Frozen



## Refrigerate



## Ambient



## Refrigerate/Ambient Combined




## Step 6. 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. 
- 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
  - Non Infectious, Non Hazardous
  - For lab diagnostics only
- **DRY ICE REQUIREMENT (if applicable):** enter 2.2 kg on the shipping label 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.

#### OUR SHIPPING ADDRESS

Mayo Clinic Laboratories  
Attn: Tom Griffin  
3050 Superior Dr. NW  
Rochester, MN 55901  
Phone: 800-533-1710



## Send shipping pre-alert email

**The email must include the following:**

- Email address: [rstmmltransintl@mayo.edu](mailto:rstmmltransintl@mayo.edu)
- Subject line: "Shipping Pre-Alert (MCL Account #: 70XXXXX)"
- 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 7. Handling unique specimens

**If you need to discuss shipping any of the following sample types, contact us at [rstmmltransintl@mayo.edu](mailto:rstmmltransintl@mayo.edu).**

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



**MAYO CLINIC LABORATORIES**  
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