

## Shipping Instructions – Precision for Medicine



### STEP 1: PREPARATION

Prepare the sample for pick-up in accordance with the Specimen Collection procedures.



### STEP 2: BOOKING

#### Option 1: Online Booking via Maestro Portal

- Go to <https://online.marken.com/Login> and log in with your unique login details.
- Please use the e-mail address which you received the account activation link. If you have forgotten your password, use Reset Password option.
- Follow the instructions found in your welcome starter pack to book the shipment in the Maestro portal.
- Select a date and time **at least 48 business hours ahead** of your desired shipment pick-up time. Please note same day collections are not possible.



#### Option 2: E-mail Booking

- Please use the template on Page 2 and email to [pfm.aav5nabcommercial@marken.com](mailto:pfm.aav5nabcommercial@marken.com) with booking information.
- Request a date and time **at least 72 business hours ahead** of your desired shipment pick-up time. Please note same day collections are not possible.



### STEP 3: PICK-UP

- At time of pick-up, the courier will provide you with
  - Shipper box
  - Dry ice
  - HAWB (House Air Waybill) – *required for transportation*
  - Pro-forma invoices (3 copies) – *required for transportation*
  - Plastic pouch (for transportation documents)
- Place the sample carefully in the provided shipper box.
- Close the shipper and attach the transportation documents (HAWB and 3x pro-forma invoices) to the outside of the box within the plastic pouch with the address information visible.
- Hand over the completed shipment to the courier.



### CUSTOMER SERVICE

Questions related to the transportation of samples?

Please contact Marken Cell & Gene Hotline at +1 8334627536. Please note that this number is English speaking only. This number is toll-free and available 24 hours a day, 7 days a week, 365 days a year.

## Marken Email Booking Template:

### 1. Provide Unique Template Identifier or use Account Number: **FK2354**

#### a. Unique Template Identifier (if available):

Note: This can be found in your Marken Starter Pack [615-FK2354-x OR 615-FK2354-xx]

#### b. Use Account Number: **FK2354** (if a Unique Template Identifier is **NOT** available)

Note: please do not change this account number

### 2. Shipper Address (mandatory):

[Shipper Name and Address]

[Shipper Town]

[Shipper Postcode]

[Shipper Country Code]

[Shipper Contact Name]

[Shipper Telephone Number]

### 3. Consignee Address (keep as is):

Precision for Medicine Specialty Labs

8440 Broadband Drive,

Suite P Loading Dock 4 - Precision Lab Receiving

Frederick, 21701, USA

Contact Name: Specimen Receiving Department

Phone: +1 240.306.4100

Consignee Email: CommercialBiorepository-Frederick@precisionformedicine.com

Tax ID: 35-2463752

### 4. Requested Pick-up Date: (mandatory and Monday-Thursday only, excluding bank holidays)

### 5. Requested Pick-up Time: (mandatory and Business hours only 08:00 – 16:00)

### 6. Number of Packages: (mandatory and each sample should be counted as one package)

### 7. Maestro User E-mail Address: (optional) Note: This will be used to reactivate your account for future bookings