

INFORMATION NOTICE: 3APR24 | VERSION: 4

LABCORP CENTRAL LABORATORY SERVICES

How to order kits online

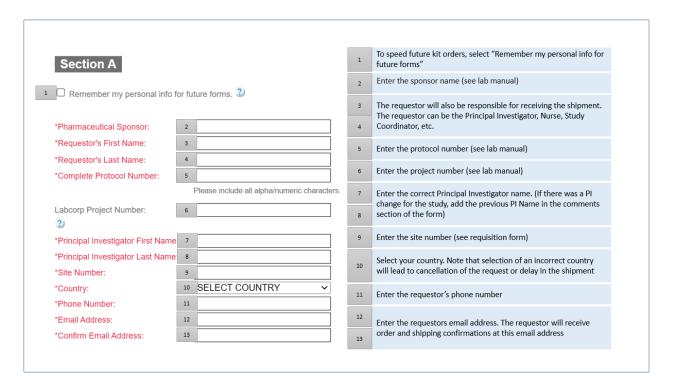
Labcorp Central Laboratory Services uses a manual and an automatic resupply system for kits. The automatic resupply system is triggered through monitoring kit inventory at your site. There may be times when the system-calculated inventory does not match the usable inventory of kits, and resupply is not triggered. If this happens, you can manually order kits through our kit ordering website.

Materials and Equipment Required to Order Kits

PC or laptop with internet access | Paper or electronic lab manual | Requisition form for the study

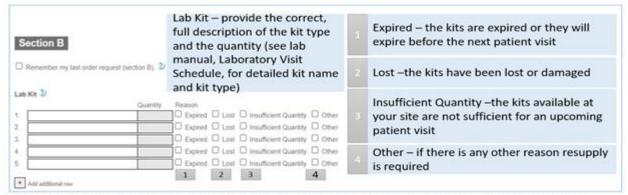
Completing Section A - Study Details

 Access the kit ordering site using the link below, and select your region: https://biopharma.labcorp.com/clinical-testing/labs-kits/investigators/order-a-kit.html





- Select the Delivery Type
- Check the Standard and Expedited Delivery Timeline Chart Please refer to the attached PDF chart
 on the request form for estimated delivery timelines. Expedited orders will incur an additional fee
 and additional shipping and handling when applicable. Expedited shipment may require sponsor
 approval prior to order creation. Please be sure to check the patient visit before submitting an
 expedited request.



To request inventory adjustments due to Expired, Lost or Damaged kits, please provide the details of physical inventory at site (quantity of on hand kits) in the comments section of the form.

Completing Section B - Details of the Items Needed

ADDITIONAL BULK SUPPLIES

Provide the correct description of the bulk item. (Refer: eLearning slides) Please cross-verify the quantity required. Please note that LabCorp cannot remove expired bulk items from inventory.

SHIPPING BOXES

Check the shipping supply needed. Refer to the Packaging and Shipping section of the lab manual for applicable study-specific shipping supplies.

SHIPPING DOCUMENTS

Order necessary shipping supplies by selecting appropriate boxes and quantity. Refer to the Packaging and Shipping section of the lab manual for applicable shipping documents. Check the country specific courier services applicable for the study. Frozen/dry ice is provided by DHL courier service. In some countries (Australia, New Zealand etc.) shipping supplies and air bills are provided by Marken. Access courier contact details here:

https://biopharma.labcorp.com/clinical-testing/labs-kits/investigators/investigator-study-team.html

Resolving Issues

Labcorp Central Labs will send trouble tickets if we need clarification on your order.

- Informative tickets will notify you if there are items that cannot be shipped due to change of quantity, change of courier information and if the sponsor denies the request.
- Enquiry tickets will notify you of discrepancies in your request. In this instance, your order will be placed on hold for 2 business days. During the hold period, you will be able to respond to the query using the link provided in the enquiry ticket.

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