

Courier information sheet

How to use courier services with Zoetis Reference Laboratories

It is our goal to offer you the best reference lab experience. To make sure sending samples to us is as convenient as possible, we've developed a simple set of instructions below.

We now offer the convenience of courier service to your clinic. To set up courier service, please call us at **888.965.9652** and an after-hours drop box will be shipped to your clinic. Once you have a drop box in place the courier can add you to their route either as a daily stop or as an "on demand" customer (you call on the days that you need a pick-up).

DAILY COURIER PRE-SCHEDULED PICK-UPS

After initial setup, your courier will arrive each day. There is no need to call to request a pickup. Please remember that each courier trip has a \$7 logistics charge even if there are no samples to be picked up.

ON DEMAND CLIENTS COURIER PICK-UPS

On demand customers must call to schedule daily courier pickup. See below for cutoff times for calls as well as pick-up windows. Please call the laboratories at **888.965.9652** to schedule your pickup.

Monday-Friday

Morning pickup requests will need to be called in to the laboratory by.....and the courier will arrive at your clinic between.....with results to you by.....

Afternoon pickup requests will need to be called in to the laboratory by.....and the courier will arrive between.....with results to you by.....

Saturday

Pickup requests will need to be called in by.....and courier pick up will be between.....

WE'RE HERE TO HELP

Please let us know if you have any questions. Call us at **888.965.9652** to speak with our customer support team. We are always happy to walk you through the courier process.



For any questions or to order, please call
(888) 965-9652