

# Canada/Puerto Rico Shipping Instructions



**Please use these instructions for inbound shipments coming from Canada and Puerto Rico.**

**Please Note:** Specimens should be shipped **Monday–Thursday only**, unless specified on the test kit or previously arranged. Use the Genova prepaid mailer enclosed in each kit box. Do not send specimen samples via regular mail. If shipping around holidays, please check [www.gdx.net](http://www.gdx.net) for our holiday schedule, or email [info@gdx.net](mailto:info@gdx.net).

1. On your International Waybill, ensure you have included the following information:

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Date      | <input type="checkbox"/> Telephone number |
| <input type="checkbox"/> Your name | <input type="checkbox"/> Your signature   |
| <input type="checkbox"/> Address   |   |

Keep a copy of your International Waybill &/or Tracking number for your records.

2. Complete all areas of the International Commercial Invoice in triplicate.

A single copy of this form may also be found online here: <https://www.gdx.net/files/clinicians/how-to-order/Inbound-International-Commercial-Invoice.pdf>

3. Place the International Waybill and Commercial Invoice inside the clear document pouch. Remove the adhesive backing, and press the document pouch onto the FedEx Diagnostic Pak, covering the Billable Stamp. Ship your specimens to the correct Genova Laboratory location found at [www.gdx.net/clinicians/how-to-order-testing/where-do-i-send-my-test](http://www.gdx.net/clinicians/how-to-order-testing/where-do-i-send-my-test)

4. Go to [www.fedex.com](http://www.fedex.com) or call FedEx at **1.800.463.3339** to schedule a pick up.

Quickly reach the appropriate FedEx representative this way:

FedEx automated attendant: "Welcome to FedEx. In a few words,  
please tell me what you're calling about"

You say: "International Representative."

Inform the representative that you have a one-time pick-up at your address.  
The FedEx representative will guide you through the scheduling process.

5. For applicable testing, if samples are frozen prior to shipping, please mark "**FROZEN**" on the appropriate Requisition, and include freezer bricks and/or dry ice in shipment.\*

**If shipping around holidays:** please check [www.gdx.net](http://www.gdx.net) for upcoming holiday scheduling, or email [info@gdx.net](mailto:info@gdx.net).

\* For questions regarding specific shipping/stability requirements, please contact [info@gdx.net](mailto:info@gdx.net).



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