

# International Shipping Instructions



**Please use these instructions for inbound shipments coming from all countries outside of the domestic United States (excluding Canada and Puerto Rico).**

**Please Note:** Specimens should be shipped **Monday–Thursday only**, unless specified on the test kit, or previously arranged. Please call your courier of choice (i.e. FedEx, DHL, etc.) to determine when the earliest pick-up time will be for your address (in some areas, pick-up may not be available until the following business day).

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

- |   |   |
|---|---|
| <input type="checkbox"/> Date             | <input type="checkbox"/> Your signature                     |
| <input type="checkbox"/> Your name        | <input type="checkbox"/> Mark "Direct signature" on Waybill |
| <input type="checkbox"/> Address          | <input type="checkbox"/> Indicate total # of packages       |
| <input type="checkbox"/> Telephone number |   |

Keep a copy of your 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>

Commercial Invoices should not go inside the package, but should be viewable with the Waybill on the exterior of the package.

3. 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. 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 [intl@gdx.net](mailto:intl@gdx.net).

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



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