

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://drugdevelopment.labcorp.com/customers/investigators/order-a-kit.html>

Section A	
1	<input type="checkbox"/> Remember my personal info for future forms. ?
*Pharmaceutical Sponsor:	2 <input type="text"/>
*Requestor's First Name:	3 <input type="text"/>
*Requestor's Last Name:	4 <input type="text"/>
*Complete Protocol Number:	5 <input type="text"/>
	Please include all alpha/numeric characters.
Labcorp Project Number:	6 <input type="text"/>
*Principal Investigator First Name	7 <input type="text"/>
*Principal Investigator Last Name:	8 <input type="text"/>
*Site Number:	9 <input type="text"/>
*Country:	10 <input type="text" value="SELECT COUNTRY"/>
*Phone Number:	11 <input type="text"/>
*Email Address:	12 <input type="text"/>
*Confirm Email Address:	13 <input type="text"/>

  

1	To speed future kit orders, select "Remember my personal info for future forms"
2	Enter the sponsor name (see lab manual)
3	The requestor will also be responsible for receiving the shipment. The requestor can be the Principal Investigator, Nurse, Study Coordinator, etc.
4	
5	Enter the protocol number (see lab manual)
6	Enter the project number (see lab manual)
7	Enter the correct Principal Investigator name. (If there was a PI change for the study, add the previous PI Name in the comments section of the form)
8	
9	Enter the site number (see requisition form)
10	Select your country. Note that selection of an incorrect country will lead to cancellation of the request or delay in the shipment
11	Enter the requestor's phone number
12	
13	Enter the requestors email address. The requestor will receive order and shipping confirmations at this email address

- 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 (\$87.35 USD) 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.

## Completing Section B – Details of the Items Needed

**Section B**

Remember my last order request (section B) ?

Lab Kit ?

	Quantity	Reason
1.		<input type="checkbox"/> Expired <input type="checkbox"/> Lost <input type="checkbox"/> Insufficient Quantity <input type="checkbox"/> Other
2.		<input type="checkbox"/> Expired <input type="checkbox"/> Lost <input type="checkbox"/> Insufficient Quantity <input type="checkbox"/> Other
3.		<input type="checkbox"/> Expired <input type="checkbox"/> Lost <input type="checkbox"/> Insufficient Quantity <input type="checkbox"/> Other
4.		<input type="checkbox"/> Expired <input type="checkbox"/> Lost <input type="checkbox"/> Insufficient Quantity <input type="checkbox"/> Other
5.		<input type="checkbox"/> Expired <input type="checkbox"/> Lost <input type="checkbox"/> Insufficient Quantity <input type="checkbox"/> Other

Add additional row

Lab Kit – provide the correct, full description of the kit type and the quantity (see lab manual, Laboratory Visit Schedule, for detailed kit name and kit type)

**1** Expired – the kits are expired or they will expire before the next patient visit

**2** Lost –the kits have been lost or damaged

**3** Insufficient Quantity –the kits available at your site are not sufficient for an upcoming patient visit

**4** Other – if there is any other reason resupply is required

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.

### 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:

<http://www.drugdevelopment.labcorp.com/customers/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.