

IQVIA Laboratories "How To" Guide

How to Ship Samples – Asia Pacific

August 2025

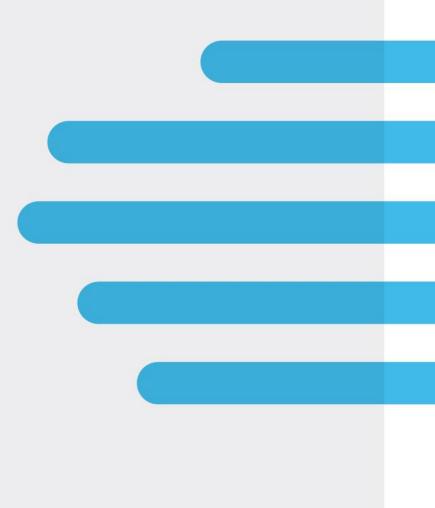




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GLOBAL HOLIDAY SCHEDULE

IQVIA Laboratories will provide your site with details of courier "no-delivery" days and IQVIA Laboratories opening hours in advance of each national holiday via the Portal.

Site personnel are recommended to review holiday letters and subject visit dates to come up with contingency plans with regards to subject visits requiring sample shipments.

What action should be taken if there are critical patient visit collections on a holiday?

- Review the holiday letter provided by IQVIA Laboratories to determine if all departments (sample receiving and testing facility) will be closed or if the departments will be operating on skeleton staff.
- Discuss with the CRA/Sponsor if the visit cannot be moved to a non-holiday date.
- Query with the assigned courier local office in time to determine if they will be able to collect and make deliveries on that day. It may also need to be established if customs will be open during that time.
- Discuss with CRA or IQVIA Laboratories assigned project manager on alternative pick up arrangements.

Please note that pickup arrangements are subject to holiday/premium surcharges by the courier that will be charged to the study.

Please contact your local courier office for confirmation that deliveries can be made prior to local or global holidays.

In addition, there may be site and/or country-specific "no-pick-up" days. Please check these days with your local courier office prior to collecting samples.

IMPORT AND EXPORT REQUIREMENTS - APAC

Import Requirements

Selective countries in Asia should hold import permits to allow the supply of laboratory kits to be imported into the country. The responsibility for obtaining an import permit is with the sponsor or the third party working on the behalf of the sponsor. The person/company applying for the permit must be located in the country where the permit is required. The general timeline to obtain this permit is 4 to 8 weeks. IQVIA Laboratories provides assistance in the form of a template packing list and commercial invoice detailing all the lab kit contents for the full duration of the study.

Export Requirements

Some countries require export permit for the export of diagnostic samples to IQVIA Laboratories. IQVIA Laboratories can provide assistance by providing information on the sample type and estimated sample export volume.

STANDARD AND PREMIUM COURIER SERVICES

Standard couriers are the most commonly used couriers and handle the majority of sample shipments between investigator sites and IQVIA Laboratories facilities.

Depending on study needs, the sponsor may request that IQVIA Laboratories set up your site to use the Marken premium courier service. The booking and collection process for the premium courier service will differ from that of any standard courier you may also be working with.

Your IQVIA Laboratories Project Management team will provide courier information documents for the applicable courier via the Portal.

Standard couriers

The standard couriers used in the APAC region are, depending on country: **TNT, Marken (Standard), DTW and MNX**.

Your IQVIA Laboratories Project Management team will provide courier information documents for the applicable courier via the Portal.

Ambient & Refrigerated Shipments: All materials required for ambient and refrigerated sample shipping via TNT (except Japan) and Marken (Standard) – Taiwan only will be provided to you by IQVIA Laboratories. Please re-order these supplies from IQVIA Laboratories as required.

All materials required for ambient and refrigerated sample shipping via TNT (Japan), **Marken** (Standard) – Korea only, DTW and MNX will be provided to you by the courier itself. Please contact the courier to re-order these supplies as required.

When contacting the courier to book an ambient or refrigerated collection, please ensure you have the pre-printed air waybill (AWB) number you will be using to ship available.

Frozen & Combination Shipments: All materials required for frozen sample shipping via **TNT** (except Japan) and Marken (Standard) – Taiwan only will be provided to you by IQVIA Laboratories.

All materials required for frozen sample shipping via TNT (Japan), **Marken (Standard) – Korea only, DTW and MNX** will be provided to you by **the courier** directly on day of collection.

Booking a collection with TNT, Marken (Standard), DTW and MNX

To book a collection, please refer to the courier booking information pack or sheet provided to you by the IQVIA Laboratories project management team.

It is important to be aware of the **last call time and last pick-up time (LCT/LPT)** and **expected transit time** for shipments from your site – this can be found in the courier information sheet.

On the day of collection

- Frozen shipments only: The courier will deliver the box containing dry ice. If your shipping box is received inside a brown overpack box, please discard the overpack box. Please only use the validated packaging provided by the driver or packaging re-ordered from IQVIA Laboratories. The driver will automatically return to pick up the prepared shipment later on the same day.
- All shipment types: Please insert prepared biological samples into the box and seal the outer box. See Shipping Guidance for additional instructions.

Premium Courier Service (Marken)

If your site is set up to use Marken premium courier service, the IQVIA Laboratories Project Management Team will provide a Marken Welcome Pack, including a collection request form and transit/booking times, via the Portal. Note the responsible CRA for your site will likely also receive a copy of the Welcome Pack directly from Marken via email.

Marken will provide all packaging materials and paperwork (air waybills, commercial invoices etc) for shipping so there is no need to order these from IQVIA Laboratories. However, you can refer to the Shipping Guidance in this document for **general** packaging instructions.

Booking a collection with Marken (Premium)

Use the booking form included in your Welcome Pack to arrange the collection with your local Marken office. You can find the local contact details on the booking form.

Marken will confirm receipt of the booking request either via email or telephone and will process the booking within their system. A reference number will be generated and shared with the site for your reference.

On the day of collection

The Marken driver will go to the investigator site at the requested collection date and time to collect the samples.

The driver will have any packaging and dry ice, if required, with them at point of collection along with the Air Waybill document which will be applied to the site.

Please note: for same day collection requests, the driver may not always have the Air Waybill
with them and in this case, this would be applied when the shipment arrives back at the local
Marken facility.

The shipping site should enclose a copy of the customs invoice within the shipment when packing the samples.

Marken will prepare the shipment for export to the receiving country within the required transit times.

SHIPPING GUIDANCE

The IQVIA Laboratories Project Management Team will provide your site with booking and contact information for the applicable courier(s). This information can be found in the Document Center area of the Portal, along with <u>additional</u> documentation covering the **study-specific** sample collection, processing and shipping information.

IATA Requirements

To ensure compliance with IATA (International Air Transport Association) Dangerous Goods Regulations, please note that, as the shipper, you are responsible to pack, mark, label the shipment and declare on the Air Waybill all in accordance to IATA Dangerous Goods regulations requirement. The courier will inspect your completed shipment/shipping paperwork in your presence and if there are mistakes made, will guide you through making the necessary corrections.

<u>IMPORTANT</u>: it is essential to ensure that the IATA labelling is not covered in any way. Take care when attaching Air Waybills and invoices to the packaging. If even a small portion of the IATA marking is covered, this may cause your shipment to be rejected.

Commercial Invoice Requirements

For shipments where a commercial invoice is required, please verify and sign the pre-printed customs invoice provided. Place a copy of the invoice into the document pouch provided and affix it to the box. Provide a copy to the driver and retain a copy at site. **Do not label over any existing print on the box.**

For any queries about specimen shipments at any time, please contact the courier using the details provided on your courier information sheet.

Ambient and Refrigerated Samples

Gel Pack instructions

Note: should you require additional gel packs, these can be ordered via the Portal.

Gel Packs for Ambient Shipments

Gel packs should be shipped refrigerated **or** at room temperature, depending on the local, external temperature.

As temperatures and seasonal variances differ from country to country, please refer to the following guidelines for using your gel packs.

If External Temperature is ≥25°C (77°F)	If External Temperature is <25°C (77°F)
REFRIGERATE the gel wrap.	Store the gel pack at ROOM TEMPERATURE (Do not refrigerate).
NOTE: Refrigerate the gel wrap for a period of <u>24</u> hours prior to use.	

Gel packs for Refrigerated Shipments

A selection of gel packs should be stored in both the refrigerator and freezer, as both chilled and frozen gel packs are required for refrigerated sample shipments.

NOTE: It is not necessary to separate the gel from their sleeves.

Conditioning Frozen Gel Packs:

- Place the Gel Packs into a freezer set at -20°C.
- Let Gel Packs remain in the freezer for 72 hours before using. **Note**: any deviation from this could result in a different thermal performance.
- Let the Gel Packs remain at room temperature for a minimum of 30 minutes before using. Conditioning Refrigerated Gel Packs (shown in red):
- Place the Gel Packs into a refrigerator set at +5°C.
- Let Gel Packs remain in the refrigerator for 72 hours before using. **Note**: any deviation from this could result in a different thermal performance.

For an ambient sample shipment, you will be provided with:

- Absorbent tube holder
- Plastic bag (for urine tubes, if applicable)
- Specimen Shipping Bag (SSB)
- Foil bag
- Gel packs 1 x 16oz (refer to above instructions for conditioning)
- IATA contents card
- Shipper (box)
- Air Waybill
- Commercial Invoice

To package <u>ambient</u> samples for shipment:

1) Place tubes in absorbent tube holder (urine tubes in plastic bag, if applicable).

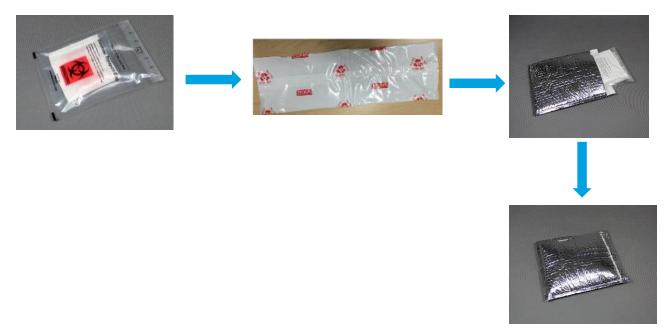


2) Place tube holder (and plastic bag with urine tube, if applicable) into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.





3) Place sealed SSB between layers of gel pack (see below for gel pack guidance), then place into Foil Bag and seal. Note: two SSBs can be shipped in one foil bag, per shipper.



4) Place foil bag into shipper with IATA contents card.



5) Attach air waybill and, if applicable, a copy of the commercial invoice to outside of box.

For refrigerated samples, you will be provided with:

- Absorbent tube holder
- Plastic bag (for urine tubes, if applicable)
- Specimen Shipping Bag (SSB)
- Foil bag
- Gel Packs 2 x 675g, 3 x 500g (refer to above instructions for conditioning)
- IATA contents card
- Cooler (internal packaging)
- Shipper (external box)
- Air Waybill
- Commercial Invoice

To package refrigerated samples for shipment:

- 1) Ensure Gel Packs have been removed from the cooler and have been conditioned per above instructions prior to use.
- 2) Place tubes in absorbent tube holder (urine tubes in plastic bag, if applicable).

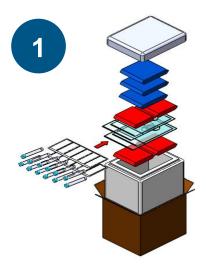


3) Place tube holder (and plastic bag with urine tube, if applicable) into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.



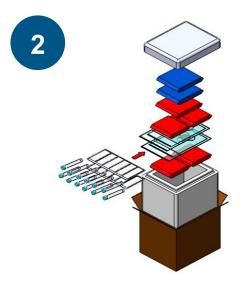


- 4) Place 1 refrigerated 675g Gel Pack into the cooler on top of the SSB, then:
 - a. Summer packaging (see image 1 below): Place 3 frozen 500g Gel Packs on top of the refrigerated Gel Pack.
 - b. Winter packaging (see image 2 below): Place 1 refrigerated 500g Gel Pack on top of the first refrigerated Gel Pack.



SUMMER CONFIGURATION

When the shipper is exposed to temperatures greater than 15°C (59°F), at the point of origin



WINTER CONFIGURATION

When the shipper is exposed to temperatures less than 15°C (59°F), at the point of origin.

- 5) Place lid back on the cooler and place the IATA content card on top.
- 6) Close and seal the outer carton for shipment, with air waybill and, if applicable, a copy of the commercial invoice attached to the box.

Frozen & combination samples

NOTE: Dry ice and other packaging supplies will be delivered on the day of shipment and the driver will then return later in the day to pick up the samples. **It is the responsibility of site staff to pack the samples ready for collection.**

Instructions may vary depending on courier – please refer to your courier booking pack or information sheet.

To package frozen samples for shipment:

1) Place tubes in absorbent tube holder.



2) Place tube holder into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.





3) Place SSB and dry ice (20lb or 10kg) into bottom of shipper. For batch shipping, multiple SSBs or a cryobox may be placed in one frozen shipper.



4) Place the foam lid on the insulated container. Place the IATA contents card on top of the foam lid and secure shipper flaps.



- 5) Attach the air waybill to the outside of the box. Ensure to indicate the amount of dry ice and shipper information on the outside shipper label.
- 6) Do not cover any printed markings on the outside of the box!



Example outer box (appearance may vary)

To package samples for shipment in a combination shipper:

1) Place tubes in absorbent tube holder.



2) Place tube holder into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.





- 3) The combination shipper allows shipment of ambient and frozen samples in separate compartments (see image on right). NOTE: Combination shippers should only be used when shipping both ambient and frozen samples together. Please use the appropriate shipper (ambient OR frozen) if you are only shipping samples of one temperature.
 - AMBIENT: Place the sealed SSB with ambient specimens between the
 two layers of the gel wrap. Then, place the gel-wrapped SSB into the top
 section of the combination shipper and cover with lid.
 NOTE: when used with the combination shipper, the gel wrap should be

NOTE: when used with the combination shipper, the gel wrap should be used ambient year round.

 FROZEN: Place the sealed SSB with frozen samples in the <u>bottom</u> section of the combination shipper and cover with enough dry ice to fill up the remainder of the box. Place foam lid over.



- 4) Place the IATA contents card on top of the foam lid and secure shipper flaps.
- 5) Attach the air waybill to the outside of the box. Ensure to indicate the amount of dry ice and shipper information on the outside shipper label.
- 6) Do not cover any printed markings on the outside of the box!

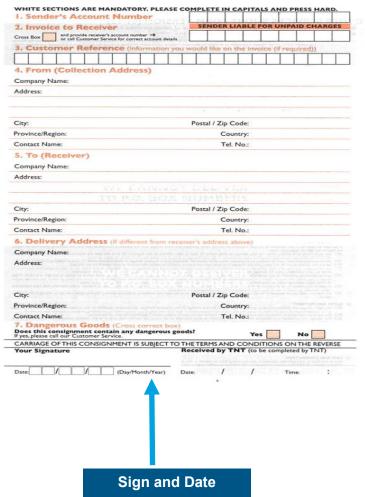


Example outer box (appearance may vary)

EXAMPLE AIR WAYBILLS

TNT Ambient

Kindly ensure the Sender Ref. No. is stated as the same Protocol Name written exactly as indicated on the cover page of this lab manual. If not, kindly amend to the correct Protocol Name

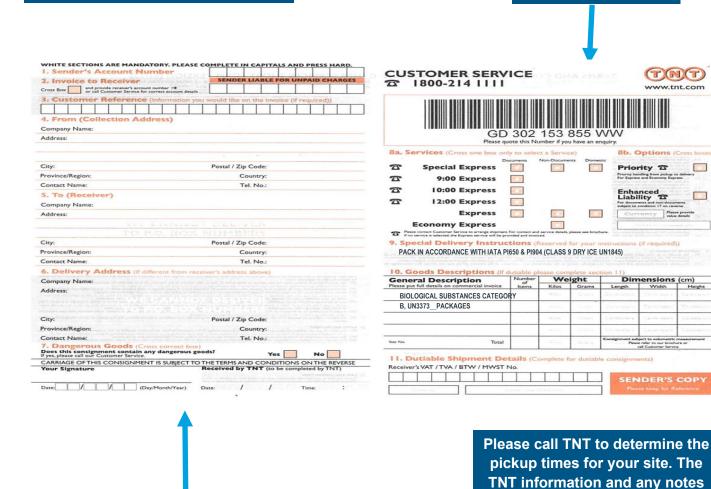




Please call TNT to determine the pickup times for your site. The TNT information and any notes are noted on the courier insert or study starter packs.

Frozen (including Combination shipping with dry ice)

Kindly ensure the Sender Ref. No. is stated as the same Protocol Name written exactly as indicated on the cover page of this lab manual. If not, kindly amend to the correct Protocol Name



Sign and Date

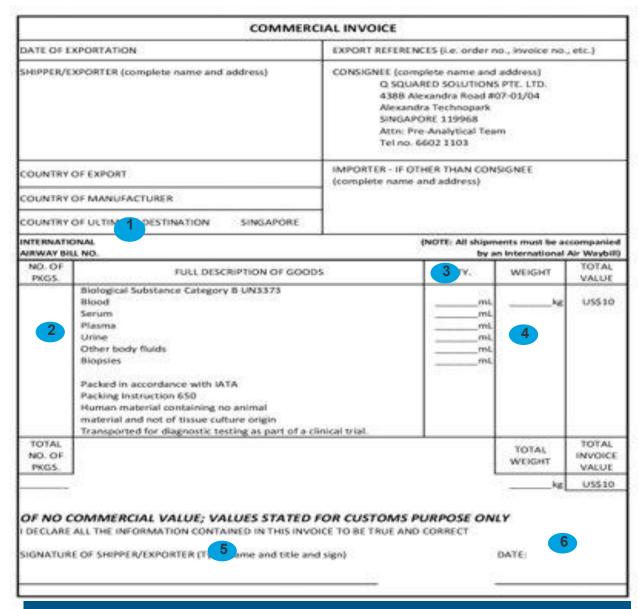
Air waybill Number

are noted on the courier insert

or study starter packs.

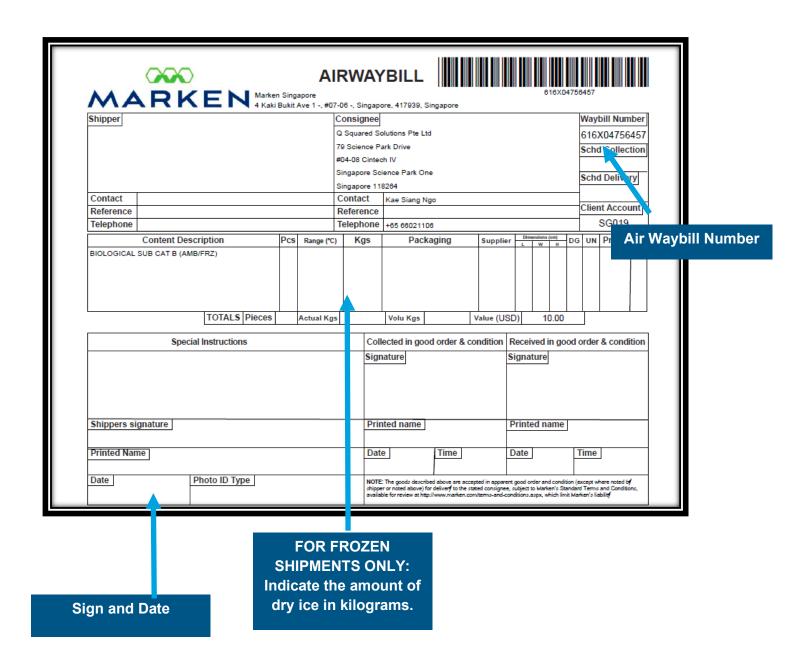
TNT Ambient and Frozen Commercial Invoice (NOT APPLICABLE FOR DOMESTIC SHIPMENTS)

Please only use the pre-printed Commercial Invoice supplied by IQVIA Laboratories.



- 1. Indicate the Air Waybill Number.
- 2. Indicate the number of packages per shipment.
- 3. Indicate the volume (in mL) of the samples sent. Please indicate "NA" if a particular sample is not collected, i.e. if only Urine sample is to be sent, indicate "NA" for Blood, Serum, Other body fluids and Biopsies.
- 4. Indicate the total weight of the package in kilograms.
- 5. Sign the Proforma invoice.
- 6. Date the Proforma invoice.

Marken Ambient and Frozen (see Marken Starter Pack for more information)



To contact Marken – refer to information in your starter packs

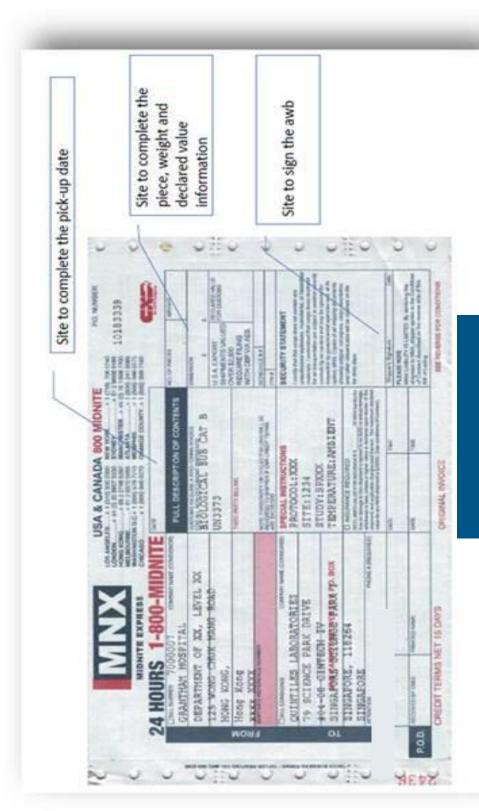
Marken Ambient and Frozen Commercial Invoice (NOT APPLICABLE FOR DOMESTIC SHIPMENTS)

			MARKEN a UPS Company	
	PROFORM	A INVOICE		-
SENDER	CONTACT: PHONE:			-
CONSIGNEE				
REFERENCE	PROTOCOL:	STUDY:SP	SITE:	-
COMPLETE DESCRIPTION	N OF GOODS			
Non Infectious / Non Hazar	_			
Human Blood / Serum / Uri				
Blood: ti	ıbe/slide(s) T	'issue : ml each	tube/slide(s)	
Urine : ml each to	ibe/slide(s) S	erum:ml each	tube/slide(s)	
Total number of tube/slide	s(s):0	thers: ml each	ntube/slide(s)	
The samples are of human material that was neither in zoonotic agents. These it	material containing no an oculated with, nor exposed ems are to be used for med	imal material and not of ti	nce with IATA specifications. ssue culture origin. Human riculture concerns, including ad laboratory testing only.	
Number of packages Total Gross Weight	:Piece(s) :Kg	Marken	Airwaybill Number	
Country of Origin	:		·	2
Delivery Terms	: DDP	616X		3
		rcial Value. Not for sale / rolling of USD \$10 can be attr		
Date	Signature			
(dd/mm/yy)		4		
-		MARKEN II	nternal Ref : 616-SG019-COVID19	

- 1. Indicate the volume (in mL) of the samples sent. Please indicate "NA" if a particular sample is not collected, i.e. if only Urine sample is to be sent, indicate "NA" for Blood and Serum.
- 2. Date the performa invoice.
- 3. Indicate the air waybill number.
- 4. Sign the Performa invoice.

MNX

Ambient and Frozen



Please call MNX to
determine the pick up
times for your site. The
MNX information and any
notes are located on the
Courier insert or study
starter packs

DTW

Ambient and Frozen

DTW :		Diffic istics	大田物	勿流运单	<u>1</u>	6 0 0 4	1 5 9	4 2	8 0		
始发站		目的站			受理日期: 年	月日	时	运输	类型		
是否取货: □客户自送	口上门取货	是否送货:	□客户自提	□送货到门	签单返还: □不返单 □ i	返大田运单 🗆	殖货单据	□A	□В	□С	□D
发货人姓名:	电话:		手机:		收货人姓名:	电话:	1	F机:			
发货人单位:		The Paris			收货人单位:	THE PARTY IN		Pette	The Tay		
发货人详细地址:		曲月至	A: .		收货人详细地址:	A	Air Wa	ybill	Nur	nber	1
省市	区(县)				省市	区(县)					
货物名称	包装方式	货物件数 (件)	实际体积 (m)	实际重量 (kg)	发货人签字(盖章):						110
					(清务必阅读背书条款,您的) 意味	· · · · · · · · · · · · · · · · · · ·	飲) 3	年	月	日	时
客户投保声明: □投	保 □不投保	1			收货人签字(盖章):						191
	货物声明价值	1	保险要	元 元							
计费项目	运费	取货费	送货费	增值服务费				年	月	B	时
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物流服务费及保险费合	计:	_ 元									
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取货人签字:	年	月	日时		送货人签字	年	月	日	时	承运人	联
							0:				
					•		Sig	n an	d Da	ite	

Please contact DTW to determine the pick up times for your site. The DTW information and any notes are noted on the courier insert or study starter packs. Kindly ensure the Sender Ref. No. is stated as the same Protocol Name written exactly as indicated on the cover page of this lab manual. If not, kindly amend to the correct Protocol Name

REVISION LOG

Date/Version	Page(s)	Revision	Notes
V01 August 2025	N/A	N/A – first version	