

IQVIA Laboratories "How To" Guide

How to Ship Samples - EUROPE

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.

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 – EUROPE

Import Requirements

All non-European Union (EU) countries must hold import permits to allow the supply of laboratory kits to be imported into the country. In some circumstances, it may be required for sites in EU countries to hold an import permit – in these cases, your IQVIA Laboratories Project Management team will provide further information. 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.

<u>The general timeline to obtain this permit is 4 to 8 weeks</u>. IQVIA Laboratories provides assistance in the form of a template proforma invoice detailing all the lab kit contents for the full duration of the study.

Export Requirements

EU countries

Investigator sites within the EU require an EORI (Economic Operator Registration and Identification Number) number for trading with organizations outside of the EU – an EORI number is therefore required for EU sites to ship samples to the IQVIA Laboratories laboratory in Edinburgh, UK.

It is likely that many investigator sites, or the institutions in which they are based, already hold this number, but we encourage you to request or confirm that this is the case for your site prior to study launch. If sites do not hold an EORI number, we recommend that sites initiate the process to obtain one.

It is recommended that sites in **Spain** obtain an <u>export</u> license to ship samples to the UK. Please discuss with your sponsor team to confirm requirements and ensure relevant export licenses (and import if samples are to ship back to Spain) are applied for in advance of study start.

Non-EU countries

The export of diagnostic samples out of any non-EU country to IQVIA Laboratories will require an export permit. This can be in one of two formats:

- The permit can be for the country allowing exports from any point of export as long as the country regulations allow this.
- The permit can be a named city allowing exports from the designated city if the country regulations allow it.

For example: In Russia, to allow ambient samples to be shipped from Moscow and St Petersburg, the permit must be from either Moscow or St Petersburg. If each city has active sites enrolled in the study, the permit can also state both cities.

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 Europe, depending on country, are **UPS and DHL**. 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 UPS and DHL will be provided to you by **IQVIA Laboratories**. Please re-order these supplies from IQVIA Laboratories 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 and paperwork required for frozen and combination sample shipping via UPS and DHL will be provided to you by **the courier** directly on day of collection.

Booking a collection with UPS or DHL

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 **expected transit time** for shipments from your site – this can be found in the courier information sheet.

On the day of collection

- Frozen/combination 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. 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.

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).

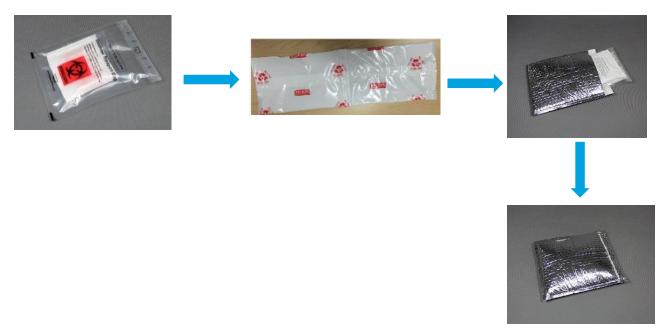


2) Place tube holder (and plastic bag with urine tube, if applicable) into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.





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).

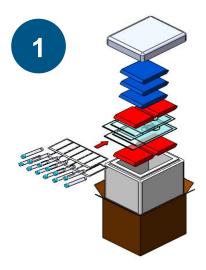


3) Place tube holder (and plastic bag with urine tube, if applicable) into the front pouch of the Specimen Shipping Bag (SSB) and place the corresponding requisition form into the back pouch. Seal bag.



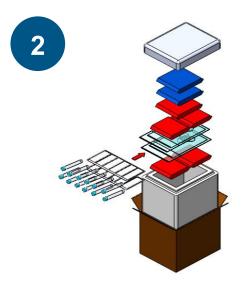


- 4) Place 1 refrigerated 675g Gel Pack into the cooler on top of the SSB, then:
 - a. Summer packaging (see image 1 below): Place 3 frozen 500g Gel Packs on top of the refrigerated Gel Pack.
 - b. Winter packaging (see image 2 below): Place 1 refrigerated 500g Gel Pack on top of the first refrigerated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



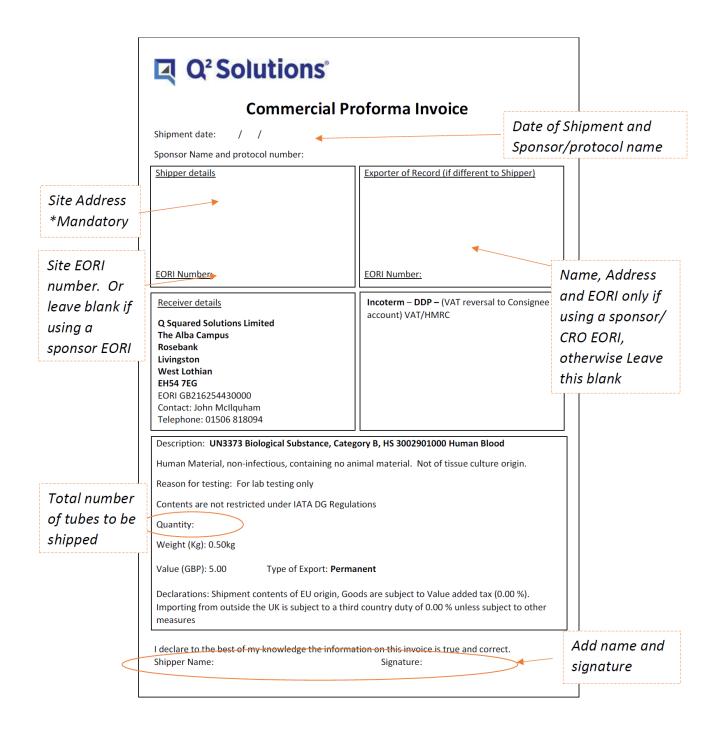
Example outer box (appearance may vary)

EXAMPLE AIR WAYBILLS & COMMERCIAL INVOICES

UPS – Example Frozen/Combination Air Waybill



UPS - Example Frozen/Combination Commercial Invoice



Example UPS Air Waybill - Ambient/Refrigerated



Affix a green "Proactive response" sticker to all packages

UPS Proactive Response® Monitored Package
Special Attention Required

Affix an orange "Saturday
Delivery" sticker when shipping
on Thursday and Friday ONLY

Saturday delivery
The state like like and the same like and the same

Example UPS Commercial Invoice - Ambient/Refrigerated

UPS AMBIENT COMMERCIAL INVOICE Page 1 Tax ID/EIN/VAT No.: Waybill Number: 1Z44VR16Y643052693 Shipment ID: 44VR16GHYSD Contact Name: TRACEY FRANCIS DUMMY IM MEETING CROWNE PLAZA BRUSSELS Tax ID/ VAT No: LE PALACE 3 RUE GINESTE Date: 26/JAN/2021 EP/EI: TEST Site should enter the BRUSSELS 1210 KN/KE: . Terms of Sale (Incoterm): EXW Reason for Export: Return EORI number in this space Belgium Phone: 32022036200 SHIP TO SOLD TO INFORMATION Tex ID/VAT No.: GB216254430000 Tax ID/VAT No.: Contact Name / Contact Name: John Mcliquham Contact Name: Q2 Solutions Same as Ship To Phone: This can be The Alba Campus Speciman Managment left blank. Livingston EH54 7EG United Kingdom Phone: 01506814179 Harm Code: This is U/M Description of Goods/Part No. Harm. Code also known as the HS UN3373 Biological Substance Category B Mon-infectious human Substance "For lab testing only". Packed in 1 EA 3002901000 -TR 5.00 5.00 GBP code. The first 4 digits of this are the TARIC code. Additional Comments: VAT REVERSAL:CONSIGNEE TO ACCOUNT FOR VAT TO HMRC. SHIPMENT CONTENTS OF EU ORIGIN Declaration Statement: The exporter of the products covered by this document declares that except where otherwise clearly indicated these products are of EEA preferential origin. Invoice Line Total: 5.00 Discount/Rehate: 0.00 Invoice Sub-Total: 5.00 Insurance:

Other:

Total Weight: 1.0 KGS

Total Number of Packages: 1

Person sending the shipment should

sign and Date

IQVIA Laboratories "How To" Guide - How to Ship Samples (EUROPE), August 2025

Shipper

Example DHL Air Waybill







From:

Origin: BCN

Contact: 935565564

Q Squared Solutions The Alba Campus Rosebank

LIVINGSTON EH54-7EG United Kingdom

Contact: JOHN MCILQUHAM

+441506818094

GB-EDI-EDI

C-PLT-RDS-12M

Day 30

Time X12

Pce/Shpt Weight

Piece

Ref:EPTEST EITEST

1/1 1/1.00 KG

For frozen shipments, dry ice information will be preprinted here.





(2L)GBEH547EG+64002001

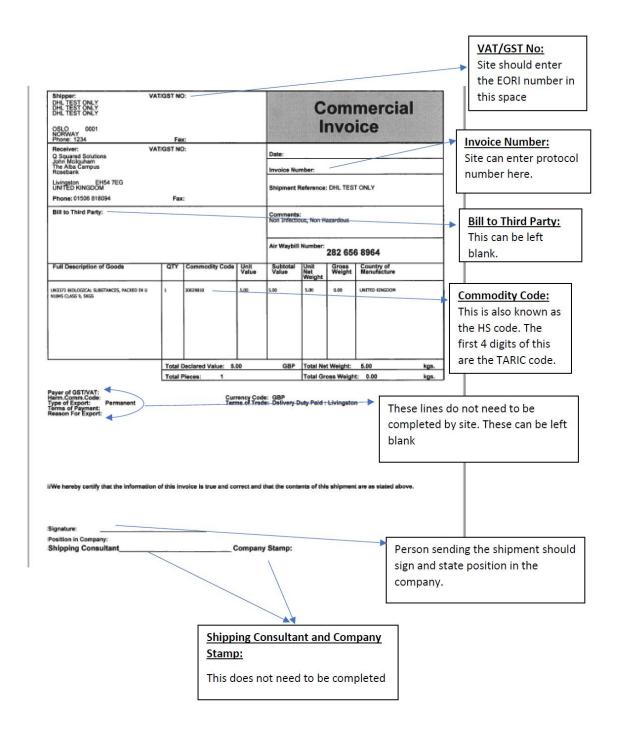


UN3373 HUMAN BIOLOGICAL S UBSTA



¹ package UN3373 Biological substances - Category B

Example DHL Commercial Invoice



Example Marken Air Waybill



Example Marken Commercial Invoice



LABORATORIES Invoice ***PLEASE COMPLETE ALL SECTIONS - ONE INVOICE PER DESTINATION ***								
INVOICE	NUMBER:			MARKEN	BOOKING CO	NFIRMATION#:		
EXPORT	DATE:			MANUFA	CTURER/PRO	DUCER:		
EXPORT	EXPORT REFERENCE#:							
SHIPPER	₹:			DELIVER'	Y TO (ULTIMA	TE CONSIGNEE):		
COUNTR	COUNTRY OF EXPORT: EXPORTER OF RECORD: COUNTRY OF ORIGIN: COUNTRY OF ULTIMATE DESTINATION: Germany DELIVERY TERMS: DDP							
Required Statements: FDA statement: HUMAN BLOOD FOR LAB TESTING. USDA Statement: HUMAN MATERIAL CONTAINING NO ANIMAL MATERIAL.								
NO OF PKG 8.	TYPE OF PKG	FULL DESCRIPTION OF GOODS	HARMONIZED TARIFF (HTS) No:	QTY	Type of conveyan ce (e.g., vial, bottle, etc)	NET WEIGHT PER BOX	UNIT VALUE (Currency)	TOTAL Value (Currency)
1		A detailed description of the material	3002.90	x	x	xx	5EUR	5EUR
TOTAL NO PKG 8.	1	Declarations: These specimens are for medical laboratory testing purposes and for research use only in conjunction with a pharmaceutical study. No Commercial Value. For Customs purposes only, a value of 5 EUR has been applied. I declare to the best of my knowledge the information on this invoice is true and correct.						
								5EUR
SIGNATURE OF SHIPPER DATE								

REVISION LOG

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