

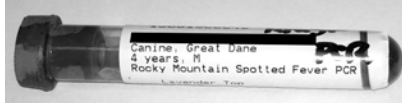
Laboratory Manual

PACKAGING & SHIPPING GUIDELINES

Label Specimen Container

The specimen should be contained in a plastic, spill-proof container or tube. Syringes and hypodermic needles should not be used as sample containers. Each primary container should be labeled with:

- Patient name
- Owner first & last name
- Specimen type
- Test
- Collection date/time



Place in Biohazard Bag

Place the primary container into a biohazard bag (or other watertight secondary container) with enough absorbent material to soak up the entire contents. If multiple samples are being included in one package, wrap or separate the samples so they do not come into contact with each other.

Complete Submission Form

A fully completed laboratory submission form should be included with the specimen. It is important that the form be kept separate from the specimen (placed in outer pouch of biohazard bag or in a separate sealed bag) to protect the form from becoming wet or otherwise contaminated. Download individual lab submission forms: vetmed.tennessee.edu/vmc/dls

Prepare Package for Shipping

Specimens that require refrigeration, including fresh blood, serum, and tissues should be sent with ice packs*. Biopsy tissues should be in 10% BNF fixative. Unfixed, air-dried slides should be packaged in a slide holder with bubble wrap. Refrigerated and room temperature samples can be shipped in the same package as long as adequate packing material is used to separate the samples. **DO NOT SHIP CYTOLOGY (OR BLOOD) SMEARS AND BIOPSY SAMPLES IN THE SAME BOX due to risk of exposing cytology/blood smears to formalin fumes. Use the smallest box possible that will adequately fit the sample.** Fill the shipping package with additional packing material to minimize movement of the secondary container during transportation.

**Dry ice cannot be used with UTCVM FedEx labels. Samples that must remain frozen during transit, i.e. Equine Endogenous ACTH, must be shipped using another courier, or with your own FedEx account.*

For further instructions, please consult the FedEx "How to Pack" guidelines. https://www.fedex.com/content/dam/fedex/us-united-states/shipping/images/2020/Q3/Step_by_step_packing_instructions_1983015854.pdf

HazMat / IATA Regulations

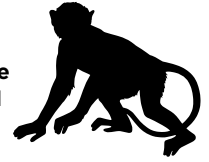
Diagnostic specimens must be packaged and shipped in compliance with regulatory standards governing biohazardous materials for routine specimens**. See the current edition of the International Air Transport Association (IATA) Dangerous Goods Regulations <https://www.iata.org/publications/dgr/Pages/index.aspx> and US DOT 49 CFR Parts 171-180 - <https://www.fmcsa.dot.gov/safety/carrier-safety/classification-and-package-selection-hazardous-materials>. The U.S. Department of Transportation (DOT) Hazardous Materials (HazMat) Regulations, require all persons who offer or transport diagnostic specimens to comply with applicable regulations. Please do not hesitate to call the laboratories for further shipping instructions.

***If specimen is suspected to contain infectious agents, it is the shipper's responsibility to comply with international/US domestic shipping regulations: (https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/docs/Transporting_Infectious_Substances_brochure.pdf)*

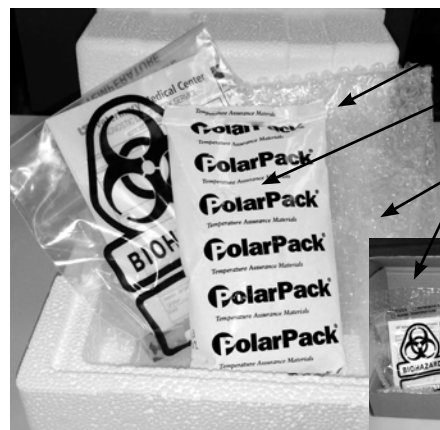


PRIMATE SAMPLES:

Due to the potential health risks to UTCVM personnel, **primate samples are only accepted with prior approval and instruction from American Zoological Association (AZA)-accredited institutions.** Without prior approval or proper labeling and packaging, samples will be destroyed.



Call the specific laboratory before submitting any non-human primate samples. The only UTCVM diagnostic labs currently accepting non-human primate samples are Anatomic Pathology (Biopsy & Necropsy), Bacteriology/Mycology, Clinical Pathology, and Parasitology.



FedEx Discount Rate Program

Take advantage of UTCVM's discounted FedEx rates today! If you're shipping from within the Continental US, your packages can reach our lab by the next business morning. The UTCVM FedEx discount rates vary depending on the location of your clinic. When you sign in to the VOLVet Portal to request a shipping label, the rate will be noted by your clinic name.

General Shipping Instructions

- Login to your VOLVet Portal account: tiny.utk.edu/VOLVetPortal
- Refer to our packaging and shipping guidelines before sending samples.
 - » A package with UTCVM's FedEx priority overnight label must weigh less than 3 pounds and be in a small box (recommended box size: 8" x 8" x 8" or smaller).
 - » For each package, FedEx calculates a "rated weight" based on the actual box weight and dimensions. If the "rated weight" exceeds 3 pounds, additional shipping charges will be assessed. Any shipping charges more than your clinic's discounted FedEx rate will be added to your monthly invoice.
 - » To avoid additional shipping charges, we strongly recommend:
 - Using only one small refrigerant pack
 - Ensuring the box size is 8" x 8" x 8" or smaller
 - Splitting the shipment into two or more packages
 - » Dry ice cannot be used in packages sent with the UTCVM FedEx labels
 - » Multiple specimens from multiple patients and destined for different labs can be included in a single box (< 3 pounds and in a box < 8"x8"x8")
 - **DO NOT SHIP CYTOLOGY (OR BLOOD) SMEARS AND BIOPSY SAMPLES IN THE SAME BOX due to risk of exposing cytology/blood smears to formalin fumes.**
- Each label is billed at the time of purchase. No credits will be given for unused labels. Shipping charges will be on your next monthly UTCVM invoice.
- FedEx labels are for Monday through Thursday shipments only. **Do not send samples on a Friday.** UTCVM Diagnostic Laboratory Service will not be available to receive samples on Saturdays.
- Call FedEx at 1-800-463-3339 for a pick-up or deliver your package to the nearest FedEx drop-off location. For specific FedEx collection times and local drop-off locations visit: <http://www.fedex.com/locate>

Important: As of August 2025, FedEx applies a pickup charge for both residential and commercial locations. To ensure your clinic is not billed for this fee, **please provide the tracking number** when requesting a pickup and inform FedEx that the **shipping label is billed to a government entity exempt from pickup charges.**

Additional Instructions for International Shipments (discounted rates vary by country)

The UTCVM Diagnostic Laboratory Service will accept companion animal specimens provided the material has not been inoculated with or exposed to any livestock* or poultry** foreign animal disease agent. A permit for these specimens is not required at the U.S. port of arrival. **Primate samples and necropsies are NOT accepted from outside the United States.**

Required documentation:

1. Two copies of the written statement must be submitted on producer/shipper letterhead, with one copy placed in the plastic pouch on the outside of the package and one copy between the

secondary and tertiary packaging layer. For information required in the statement refer to: <https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/animal-and-animal-product-import-information/import-live-animals/no-import-permit-req> (Guideline 1102: Feline and Canine Material).

2. Three copies of the commercial invoice must be placed in the shipping pouch on the outside of the package to be reviewed at the U.S. port of arrival and one copy between the secondary and tertiary packaging layer. A commercial invoice will be provided with your UTCVM FedEx shipping labels.
3. For all endocrinology specimens, complete and place the USDA Biological Specimen Shipment Form (<https://vetmed.tennessee.edu/vmc/dls/Endocrinology/Documents/USDA-PortEntryInspec.pdf>) in the plastic pouch on the outside of the package.

* Livestock is defined by USDA as both beef and dairy cattle, pigs, sheep, goats, horses, mules, asses, buffalo, and camels.

** Poultry is defined by USDA as domestic fowls, including chickens, turkeys, geese and ducks, raised for the production of meat or eggs.

UTCVM Courier Service

UTCVM offers a daily courier service for diagnostic submissions to Knoxville, TN and the surrounding areas within a 30-mile radius. In addition to lab samples, veterinary practices may submit MRI scans, ultrasounds, radiographs and necropsies (up to 25 lbs) to UTCVM through our courier service. For necropsies, tertiary packaging is **required**: inner bag, secondary bag or container with ice, outer container (cardboard or styrofoam box). Pharmacy medication orders can also be delivered to your facility by the courier service.

Request or Cancel Courier Pick-up

Submit your request through the online VOLVet Portal.

- Requests must be made by the end of business day to guarantee a next-day pickup.
- Specimens must be prepared and ready for collection prior to the courier's arrival.
- If samples are not available at the time of pick-up, a service charge will still apply.

Collection Times

Monday through Friday, daily collections begin at 8:00am and samples will be delivered to the UTCVM Diagnostic Laboratory Service by 3:00pm. Turnaround times for test results vary; please consult the specific laboratory's test directory in this manual for details.

Refer to our packaging and shipping guidelines in the Laboratory Manual before sending samples.

Courier Service Fee

Fees for the UTCVM Courier Service vary depending on the location of your clinic. When you sign in to the VOLVet Portal to submit a request the fee will be noted by your clinic name. If you are interested in signing up for the courier service, please call 865-974-5771 for more information. Charges for this service will be included on your monthly UTCVM statement.

Benefits of a VOLVet Portal account

- Receive FedEx overnight shipping labels for lab submissions at a deep discounted rate
- Request a courier service pick-up for clinics within a 30-mile radius of UTCVM
- Find detailed guidelines for patient referrals and estimates for many common procedures in the Referral Guide

If you need immediate access to the VOLVet Portal, please register first then call **865-974-5771**, Monday - Friday, 8pm - 5pm (EST).

To get started

- Register for a portal account at tiny.utk.edu/VOLVetPortal
 - A UTCVM representative will call you within 2 business days to verify your identity, clinic association, and send you an email to set up your password
 - Sign in to the VOLVet Portal using your email address and password
- Please note that only one portal account can be established per clinic.