

FedEx Express Shipping Instructions

Please follow the instructions below to reduce shipment delays

- Place Sample/Kit in UN3373 Clinical Pak (20-25 kits will fit into one Clinical Pak)
 - Please consolidate Samples/Kits whenever possible
- Remove tape from top edge of Clinical Pak and seal Clinical Pak
- Peel and stick Mako FedEx Return Label on Clinical Pak
- Annotate FedEx Return Label Tracking number
- Place Clinical Pak at your designated FedEx Pickup Area
 - To verify your sample(s) arrived at its designated location, you may track your package through the FedEx.com tracking feature below
 - FedEx Tracking Link: <https://www.fedex.com/en-us/home.html>

Helpful Information:

1. All FedEx Return Labels are preprinted by the Supply Chain Department and sent with your Kit Delivery (1 Clinical Pak per 25 samples).
2. Although we do not anticipate any lost or delayed packages, we ask that each shipper annotate their outbound Tracking Number for a point of reference to speed the recovery of any delayed or lost package.
3. All FedEx Clinical Pak shipments will be Express Delivery with a Priority Overnight Designation (Package should arrive to the delivery location between 10:30-11:30 am the next day).
4. The day before your FedEx Shipment of Kits arrives to your location, Mako's Supply Chain Department will send you your tracking information to monitor your delivery from Dock to Dock.
5. With FedEx locations throughout the U.S., you may want to drop your package(s) off at your local FedEx Ship Center or Express Drop Box. (**Note:** Please pay close attention to the **latest Express Drop Off times** to ensure package will indeed be picked up on the day you drop it off.) You may utilize this link to locate your nearest ship center or drop box:
https://www.fedex.com/locate/index.html?locale=en_US#
6. If you require a reoccurring Express Pickup, please see information and instruction below to schedule.
7. Lastly, please do not hesitate to reach out to your Mako Medical Representative – Jonathan Tucker- JTucker@makomedial.com or Ryan Nibert- Rnibert@makomedical.com – if you have any questions.

Information Needed to Schedule a Regular FedEx Express Pickup

The following information must be provided for each location needing a FedEx Express pickup. This information should be provided at least 10 days in advance of the pickup start date.

Please note: FedEx Express operations will need to verify the pickup information with the location contact provided prior to establishing the actual pick up.

Shipper Contact Information

- Shipper Name
- Shipper Address 1
- Shipper Address 2
- Shipper City
- Shipper State
- Shipper Zip
- Shipper Email Address
- Pickup Contact Name
- Pickup Contact Phone

Pickup Information

- Desired Initial Pickup Date
- Request Pickup Time: 00:00 AM/PM
- Pickup Location: (Example: Front Door, Back Door, Side Door, Shipping/Receiving, Other)

Recurrence Type

- Pickup Frequency:
 - Monday, Tuesday, Wednesday, Thursday, or Friday
 - Daily

Package Information

- Average Daily Volume
- Average Weight Per Package (lbs.)

The Excel file should be mailed to: gayle.rando@fedex.com
nmrush@fedex.com
cprince@makomedical.com

Disclaimer

With this being a reoccurring/scheduled pickup, the driver must receive a package for shipment when they arrive. If the FedEx Driver does not consistently receive a package on the day you requested, the service will be discontinued and the Territory Representative will be responsible for requesting a pickup telephonically through 1 (800) GOFEDEX, daily.