



Ontario Newborn Screening Program

Children's Hospital of Eastern Ontario

Department of Genetics

401 Smyth, Ottawa Ont. K1H 8L1

BULLETIN #41– February 26, 2010

Purolator Tips

We are quickly approaching the due date for our complete transition to the Purolator service (March 1, 2010). We appreciate the hard work you have all put in to make this transition a success. This bulletin contains some important tips for using this service.

1. Please **include the name of your hospital or midwifery practice in your address**. When the label says "Specimen Receiving" or "John Smith" it can be difficult for us to determine where the package is coming from.
2. Please **use the plastic Purolator Express Packs/Puro Packs**, not the cardboard Purolator Envelopes. The shipping cost is almost four times higher for the cardboard envelopes.
3. Please **do not attach the "10:30 am" stickers** to the Express Pack. The ONSP has a 9:00am delivery time as a part of our contract with Purolator and we are billed extra when the "10:30am" stickers are attached to the packages.
4. It is **not necessary to put the specimens in an additional envelope or plastic bag** inside the Purolator Express Pack.
5. Please review the E-ship online tutorial (attached) to **ensure that you are billing properly**. If you do not bill to us, we do not receive notification that samples have been sent and you will be billed for shipping by Purolator.
6. Please **return your unused Canada Post Xpresspost envelopes** to us.
7. See the **"Purolator FAQ" section of our website** to find the answers to common questions about the Purolator service and to download the Purolator E-ship online tutorial (http://www.newbornscreening.on.ca/bins/content_page.asp?cid=7-177-319&lang=1&lang=1).
8. To **order Purolator supplies** (Express Packs and Labelopes), please either call 1-888-744-7123 ext. 1 or go online to www.purolator.com, sign into your account, and then click on "Order Shipping Supplies." **Please note that you cannot order Purolator supplies through VWR.**

Thank you for your cooperation and assistance in making the Ontario Newborn Screening Program the most effective and efficient that it can be.

Additional information about the Ontario Newborn Screening Program can be found at:
www.newbornscreening.on.ca

These bulletins are being circulated to keep you abreast of changes to the Ontario Newborn Screening program. Please share this information with any relevant personnel in your hospital / clinic. If there is someone who would like to be added to this list, contact:
Shelley Kennedy or Sari Zelenietz, Genetic Counsellors
(613) 738-3222, option #1; NewbornScreening@cheo.on.ca