MSU VDL Shipping Solutions – Now with UPS Overnight Delivery

UPS will be MSU VDL’s preferred commercial shipping service effective July 7, 2014. Pre-paid, overnight shipping solutions will include UPS return delivery instead of FedEx.

- As with our previous FedEx delivery options, all MSU VDL shipping solutions purchased with UPS delivery will have **guaranteed overnight delivery Monday-Friday.**
- For those submitting samples that need Saturday delivery, we have added a **Saturday Delivery Billable Stamp** to our Product Order Form.
- All clients using UPS shipping solutions can **use the tracking number on the label to monitor the status of their package en route.** Space is provided on the label receipt to make notes for your records if you wish.

**How do I get my packages picked up?**
It’s easy to get your samples to the lab via UPS. Once your package is ready, you can:

1. **Give it to any UPS driver** making a delivery or already scheduled pick-up. You can actually give it to any driver—next door, across the street, anywhere!
2. **Drop it off** at any UPS location. We recommend using a staffed facility rather than a drop-box. Search for the site closest to you here: [https://www.ups.com/dropoff](https://www.ups.com/dropoff).
3. You may also **schedule a pick up** by calling UPS at 800.377.4877. **There is no charge to MSU VDL clients for scheduled pick-up.** To schedule your pick-up:
   - Provide shipper number V33195, if prompted, supply zip code 48906.
   - Stay on the line for the Preferred Customer Team. When your call is answered, state that:
     - You are returning a shipment to MSU VDL and would like to schedule a pick-up from an alternate location.
     - You have air shipping documents and the tracking number.
     - MSU VDL will be paying for the pick-up fees.
   - Provide additional information requested, such as package weight and pick-up information (address, contact) for your package as well as the time it will be ready. Same day pick-up times vary by location—it’s best to plan ahead and call early.

**Why the change?**
Clients responding to our 2013 client survey told us that getting samples to the lab is challenging and that they wanted better shipping solutions. This spring, we surveyed clients specifically to find out more about their shipping challenges and preferences. In particular, we wanted to know if a change in our preferred commercial delivery provider from FedEx to UPS would be helpful. The vast majority of clients, 92%, responded that a change to UPS would be neutral or beneficial.

In addition, UPS deliveries will arrive at the lab earlier than FedEx and we expect that this change will help to expedite sample processing and improve lab efficiency.

**What if FedEx is really a better delivery service for me?**
Because we know there are clients who wish to continue using FedEx for sample submission, we have also added a FedEx Billable Stamp to our list of shipping solutions. This discounted shipping label does not include additional packaging material.

**PLEASE NOTE:** If you have our FedEx mailers currently in stock, you can continue to use them.

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**We believe these changes in our preferred commercial delivery service will be a positive change for MSU VDL clients. Please tell us how it’s working for you the next time you call.**