

### **Procedures for ordering and shipping donor specimens**

1. We will only ship donor specimens to a licensed physician. We highly recommend that you seek a fertility specialist when you go to utilize donor specimens. It is very important to go to someone that can accurately pinpoint ovulation, and handle and thaw specimens properly, etc.
2. All new patients must sign a TDI client agreement and new physicians must sign a physician TDI purchase agreements and complete the shipping information form prior to placing an order. If your doctor has used specimens from our facility in the past they may already have their information on file at our facility.
3. Please give us at least 3 business days notice in advance of the date they are to arrive in the doctor's office. Orders that are placed that need to be shipped with less than 24hours notice may be accessed an additional \$35.00 processing fee.
4. When placing an order you will need to know the donor code you wish to order, how many vials you want sent, do you want washed IUI ready specimens or standard unwashed vials sent and the billing/payment information. We take Visa, MasterCard, and Discover, check or money orders.
5. Orders should be placed so that the specimens arrive in the physician's office 1 day prior to the date you think they are to be used. If the specimens are to be used on a weekend or on a Monday, they should arrive at the physician's office no later than Friday. The shipping canister will only keep the specimens frozen for 7 days from the date of shipment, so you don't want to send them too early, or you run the risk of them thawing before you need to use them. For shipments within the metro Detroit area, we ship specimens with a local courier service. The shipments must be prepared the day before they are shipped to the physician's office. The local courier delivers them via same day service by 5:00 pm (**example:** if a specimen needs to arrive at the doctor's office for use on a Wednesday, the order would need to be placed the Friday prior to the shipment or at the latest Monday morning. We would prepare the shipment Monday; the courier will pick the shipment up on Tuesday morning and deliver it the same day by 5:00 pm. This allows you to schedule your appointment at your doctors anytime on Wednesday or in the next few following days.)
6. For shipments that are sent outside the local Detroit metro area, we ship via Federal Express 2 business day service (**example,** If you need to use specimens on a Thursday, orders would need to be placed no later than Friday the week prior to when they are to be used. They will ship on Monday to arrive 2<sup>nd</sup> business day by 5:00 on Wednesday, they could then be used any time Thursday or after.) Remember when timing shipments FedEx does not count Saturday and Sunday when they send 2day shipments so if you send a specimen out via 2<sup>nd</sup> business day shipping on a Thursday, it may not arrive at the doctors office until Monday by 5:00 p.m. You have to start counting the 7 days the canister will keep the specimens frozen from the date it was shipped not from the date it arrives at the doctor's office. We can also ship specimens FedEx overnight service for an additional charge if needed.
7. If your doctor's office has a liquid nitrogen storage tank in their facility you don't have to time your order so close to your ovulation. You can have the specimens arrive a week or so before you need them and then you know they are their incase you ovulate early. Some patients will order specimens for additional cycles to save shipping cost. Just be aware that once a specimen leaves our facility it belongs to you, we can't take it back for refund. You can arrange for us to store them for you long term incase you get pregnant and the physician doesn't have room to keep them long term at their facility. We will provide you with shipping cost at the time you call to place an order, as shipping cost is based on the destination.