



It's not a package, it's a patient.

Dear Account Managers and Clinics,

Crestar Labs, in conjunction with UPS, is launching a new Laboratory Pak product specific for shipping human specimens destined for laboratory analysis. The new logo design directs these Paks to a dedicated shipping team trained to handle these packages with the extra care and urgency they demand. Additionally, they contain a highly absorbent pad designed to better protect each specimen by capturing leaks if shipping trauma should occur.

Simply prepare specimens as you normally do and place them inside the new Laboratory Pak.

In the past, Crestar has distributed UPS Clinical Paks *and* Express boxes for specimen shipments to the laboratory. Although some users thought the boxes might provide extra protection for specimens during shipping, UPS has determined the boxes do not perform as hoped. Replacement of the Express boxes with these new Laboratory Paks not only ensures specimens will be handled in the most delicate manner, but it also ensures that specimen bags are kept visible and at the forefront of the delivery process.

We recognize the importance of each specimen's safe delivery and what it could mean to patients and providers.

Therefore, Crestar Labs is replacing the use of both UPS Clinical Paks and Express boxes with the above Laboratory Paks. Rest assured that Crestar will be monitoring the condition of the specimens when they arrive and provide any necessary feedback to UPS accordingly. As always, we certainly welcome any feedback to improve our service.

Thank you for your continued support.

Crestar Labs, LLC