

Shipping Instructions

Shipments must include an approved Request Details Form received from Othram with a manifest of all included items, obtained by completing the online request form at <https://request.othram.com/>. Submissions should be shipped to the below address using a traceable courier (FedEx or UPS) with a tracking number and signature required. Please provide the courier tracking number to Othram. For perishable items, please ship Monday through Thursday morning by FedEx using the **Priority Overnight** option to ensure delivery during business hours.

Othram, Inc.
Priority Receiving
2829 Technology Forest Blvd, Suite 100
The Woodlands, Texas 77381
(832) 906-4247

Packaging

Take appropriate measures to avoid contamination when handling items. Multiple items related to the same case can be shipped in the same outer shipping container; however, each item must be individually packaged and labeled in a manner that prevents cross-contamination and makes clear its corresponding line entry on the item manifest of the Analysis Request Form. Do not combine items from multiple unrelated cases in the same shipping container.

Buccal swabs, blood cards, and body fluid stains should be permitted to dry, and sealed within individually labeled envelopes. Items with the potential to leak, such as liquids, frozen tissues, or ice packs, should additionally be sealed in individual secondary leak-proof containers. Tubes should ideally be sealed with plastic paraffin film, enclosed in leak-proof plastic bags with absorbent material, and wrapped in bubble wrap or foam padding to prevent opening or breakage during transit.

Items requiring cold storage should be shipped in an insulated container with cold packs for refrigerated items, or dry ice for frozen items (or frozen ice packs if dry ice is unavailable). **Please ensure the outer packaging clearly indicates whether the contents require refrigerated, frozen, or room temperature storage.**

DUPLICATE

[illegible]

Redaction Log

Reason	Page (# of occurrences)	Description
§ 74-105(1) and § 74-124 (1)(c)	2 (2) 3 (2)	Unwarranted invasion of personal privacy