

Battelle CCDS™ FedEx end-to-end shipping logistics service

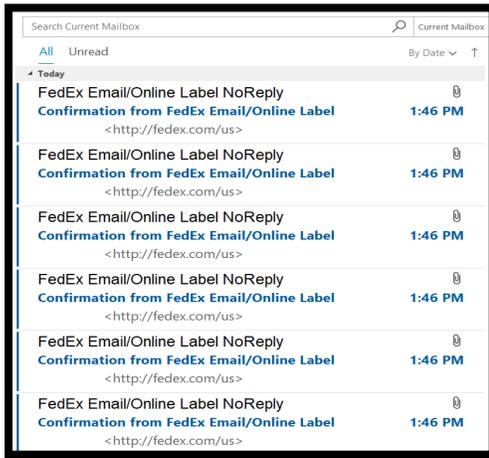
The no-cost option for enrolled healthcare providers

Here's what to expect:

FedEx Labels: Once the Battelle CCDS site near you is available to receive boxes of PPE, FedEx will email labels for you to ship your N95s to the Battelle CCDS site. These emails will be sent to the contact person identified for each specific location. The labels will be emailed as downloads for you to print. Use these labels for your shipments to your assigned CCDS site. If you don't receive an email with these labels, please check your spam folder or contact CCDScustomerservice@battelle.org

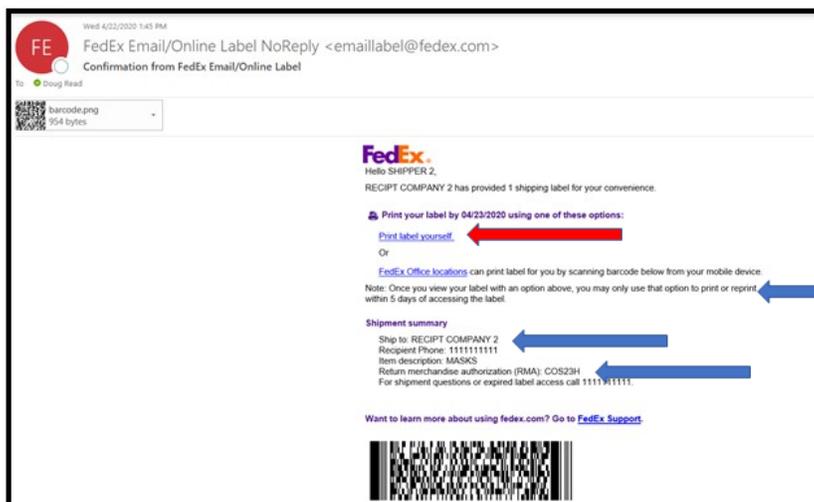
1. Each label comes as a separate email into your inbox.

This is an example of several emails containing return labels.



2. When you open the email, you will see the following screen.

Once you view the label, you have five days to print it; the countdown begins once you select "Print label yourself" from the page. The shipment summary shows where your N95s will be shipped.



3. After you click on the “Print label yourself” link, you will see the following screen. You will be able to see where your N95s are being shipped from and where they are being sent.

The screenshot shows the FedEx 'Complete Your FedEx Label' page. The tracking number is 181387949296. The 'From' address is SHIPPER 2, COLLIERVILLE, TN, 38017, United States. The 'To' address is RECIPIENT COMPANY 2, MEMPHIS, TN, 38107, United States. A yellow arrow points to the 'To' address field. The 'Shipping Information' section shows Service type: FedEx 2Day®, Package weight: 5.00 lbs, and Declared value: 0.00 USD. The 'Label Information' section shows Item Description: MASKS, Access Label Until: Apr 23, 2020, and Status: Pending. There is a 'Prepare Label' button at the bottom right.

4. When you click “Prepare Label,” the following screen will appear. Click “Print Label.”

The screenshot shows the FedEx 'Complete Your FedEx Label' page after clicking 'Prepare Label'. The page displays a confirmation message: 'Please print your label and attach to the package. Thank you for shipping with FedEx.' The tracking number is 181387949296. The 'Shipping Information' section shows Service type: FedEx 2Day®. The 'Available Documents' section shows 'Selected documents will be printed along with your shipping label' and 'Shipping Documents' with 'Shipping Label' selected. A yellow arrow points to the 'Print Label' button. The 'Pickup/Drop-off Options' section provides instructions on how to provide the package to FedEx.

If you have customer service questions please email us at CCDScustomerservice@battelle.org.

Other important details about the service are located in the [Battelle CCDS™ FAQs](#). Please contact your Battelle POC with questions.

Frequently Asked Questions

Q: What time does FedEx send out labels to Battelle CCDS Customers each day?

A: There is no set time that labels are sent. Currently, FedEx labels are being sent to states and areas where a CCDS unit is operational and ready to receive boxes.

Q: What is the process to schedule a FedEx shipment using the labels we print?

A: You can either call 800-GoFedEx (800-463-3339 x0, then say “Representative”) or schedule an Express pickup online if registered online. Another option is to drop off your CCDS package to one of the FedEx Express stations.

Q: If we did not receive labels, how can the labels be resent?

A: Email CCDScustomerservice@battelle.org with your assigned 3-digit site code and the email address you want them sent to.

Q: Do we get 1 email with 10 labels, or 10 emails with 1 label?

A: You will receive 10 emails with 1 label.

Q: Where will the clean masks be sent?

A: They will go back to the address assigned to the specific 3-digit code.

Q: The FedEx email said the labels expire on a certain date. Is that just the date I need to print them by or do they expire on that date even if I print them now?

A: The labels do have expiration dates. They must be used within 5 days of printing. More will be sent or we will have our self-service portal set up for printing labels on demand.

Q: My organization/hospital system has multiple sites, can I forward the emails?

A: Yes, these emails can be forwarded to be printed at the sites.

Q: Who do we contact if we didn't get labels and they aren't in our spam file?

A: Please send an email to CCDScustomerservice@battelle.org and include your 3-digit code and what email you would like the labels sent to.

Q: Where should the Chain of Custody form go?

A: Include this (if possible) on the outside of the box - *behind the shipping address* within the FedEx shipping label holder. If you do not have a label holder, place this on the inside of the box, outside of the bag.

Q: What is the turnaround time for healthcare providers to get their N95s back?

A: Battelle's goal is to have decontaminated N95 respirators ready for shipment back to the originating healthcare provider within 72 hours of receipt. Processing and turnaround time will depend on the volume of incoming respirators. It should be closer to 5-7 days with shipping included

Q: If there is a problem, how will we be contacted?

A: The Battelle CCDS site lead will reach out to your POC.

Q: Why are masks discarded and how would a provider know if their masks were discarded?

A: N95s are discarded when they are damaged or soiled from blood, bodily fluids, or makeup. The chain of custody form will mark how many masks were discarded for these reasons.

Please visit www.battelle.org/N95 for more FAQs.