

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

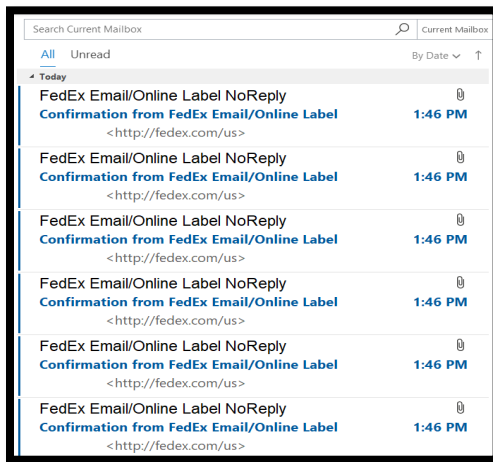
The no-cost option for enrolled healthcare providers

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

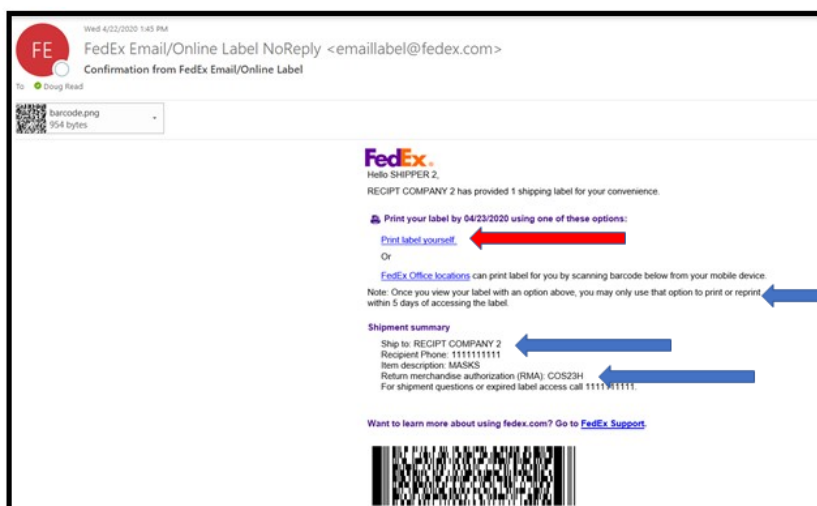
1. Each label comes as a separate email into your inbox.

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.

FedEx Shipping Tracking Manage Learn FedEx Office [FedEx Office ®.](#)

Prefer another language? English

Complete Your FedEx Label Help

Welcome, SHIPPER 2
Your label is ready to be printed. Please review your label details and make any desired edits.
If you have any questions about this shipment, please contact the requester at 1111111111.

Review and Print Your Label 181387949296

From	To
SHIPPER 2	RECIPIENT COMPANY 2
SHIPPER 2	RECIPIENT 2
SHIPPER 2	RECIPIENT 2
SHIPPER 2	RECIPIENT 2
COLLIERVILLE, TN, 38017, United States	MEMPHIS, TN, 38107, United States

Shipping Information		Label Information	
Service type	FedEx 2Day®	Item Description	Access Label Until
Package weight	5.00 lbs	MASKS	Apr 23, 2020
Declared value	0.00 USD	Status	Pending

View/Edit Shipment Details

Shipping Information +

Customs Information +

Prepare Label

FedEx

Customer Focus
New Customer Center
Small Business Center
Service Guide
Customer Support

Featured Services
FedEx Delivery Manager
FedEx Critical Inventory Logistics
FedEx SameDay
FedEx Home Delivery
FedEx TechConnect
FedEx HealthCare Solutions

Companies
FedEx Express
FedEx Ground
FedEx Office
FedEx Freight
FedEx Custom Critical
FedEx Trade Networks

Follow FedEx
United States - English

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

FedEx Shipping Tracking Manage Learn FedEx Office [FedEx Office ®.](#)

Prefer another language? English

Complete Your FedEx Label Help

Please print your label and attach to the package.
Thank you for shipping with FedEx

[Back to Reprint/History](#)

Tracking Number 181387949296

Shipping Information

Service type FedEx 2Day®

Available Documents

Selected documents will be printed along with your shipping label

Shipping Documents

☒ Shipping Label

Print Label

Pickup/Drop-off Options

Choose one of the following methods of providing your package to FedEx:

Drop off the package at a [FedEx location](#)

Contact FedEx to schedule a pickup at 1-800 Go FedEx

Place labeled package in your regular pickup location

FedEx

Customer Focus
New Customer Center
Small Business Center
Service Guide
Customer Support

Featured Services
FedEx Delivery Manager
FedEx Critical Inventory Logistics
FedEx SameDay
FedEx Home Delivery
FedEx TechConnect
FedEx HealthCare Solutions

Companies
FedEx Express
FedEx Ground
FedEx Office
FedEx Freight
FedEx Custom Critical
FedEx Trade Networks

Follow FedEx
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5. This is the screen you will print. **Print the label and place it onto your shipping box.**

After printing this label,
CONSIGNEE COPY - PLEASE PLACE IN FRONT OF POUCH
1. Fold the printed page along the horizontal line.
2. Place label in shipping pouch and affix it to your shipment.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on
fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage,
delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document
your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from
FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and
other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized
declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g.
jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed
within strict time limits, see current FedEx Service Guide.

Once you have your FedEx labels:

- 1. Properly label your N95 respirators:** Each N95 respirator must be handled and labeled properly for Battelle to decontaminate it. Please review the instructions provided in the links below for details on how to collect, label, and package your respirators for shipment.
 - [Instructions for Healthcare Personnel](#) [pdf]
 - [Instructions for Healthcare Facilities](#) [pdf]
 - [HCP - Fact Sheet](#) [pdf]
- It is VERY IMPORTANT that every N95 is properly labeled and free of any visible soiling** such as blood, bodily fluids, and makeup/cosmetics (e.g. foundation, lipstick, lip balm, blush, etc.)
- Battelle cannot decontaminate N95s that do not meet these requirements.**
- 2.** When you prepare to send your N95s, you will need to download and fill out the [Chain of Custody Form](#) [xlsx]. Please provide one form per shipment.
- 3.** Download and print out the required [bio label form](#). Please place one bio label page onto the side of each shipping box, on the same side as the FedEx shipping label.
- 4.** Arrange for FedEx shipping by doing one of the following:
 - Call 800-GoFedEx (800-463-3339 x0 then say "Representative"), OR
 - Schedule an Express pickup online if registered online, OR
 - Drop off the package to one of the FedEx Express stations

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 something goes wrong 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.