**AMBH-CAP Courier FAQ**

1. What are the pickup times?
   1. AMBH: 9am, 11am, 1pm, and 3pm

CAP: 11am and 3pm

1. Where are the pickup locations?
   1. AMBH:   
      Basement Level HS.00302  
      Contact: Research Processing Lab

404-785-1930

[pathvendormailbox@choa.org](mailto:pathvendormailbox@choa.org)

* 1. CAP:  
     5th floor, Rm 5126  
     Contact: Mimi Le  
     [uqle@emory.edu](mailto:uqle@emory.edu)

1. Where is the drop off location?
   1. ECC  
      1st floor, Lobby, behind the reception desk

Contact: Mimi Le  
[uqle@emory.edu](mailto:uqle@emory.edu)

1. What are the storage conditions available for my research samples?
   1. Ambient
   2. 4C
   3. -20C
2. What is the name of the courier company?
   1. ExpressLinx
3. Is there a fee for this service?
   1. No; this is a free service provided by Emory University Department of Pediatrics and Children’s Healthcare of Atlanta.
4. Is there an SOP?
   1. <https://pedsresearch.org/cores/biorepository/> under Specimen Transport
5. If I am running late, can I ask the courier to wait?
   1. It depends on the driver, but they can only provide a few minutes of wiggle room before he/she must go to the next pickup location. To be safe, please drop off your samples at least 15 minutes before the expected pickup time.
6. The courier picked up a few minutes early. Can I call him to come back?
   1. No, but to be safe on the safe side, please drop off your samples at least 15 minutes before the expected pickup time.
7. Can I schedule a pickup with the courier outside of the appointed pickup times?
   1. Not at this moment.
8. My study protocol requires specimen to be stored at -80C. Is dry ice available?
   1. Not at this moment. Additionally, the drop off location does not have a -80C freezer available.
   2. If samples have been processed and needs to stay frozen for a short period of time, storage at -20C and transport on wet ice will be sufficient for an hour or two.
9. How long does it take for the courier to drop off samples?
   1. Short answer: assume it will take 2 hours from the sample pickup notification email.
   2. Long answer: It depends on the time of day and traffic conditions. If the courier is only picking up from one location with light traffic, it would take approximately 30 minutes. Heavier traffic and additional stops will take from 45 minutes to 1 hour.
10. My samples are extremely important. Can you guarantee that the sample will be delivered within an hour from the time of pickup?
    1. There is no guarantee. Atlanta traffic is unpredictable. If your samples are irreplaceable and needs to be delivered at a specific time, we recommend having a designated study team member take the sample directly to the receiving lab.
11. How do I receive notifications of a pickup/drop off?
    1. You can join the listserv for notifications and important email updates by sending a request to Mimi Le ([uqle@emory.edu](mailto:uqle@emory.edu)) or Mary Mungai ([mmungai@emory.edu](mailto:mmungai@emory.edu))
    2. Joining this listserv will provide you with an email each time the courier picks up and drops off, regardless of whether you are sending samples. We suggest that you filter these emails into a folder to avoid filling up your inbox.
12. Who should I contact regarding a lost sample?
    1. Reach out to Mimi Le ([uqle@emory.edu](mailto:uqle@emory.edu)) or Mary Mungai ([mmungai@emory.edu](mailto:mmungai@emory.edu))
13. I have samples for multiple studies that needs to be brought over to different labs. Do I have to fill out a Sample Transport Log for each recipient?
    1. Yes, each recipient should receive their own transport log. The courier will not pick up samples that do not have completed transport forms in the biospecimen bags.

**NOTE**: All transport logs should be placed in the biospecimen bag and picked up by the recipient as evidence of receipt. Additionally, all transport logs should be filled out in its entirety:

* + 1. The sender and recipient fields should have names of people on the study team (do not write "AMBH" and "ECC" as the sender and recipient)
    2. Include email addresses for the sender and recipient
    3. Do not piggyback on someone else's transport form

1. There are no more Sample Log forms available. Where can I find more?
   1. <https://pedsresearch.org/cores/biorepository/> under Specimen Transport
   2. We recommend that you download the Sample Transport Log forms to edit the Sender information to save time.
2. There are no more Destination Labels available. Where can I find more?
   1. <https://pedsresearch.org/cores/biorepository/> under Specimen Transport