

# QUICKGUIDE

MLabs has collaborated with UPS to create a shipping portal for client convenience. By accessing this quick link portal, clients are able to create a free shipping label for sending materials.

## CLIENT BENEFITS

- MLabs covers shipping costs
- Ability to schedule pick-ups
- MLabs tracks the shipment for you
- Fewer calls and follow-ups
- Easy access: no log-in or passwords

## STEP 1 | ACCESS PORTAL



Complete with your client information.

**UPS Shipping Portal**  
[bit.ly/3LHtQK9](http://bit.ly/3LHtQK9)

## STEP 2 | SHIP FROM

Complete with your client information.

## STEP 3 | SHIP TO

All materials ship directly to our specimen processing center. This address cannot be changed.

## STEP 4 | SHIPMENT

- All shipments are sent Next Day Air
- Select one Delivery Method option:
  - 3 UPS On-Call Pickup® Atpt — UPS driver will provide the label at pickup.
  - View, Print and Email — Client prints label for regular pickup or drop-off.
- Select one “Case Type” option.
- Type in Michigan Medicine Case # – This can be found on the materials request fax form (e.g., OC2X-XXXX).

The screenshot shows a 'Shipping Information' form with three main columns: 'Ship From', 'Ship To', and 'Shipment'. Step 2 is the 'Ship From' section with fields for Company Name, Address Line 1, City, State, Postal Code, and E-Mail Address. Step 3 is the 'Ship To' section with a dropdown for 'Materials will be delivered to' (currently showing 'Michigan Medicine') and another dropdown for 'N-LNC/CTA - Department of Pat'. Step 4 is the 'Shipment' section with dropdowns for 'UPS Service' (currently 'UPS Next Day Air®'), 'Label Delivery Method' (currently 'View, Print, and E-Mail'), and 'Your Case Number'. Below this is a 'Package(s)' section with a 'Package 1' subsection containing a 'Case Type' dropdown (currently 'Consult') and a 'MM Case# (If known)' field. Step 5 is a confirmation checkbox: 'By checking the box you've confirmed the Case Type'. At the bottom are 'Process Shipment' and 'Clear' buttons.

## STEP 5 | CONFIRMATION

Check the box to confirm case type.

Click button “Process Shipment” to complete your UPS Label.

## STEP 6 | WRAPPING UP

Print label(s) and affix to your package(s).

Place package in your designated pick-up location or drop off at a UPS location.

### ADDITIONAL RESOURCES

#### UPS Customer Service

888-555-1212  
 CustomerService@ups.com

#### MLABS Customer Service

800-862-7284 or email  
 MLabsSupport@umich.edu



## Q&A

### **Do I need to be an MLabs client to access the portal?**

No, you do not need to be an MLabs client. Anyone with the portal link is welcome to use it to submit materials to MLabs.

### **Are there any costs associated with UPS pickup?**

No, all expenses related to UPS shipping and pickup are fully covered by MLabs.

### **Will I be charged fees for using the portal or shipping materials?**

No, there are no fees for utilizing the portal or for shipping materials through it—MLabs covers all associated costs.

### **Who is eligible to process shipping labels through the portal?**

Anyone who completes the required form accurately can generate and process shipping labels.

### **Where can I find the Michigan Medicine case number?**

You'll find the case number on the materials request fax form, formatted like OC-25-XXXX.

### **What does 'N-LNC' mean?**

'N-LNC' refers to the Michigan Medicine Department of Pathology Consultation Service Specimen Receiving.

### **What should I do if I need to change the case type after shipping is processed?**

Please send the package as labeled. There's no need to redo or replace the shipping label.

### **How do I submit multiple patient cases?**

Per MLabs protocol, each patient's case must be packaged and shipped separately.

### **Where can I find UPS drop-off locations?**

UPS drop-off locations can be found online. Here's the link: <https://www.fedex.com/en-us/shipping/drop-off-package.html>.

### **Do the UPS shipping labels expire?**

The label will expire according to UPS policy.

### **Is it possible to print multiple shipping labels at once?**

If you need to print several UPS shipping labels at once, please contact MLabs Client Services at [MLabsSupport@umich.edu](mailto:MLabsSupport@umich.edu).

### **What should I do if the portal is down or not working properly?**

If you encounter any issues with the portal, reach out to MLabs Client Services at [MLabsSupport@umich.edu](mailto:MLabsSupport@umich.edu) or contact UPS Customer Service at [CustomerService@ups.com](mailto:CustomerService@ups.com).

### **What if I created a shipping label by mistake or need to make a correction?**

Please generate a new label if you need to make any changes or if one was created in error.

### **If I schedule a UPS pickup, do I need to print the label myself or will the driver bring it?**

If you choose the "3 UPS On-Call Pickup ® ATPT" option, the UPS driver will bring and print the label for your shipment.

### **Is there a FedEx portal available for submissions?**

No, UPS is the preferred shipping provider for Michigan Medicine and a FedEx portal is not currently available.

