


STANDARD OPERATING PROCEDURE				
	World Courier International Shipment		SOP#	ST-SOP-002
	Originated by:	Alicja Trocha	Date:	23 November 17
	Laboratory:	Walker Laboratory	Pages:	1 of 4
	Approved by:	Alicja Trocha		

## I. PURPOSE

The purpose of this procedure is to outline the procedure for ordering or sending international shipments through World Courier by Ragon personnel.

## II. SAFETY

Handle samples to be shipped according to the biosafety regulations and follow all IATA steps.

## III. SCOPE

This procedure applies to all employees, students, contractors and visitors that order or send shipments through World Courier from Ragon Institute.

## IV. REQUIREMENTS

Valid IATA training certificate on file.

## V. RESPONSIBILITIES


- A. The Ragon Institute **qualified trainers** are responsible for the overall implementation of this procedure and ensuring compliance and for periodic review of this procedure. Updates if any may be initiated by the qualified trainers or Subject Matter Expertise (SME).
- B. **All employees, students, contractors and visitors** are required to follow this procedure.

## VI. PROCEDURE

### Ordering International Shipments through World Courier

#### Setting up the Shipment

1. It is a good idea to call WC the day before you intend to ship. More time is not necessary. Technically you can call for pick-up the same day, but it usually takes 24 hours for your shipment to be approved by Customs, so the day before is best.
2. Call 516-354-2600, press 1 for Customer Service, then 3 for International Inquiries.
3. Indicate that you would like to set up a shipment for account #12555 (this is the Ragon-wide account).
4. Also indicate that you would like to include a reference number for the shipment (this should be your personal fund number).
5. Confirm the pick-up location (WC anticipates our location to be 400 Tech Square, if you need a pick-up from somewhere else, be sure to indicate that)
6. Indicate the destination address and the Consignee (the person receiving the shipment)

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**IMPORTANT:** The Consignee **MUST** have a WC import permit. If they do not have one, they must apply for one through WC, and this process takes **6 WEEKS**. In order to avoid serious delays, be sure to know the status of your Consignee well before you intend to set up the shipment.


7. You will be asked to describe the contents of your shipment. This needs to cover your whole shipment, but does not need extensive detail.
  - If you have 15 different commercial antibodies, it is fine to say “15 vials, 15 mL total volume”.
  - If you are shipping hazardous materials in exempted quantities (i.e. a p24 ELISA kit which contains Sulfuric acid and OPD) you must indicate that. So long as they are in exempted quantities this should not be an issue.
  - You must indicate the required temperatures of your packages (RT, 4 degree, dry ice, liquid nitrogen). WC will keep 4 degree packages in refrigeration, and it will replenish dry ice as needed.
  - You will be asked to provide an estimate for the number of packages, their dimensions, their weight, and the weight of dry ice included (if applicable). This information does not need to be 100% accurate at the time of the phone call, but you should have a good idea, and if the final number of packages changes, it is a good idea to give WC a call and let them know ahead of time.
  - You will be asked to provide a Commercial Value for your shipment. This need not be itemized; a single value for the whole shipment will suffice. Be aware that it is advisable to generate shipments whose commercial value is less than \$2499. Larger values will require more paperwork in the form of a Shipper’s Declaration and more details about the expensive items. (Protocol 30-03).
  
8. WC will give you a job number for your shipment. Be sure to write this down, as you will want to include it for all future communications involving this particular shipment

After the Phone Call


1. Most of our paperwork has been pre-arranged beforehand. For this reason, unless WC indicates otherwise, the only paperwork you will have to fill out is a **Customs Invoice** and a **Waybill**. (One Waybill per shipment)
2. Complete this, scan and send it to [documentation@worldcourier.com](mailto:documentation@worldcourier.com) the day before your shipment (in order to give WC enough time to send it to the Customs office of the receiving country). Be sure to include the job number in the email.
3. Make sure you have enough cold packs for the cold shipment. Look around the lab for some and put in the -80 freezer over night.

The Day of the Shipment

1. All 4 degree and dry ice contents must be shipped in Saf-T-Paks.
  - Anyone who will be shipping hazardous materials is required to complete the necessary training, available online through Partners. **All shipments must comply with IATA regulations.**

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- Remove your samples (most likely cryo-vials) from the -80° C freezer or liquid nitrogen freezer. Place the specimens in a white fiberboard box, or wrap vials individually with parafilm. The box (or wrapped samples) then needs to be placed in a plastic biohazard bag along with the appropriate amount of absorbent material. Make sure to seal the bag. You may also wrap the samples in bubble wrap before placing them in the biohazard bag. This constitutes the primary container.
  - IF SHIPPING CATEGORY B: The biohazard bag containing the samples and absorbent material should then be placed inside a white paper bag (also marked with the biohazard label), and that should be sealed. At this point, fill up your shipper with dry ice, and bury the samples in the dry ice. WC will replenish dry ice as needed.
  - IF SHIPPING CATEGORY A: Secondary container must have a lid. I typically use the white plastic containers with orange tops that Ildiko/the clinical team usually stores. The fiberboard boxes will not fit in these containers, so you will need to directly place the samples (already in the plastic biohazard bag with absorbent) into the plastic container, and you will need to add bubble wrap to keep the sample vials as stationary as possible. This packaging can then be buried in the dry ice or cold packs in the shipper. You must include an itemized list of what you are shipping, including weights or volumes. You may not ship more than 4 L or 4 kg of infectious material.
2. All packages should be appropriately labeled.
- The shipper should be in somewhat good condition, with no major tears, holes or other compromises. If a previously used box is being recycled, be sure that any previous shipping stickers have been removed.
  - If you wish, you may include the Consignee address and contact information, as well as your (the shipper) address and contact information directly on the box. WC does not require this, but it may be included for added protection.
  - If shipping dry ice, the UN1845 sticker **MUST** be on the outside of the package, along with the diamond-shaped sticker that goes along with it. You **MUST** include the estimated weight of the dry ice in kilograms (usually 9.1 kgs if using the normal sized shipper) on the outside of the package.
  - If shipping category B, include the Category B sticker, which is a diamond including the IATA code UN3375 on the front of the shipper.
  - If shipping category A, include the “Infectious substances affecting humans (UN 2814)” sticker, or “Infectious substances affecting animals sticker (UN 2900). The outer container must include the quantities of hazardous substances you are shipping.
  - If shipping any other hazardous materials in excepted quantities (such as UN2796 and UN2811 in a p24 ELISA kit), print off the appropriate sticker, tape it to the side of the box, and write in the appropriate UN numbers. You can find this sticker online by searching for “Hazardous materials in excepted quantities” in Google Images. It should look like a red-outlined box with a red “E” in the middle.
3. You will typically receive a phone-call when the WC driver arrives. You will have to give them a copy of the Customs Invoice which you have previously e-mailed, and you will have to fill out the Waybill they provide with Billing Reference (your fund number), Addresses

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and Description of Contents. The description you gave on your Customs Invoice will be sufficient. The driver will give you a carbon-copy of this Waybill.

4. You should receive e-mail confirmations when the order has been placed, when the order has been picked up, and when the order has been delivered. If you have any concerns or questions, be sure to call WC International Customer Service as they are available 24/7 and are very responsive.
5. You can also track your shipment on the world courier website with your waybill number.