

Frequently Asked Questions

Pickup Services & Scheduling

Q: What types of UPS pickup services are available for HealthTrack (HTRX) clinics?

A: UPS offers two pickup service options for HTRX clinics:

- **Smart Placard:** Clinics have an assigned pickup window. To add your clinic to the driver's route for the day, you must request a pickup at least **one hour before** the scheduled time by scanning the QR code on the placard and clicking the yellow **"Request Pickup Service"** button, visiting the UPS website using your placard information, or by calling the **UPS Lab Service line at 1-844-4UPS-LAB (1-844-487-7522)**.
- **Scheduled Daily Pickup:** UPS conducts a pre-arranged daily pickup at the time listed on the placard. To maintain this automated service, clinics must ship samples every day; otherwise, the service may be converted to a Smart Placard.

Q: Our assigned pickup time is earlier than our closing time, and we still see patients afterward. Can this be changed, and what do we do with late samples?

A: While HTRX requests preferred pickup times during onboarding, UPS ultimately determines pickup schedules based on driver routes. This ensures packages make the Next Day Air cutoff time at the local hub to fly out the same day. If samples are collected after the pickup window, securely store them at the clinic for the next business day's pickup.

Q: I have a Smart Placard and missed the 1-hour window to schedule today's pickup. The website won't allow same-day scheduling. What should I do?

A: Store your package securely at your clinic and schedule a pickup early the morning of the next business day. We strongly discourage using local UPS Stores to drop off packages, as these stores are independently owned and their drivers may not have the same requirement to return to the hub in time to meet same-day air flight cutoffs. Additionally, we strongly discourage using UPS drop boxes, as they may not be monitored or collected on a regular basis.

Q: My placard states a 5:30 PM pickup, but the driver sometimes arrives earlier or later. Why?

A: Although the time on the placard says 5:30 PM, the driver has a 1-hour window to accommodate local traffic. If you feel that the window needs to be changed, contact your HTRX representative.



Q: The UPS driver has already stopped by today. Can I schedule a second pickup for today?

A: No, UPS provides one pickup per day. Store any additional packages securely at the clinic for the next scheduled pickup day. We strongly discourage using local UPS Stores or UPS drop boxes for late samples, as UPS Stores may miss air dispatch cutoffs and drop boxes may not be regularly monitored or collected.

Q: Do I have to call UPS to schedule a pickup?

A: No. If you have **Smart Placard** service, you can schedule a pickup anytime up to one hour before your cutoff by scanning the QR code on your placard, visiting the UPS website using your placard information, or calling the **UPS Lab Service line at 1-844-4UPS-LAB (1-844-487-7522)**. If you have a **Scheduled Placard**, UPS automatically conducts a pre-arranged daily pickup at the time listed on the placard.

Clinic Location & Operational Changes

Q: I want to move the location of our UPS placard. Do I need to notify HTRX and UPS?

A: Yes. Before moving your placard or changing where packages are left, contact your HTRX representative. Pictures of the new location are usually required prior to the move to ensure the driver can find the packages and prevent missed pickups.

Q: Can we change our pickup location from inside the clinic to an outdoor lab box?

A: Yes. Contact your HTRX representative to coordinate this change. Your representative will ship you the appropriate lockbox for your location, advise you on how to properly place and adhere the UPS placard to your box, and collect any necessary details (such as location descriptions and photos) required by UPS to ensure smooth continuation of service.

Q: We are moving to a new office location. How far in advance should we notify HTRX?

A: Notify your HTRX representative as soon as your move date and new address are finalized. Early notice allows us to coordinate new service start dates, proper documentation, lockbox delivery, and driver routing with UPS without service interruptions.

Shipping, Supplies & Exceptions

Q: UPS has not arrived and we are preparing to close the office. What should we do?

A: If you must close before the driver arrives, store the package securely inside the clinic to ship the next business day. Report the missed pickup to your HTRX representative immediately so we can investigate the cause.



Q: Does UPS pick up on weekends?

A: UPS offers Saturday pickup services, though pickup times are typically earlier than weekday schedules. UPS is closed on Sundays.

Q: How do I order UPS shipping supplies?

A: UPS supplies are part of your routine HealthTrack supply orders. If additional supplies are needed, they can be ordered by contacting your HTRX account manager or online at **HTRXU.com**.

Q: How many specimen tests can I place in a single UPS bag?

A: You may place as many test specimens in a single UPS bag as can fit, provided the bag can be completely and securely sealed before handing it to the driver (“If it fits, it ships!”).

Best Practices

- **Placard Visibility:** Display your UPS placard where it is easily visible to the driver upon entering your office, or adhere it directly to the outside lockbox to prevent missed pickups.
- **Morning Preparation:** Prepare your UPS shipping bag as part of your morning routine or immediately after collecting your first test specimen. Attach the shipping label and retain the bottom tracking stub until you confirm the lab has received the samples or test results arrive.
- **Secure Bag Sealing & Driver Scanning:** Ensure your UPS bag is securely sealed before handing it to the driver to prevent specimens from falling out in transit. Please ensure the driver scans your package when you hand it to them so HTRX can properly track the shipment.
- **Smart Placard Efficiency:** Scan the QR code on your placard or access the UPS website to save your placard details in your browser for quick daily pickup requests.
- **Lockbox Cutoff:** When using an outdoor lockbox, ensure all properly labeled and sealed packages are inside the box at least **30 minutes prior** to your scheduled pickup time.

