

Courier Services - Lab Logistics RapidShip Portal Q&A - December 2022

#	Question Category	Question	Answer
1	Account Set Up	Is there a way of changing the template view to a group instead of individual person only seeing them?	No, currently the software only shows templates at the individual user not to a group.
2	Account Set Up	Am I able to view everyone's templates, or just the ones that I created?	No, templates are individual, you will see only your own.
3	Account Set Up	When a template is created, can we add specific information that is needed for the courier route? For example, last name	When a template is created, can we add specific information that is needed for the courier route? For example, last name
4	Account Set Up	What Customer ID should be used when setting up an account?	On Demand Accounts: Pharmacy Accounts Only - #7796 All other Accounts - #7792 For new Route requests contact Lab Logistics directly.
5	Account Set Up	How do we set up a username and password?	For those who completed the survey issued by Lab Logistics collecting user data information, they will receive a welcome email with set up instructions for their account by the end of day 12/2/22. For those who did not provide their information via survey, you will need to set up an account at https://www.lablogistics.com/ through the "Create New Account or User ID." Instructions will be distributed for how to create along with the account information on department specific placards. Note: If you did complete the survey, please do not also create an account - this is duplicative.
6	Account Set Up	Can we have a "group" or department login option so that any of us who need to search past orders tracking details can see those? Or does it have to be just individuals within each department?	All users will be set up to see only their orders being placed. If a user feels they need a high level or access, they should work with their department leadership to confirm if they can be granted additional access.
7	Account Set Up	Will a login/account be created per point of contact or will each location have a general login?	Each person who places and/or tracks orders should create their own user profile.
8	Account Set Up	Do we need to log in every time we request a pickup, or does the system keep us logged in for a specific amount of time?	For security the system will bump you out after a period of time of inactivity.
9	Account Set Up	Does a supervisor need to make a special request to access other user orders?	Yes, all users will only see their data by default. If a user needs to see more than their data, then please email umich@lablogistics.com for additional information on account support.
10	Account Set Up	Is there a limit to the number of sign ons to each clinic?	There is no limit.
11	Account Set Up	The extra emails that you add in for confirmation-will they be able to track the orders or no?	No, they do not have the ability to track, however they will receive email notification updates.
12	Account Set Up	Do we login with our U-M credentials and level 1 or level 2 password?	Single sign on does not work with Lab Logistics's software. You will receive your username and a temporary password via a welcome email before the end of the day.
13	Account Set Up	Are we able to generate any reports from this portal?	The general user population will not have access to reporting. There will be account level users that can generate reporting from the portal. Contact your leadership if you require additional access above general user access.
14	Barcodes/Labels	When we are sending back with our regular courier, is there a way to get a barcode without using the system? And are the barcodes a hard stop? without the barcode will the courier still pick up?	Barcodes are not a requirement- couriers will still pick up.
15	Barcodes/Labels	Do the bins require barcodes?	Barcodes are not required for deliveries - this is an additional feature a user can opt in to use. The Lab Logistics system uses all types of barcode. The light-hearted joke is "I've never met a barcode I didn't like."
16	Barcodes/Labels	Are the shipping labels only required for "special orders" that are not already scheduled for us?	Correct, you only print labels for on-demand orders and that's the only time you would place an order on the portal. If you're on a scheduled route you wouldn't need to place an order for a scheduled routed pickup.
17	Billing	How will be be able to review all charges for a particular location for a particular week or month?	Charges can be reviewed in the department's Statement of Activity (SOA).
18	Issues	If a courier missed a pickup at closing do we contact dispatch the following day or schedule a pickup. Will we be billed for that pickup?	Contact the dispatch team asap to discuss options. Let the dispatch team know that you believe a courier missed a pickup for resolution.
19	Issues	Is there a hotline number we can call if we get confused putting order in?	Yes, the University of Michigan dedicated dispatch line will be shared on the department placards. This number is 231-202-2885.
20	Issues	If we have a change in hours for the holidays how do we notify?	There is a central point of contact identified for each department. These folks have notified Lab Logistics of standard working hours. However, if there is any change to those, the department's contact person should work directly with Lab Logistics to coordinate service needs.
21	Issues	If there are any issues with a pickup will we be notified with a phone call or do we have to keep tabs on the tracking of the pickup for any notifications?	Yes, please ensure there's contact information included in the "Origin" and "Destination" sections of placing an order for the Lab Logistics team to reach out directly.
22	Issues	Who can we contact if our regular scheduled routes are not running as they should. Example time and what is being delivered and picked up.	For urgent issues, please contact the University of Michigan dedicated dispatch line at 231-202-2885. For non-urgent issues please contact umich@lablogistics.com for support.
23	Order Tracking	On the tracking where it says last 10 or last 50 etc, is that just the individual user or the group?	Track orders will show individual users orders for the general user population. There are account level users that can see orders across the entire account. Contact your leadership if you require additional access above individual order tracking.
24	Order Tracking	Is there a way to view other's orders?	The general user population will only see their own individual orders placed. There are account level users that can see orders across the entire account. Contact your leadership if you require additional access above individual order tracking.
25	Order Tracking	Will pharmacy have access to see where an item is in transit/delivered (i.e., can see transactions for all clinic routes)? In case clinics have questions about a package and call pharmacy, we can confirm that the package was received.	Users can view the orders they have placed. If there are questions about additional orders, please call the dispatch number with the order number available for support.
26	Order Tracking	Are you able to go back and review past confirmation and pickups?	Yes, within the "Track order" tab you are able to view this through entering the 10 digit tracking number or search by the date.
27	Order Tracking	Can we use a group email instead of individual emails to receive confirmation emails?	Yes, you may enter a group email address if you have one established for your group.
28	Order Tracking	How do we know which route our delivery is on?	You can view the routes in the "Route Tracking" section of the RapidShip portal.
29	Order Tracking	How will the clinic know when the courier will be there?	There will be scheduled times in which Lab Logistics is working to mirror the current times. Otherwise, scheduled times will be available through your department contact.
30	Order Tracking	If we have a package that needs to be returned but, we can send it back with our normal courier, Do we need to do this part to generate a label and will we have any additional cost?	Yes, the only way to use the online portal to generate a label is to actually enter an On-Demand request which would have a cost associated with it. If a location has any generic type of barcode that can be placed on the package, our couriers are able to scan pretty much any barcode to obtain that information. The system is not able to create a barcode just for random tracking purposes.
31	Order Tracking	Is there a place to look up scheduled routes or track scheduled routes, an example Central Sterile Supply tote routes ?	There is route tracking functions within the RapidShip portal. Navigate to your routed account, select the section for "Route Tracking." From there you can select the date and view the day's details.

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32	Pathology Specific	We use our pathtrack system- is that acceptable, instead of the barcode label you need to create?	Yes, LL will scan the pathtrack labels, no change for pathology associates
33	Pathology Specific	MLabs uses client codes. Will we have the ability to search the address book by those 4 character codes?	Client codes are being added to the address book. You can also enter the code into Department Reference Info in the Order Information.
34	Pathology Specific	MLabs has a client who requests round trips for blood boxes to the hospital for irradiation. Will this option be available within the same order to notify the courier that the driver must wait until the blood has been irradiated and return it to the client?	Yes, you can enter all of those specifics in the pickup/delivery instructions for the first leg of the roundtrip. On the confirmation page, select round trip for the 2nd part of the roundtrip.
35	Pathology Specific	What happens if the courier calls the client when they arrive, and the client draws the patient and hands the specimen to the courier. It's only for 2 tests that I can think of	Once the specimens are provided to the courier, then they will make the delivery to the destination.
36	Pathology Specific	There are certain specimens that can only be drawn once the courier is at the site, how would that pick-up be ordered?	Specify within the pickup instructions ' sample being drawn upon courier arrival ' and leave the pickup contact name and phone number so the courier can notify them they've arrived.
37	Pathology Specific	Clients may request STAT delivery for specimens that need to be sent to the lab within 15 minutes. Clients wait to draw these specimens until the courier has arrived. Can we let the courier know via the notes section and provide them the client's number to call to notify when they are nearing the pick-up location?	Specify within the pickup instructions ' sample being drawn upon courier arrival ' and leave the pickup contact name and phone number so the courier can notify them they've arrived.
38	Placing an Order	Can you change or remove an order if you added wrong information?	For any changes to orders already placed must be emailed or called into our dedicated dispatch team.
39	Placing an Order	Our clinic is 2.5 hours away from the main campus. We have multiple specimens on a daily basis. Do we need to "place an order" everyday? If so, what time of day should we place the order	Departments have submitted routes that need to occur on a set basis. If the specimens fall within your departments' route list you will not need to place the orders daily.
40	Placing an Order	I work in Livonia. If we have 2 items that need to go to the hospital but different locations within the hospital do you need two separate orders? For example have specimens to go to pathology and return items to MSC. (both are at the hospital) If we need two orders, are we being billed double?	Depending on the location, it can be either handled as 1 route with 2 stops or would need to be 2 separate orders. Please ensure there are clear delivery instructions and work with the Lab Logistics dispatcher to confirm.
41	Placing an Order	Is there any time your team would prefer a phone call as opposed to this system-a stat for instance???	For after hour deliveries and time sensitive deliveries, it would be preferred to call in an order.
42	Placing an Order	Can we add to an existing order?	If a location is already on a scheduled pick up, you can add/remove to the routed deliveries. In layman's terms- you can add onto pre existing routes as you see necessary. For any additional deliveries outside of the scheduled routes, we'd recommend placing an on-demand order.
43	Placing an Order	Can we setup a new pickup schedule?	Lab Logistics has been provided routes by the departments of Ambulatory Care Services, Pathology, Central Pharmacy, and HIMS to be performed on a set frequency - these are referred to as scheduled routes. For any additional routes necessary, users can navigate to the RapidShip Portal section "place an order" to complete the request.
44	Placing an Order	Do I need to create a order when I need to send supplies back? Something other than the "normal" specimens. I wouldn't need a new courier	As long as the supplies are being delivered to a location that is on the same route as the pickup, then nothing additional is needed other than identifying on the box where it should go. If the supplies you are trying to return have to go to a location that is not on the same route, then an order would need to be created
45	Placing an Order	If you pick the schedule later option does the options change under types of delivery?	No, the order type you choose are independent of the time of the day in which an order can be set up.
46	Placing an Order	What is your TAT for STAT order	Same Day - 10 to 12 hours; Rush - 4 hours; Stat - 2 hours
47	Placing an Order	If we are scheduling a pick up/delivery, where would we put the destination address? Like ordering supplies from Material Services, I would enter origin address but where would I put destination address?	Within the "Place Order" function there is a "Destination" section and you can select in the "Search My Address Book" to identify the location address.
48	Placing an Order	Can our staff also call in orders? If so, what is the phone number?	Yes, the University of Michigan has dedicated dispatch line. This number is 231-202-2885. Department-specific placards have been issued with this phone number and account information that can be referred to when calling in an order.
49	Placing an Order	Do we use the online portal for add on or stat orders, only? If we already have a scheduled pick up nothing is changing for my clinic, correct?	Scheduled routes will remain unchanged if an additional STAT order is placed.
50	Placing an Order	How are STAT pick-up request done do we have to choose the STAT car option?	You would select from the 2hr or 4hr options in the portal. Then, choose car or van depending on what is needed.
51	Placing an Order	I'm at MedSport Domino's Farms. If I'm placing an online order from Pharmacy, then the folks at Pharmacy will be creating the delivery for us, is that correct? If there was an error, then we'd create the pick-up request	Domino's Farms can technically create the order, but for billing purposes and to avoid confusion it might be safer to request someone at the pharmacy place the order.
52	Placing an Order	Sometimes we have an pickup that is no rush for when it is picked up/delivered vs pickups that are STAT (ASAP). Is there a way to differentiate under ready now?	Yes, within "place an order" there is "order type" and a requester is able to differentiate here.
53	Placing an order	When I put in my orders for supplies, do I have to schedule a pick up for that request or will they take care of it	There will be scheduled routes, if your supplies are picked up on a set cadence they are included apart of these. If this is a one-off situation, then you will need to place an on-demand order. The process should remain the same moving from current to Lab Logistics.
54	Pricing	Are the prices all inclusive or are there additional assessorials not shown in the portal?	Accessorials are not included in the pricing shown on the portal. Please review your contract for non-base rate charges.
55	Scope of Services	Is B2 Pharmacy moving to Lab Logistics?	B2/Central pharmacy will be servicing all of the ACU off-side campus centers.
56	Scope of Services	Will this cover deliveries for MSC, Pharmacy, Pathology? Is Lab Logistics replacing Metro Delivery?	Metro Delivery services will move fully to Lab Logistics for the departments of Central Pharmacy, Pathology, Ambulatory Care Services, and HIMS effective 12/05/2022.
57	Scope of Services	Will Lab Logistics be providing services for only Labs? For example, supplies, specimens, etc.	No, all current services and functions will be transitioned to Lab Logistics. This includes other parcel deliveries such as supplies, mail, linens, etc.
58	Scope of Services	When are services effective?	12/05/2022
59	Scope of Services	What is the service territory?	All campus locations (academic and medical) within the U-M enterprise. This includes Michigan, Ohio and Indiana
60	Scope of Services	Do we have to do anything for mail pick up, HIM documents and money backs going to the cashiers office at the main hospital? Or is this just being automatically switched?	No, HIMS automatically will be switching over.
61	Scope of Services	What are considered after hours?	Normal Business hours are Monday - Friday 7:00 a.m.-7:00 p.m. and Saturday 8 am - 2:00 pm, excluding U-M recognized holidays, as outlined on the website: https://hr.umich.edu/working-u-m/my-employment/holidays-season-days

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62	Scope of Services	Will we still have our hourly pickup/drop offs to and from UH/NCRC. If so do we have to create an order?	All current services will be moved to Lab Logistics effective 12/5/22. For repetitive, standard deliveries routine routes have been created. Therefore, you don't need to create an order. If you need an additional, one-off delivery, please navigate to the online portal to place an on-demand order.
63	Scope of Services	Will couriers have dry ice available?	Yes, couriers on scheduled routes requiring temperature monitored parcels there will be dry ice. For any on-demand orders being placed, please enter this requirement in the order's pick up instructions.
64	Scope of Services	Can I just clarify that the drivers do have coolers for refrigerated labs?	Yes, drivers will be equipped with coolers. Please ensure any refrigeration requirements are included in the specific instructions to prevent any confusion of requirements.
65	Scope of Services	Central Sterilization, is that one that you all will be taking over next week?	Yes, Ambulatory Care Services, Central Pharmacy, Pathology, and HIMS will be transitioning to Lab Logistics.
66	Scope of Services	If I need a cooler with my delivery, should I include this in the comments?	Yes, please include any requirements necessary for a successful delivery in the comments. This would include any temperature/refridgeration needs.
67	Scope of Services	Will COVID vaccine delivery be done by Lab Logistics now or will that remain with current currier?	Yes, COVID vaccines are being handled by Lab Logistics.
68	Scope of Services	How long will driver wait if something isn't at pick up location	A driver will wait 15 minutes.
69	Scope of Services	what is the time frame that we need to enter the drop off/pick up request? 1 hour, 4 hours, 15 minutes	the time is dependant on the service that you need. There are the three different order types depending on the turnaround time necessary. Less than 2 hours, 4 hours, 8-12 hours.
70	Scope of Services	Are all Michigan Medicine staff at all locations now aware of the transition from Metro Delivery to LabLogistics?	For the implementation effective December 5th the departments of Ambulatory Care Services, Pathology, Central Pharmacy, and HIMS will transition all services from the current supplier to Lab Logistics. This does not cover all of Michigan Medicine, therefore some departments will remain with their current courier and it is upon their discretion of which U-M courier contract to utilize.
71	Scope of Services	If the driver arriving for a regular run, pick ups specimens that have a specific turn around, do they go back to hospital immediately or do they need to request that go with a separate driver?	A route driver should not be given specimens that have very specific turn around time unless the driver will be going to the hospital as their next scheduled stop. The 'regular' routes have multiple stops at specific scheduled times, they are not able to bypass other stops and go directly to the hospital. If there is specific time requirements on samples that require direct delivery, an on-demand order should be placed.
72	Scope of Services	Will Lab Logistics be delivering the freight/supplies?	Yes
73	Security	Is Lab Logistics PHI secured. for example, can a patient name and DOB be entered into the special instructions for a stat pick up of one specimen for a specific patient?	Yes, this information can be added into the special instructions.
74	Security	Do you drop off at patient homes?	Yes
75	Security	If patient cannot get up to answer the door to receive the medication delivery, what does the driver do? Will they enter the home if patient says "OK to enter?" If not, what is the protocol?	It is a case by case basis. Pharmacy provides instructions on whether we are allowed to leave medication at the patients home or if it would have to be returned to the pharmacy. If there are no instructions listed, we contact the pharmacy to obtain those instructions. If the patient is not able to answer the door, we would have to find out from the pharmacy if we are allowed to leave the medication at the door.
76	Security	Will they leave a package if no one is at the destination site to receive it?	It is a case by case basis. Many locations we deliver supplies to have specific racks where the couriers are supposed to leave items when there is no one there to accept them.
77	Shortcode	What shortcode should I use?	Reach out to your department leadership to identify the proper 6-digit shortcode to use. This will be the account being charged for the order placed. Each department also has a placard with account and shortcode information for your reference.
78	Shortcode	Can employees say a location (ex. Pathology) instead of stating short code?	It is required that a shortcode is provided for all routes. There have been department-specific placards issued with this information to help with this.
79	Shortcode	Is a short code necessary for stat pick up requests? Sometimes stats requests are supposed to be billed to our clients and we do not have their information	Orders cannot be placed without a shortcode. The shortcode is a required field for billing purposes. Will follow up about what to do in this situation.
80	Shortcode	Is customer ID the same as the short code	No the short code is not the same as the customer ID. The short code is used by UMich finance to identify specific departments/groups that are responsible for the charges on specific orders. The customer ID is used by LL to identify the account the order should be placed on.
81	Supply Chain Specific	Do you have a contact person for Supply Chain Services/ Linen?	Beth Croxton is the Supply Chain Services/Linen contact.
82	Training	Will there be written versions of these instructions or quick 'job aids' for users to reference after training?	A .pdf document of this training has been provided to UMich. Additionally, an information placard will be provided prior to go live with high level details on how to access the portal, a contact phone number for a dedicated dispatch line, and a place for each area to enter their short codes for reference.