



## INSTRUCTIONS FOR CANADIAN CLIENTS ORDERING ESOTERIC TESTS FROM ARUP

### Preauthorization

- Clients may submit requests for esoteric testing to ARUP through [ask.global@aruplab.com](mailto:ask.global@aruplab.com).
- ARUP will determine if the test is suitable for international shipping.
- ARUP will reply with an email containing the specimen and test requirements, the test price, an ARUP requisition form, shipping instructions, and payment options.

### Submission

- Client collects the specimen and completes the ARUP requisition form, along with any other supplemental paperwork, if necessary (i.e., patient history form).
- Client packages the specimen and the requisition form, along with any other supplemental paperwork, if necessary, into an appropriate shipping container (specimen packages requiring a refrigerated or frozen stability may require additional components, such as dry ice, to maintain appropriate temperature while in transit).

### Shipping

- Please ship to:  
ARUP Laboratories  
IOGS 393 / Tim Mason  
500 Chipeta Way, mail code 393  
Salt Lake City, UT 84108-1221, USA
- Clients are responsible for all charges incurred during shipping and custom brokerage.
- Please consult local customs authorities to ensure proper shipping guidelines.
- ARUP receives specimens seven days a week.

Please check with your carrier regarding weekend deliveries.

### Billing

- Payment is required prior to test performance.
- Payment options include valid credit card (Visa, MasterCard, or American Express) or bank wire transfer. Canadian clients may bypass the prepayment process by submitting a Ministry of Health (or other government organization) letter guaranteeing payment with the specimen. In this case, client will be invoiced after the tests are completed.
- Quoted prices are valid for each individual transaction (price schedules may change at any time).
- If the client is not bypassing payment with a Ministry of Health letter and payment is still pending upon receipt of specimen, there may be delays in issuing results.

### Results

- ARUP will send results to the client by secured email.

### ARUP Contact Information

For further information about contracting with ARUP Laboratories, please contact us as indicated below:

### International Submissions phone:

1(800) 242-2787, ext. 3347 or

1(801) 583-2787, ext. 3347

**Fax number:** 1(801) 584-5249

**E-mail:** [ask.global@aruplab.com](mailto:ask.global@aruplab.com)

**ARUP General Phone:**

1(800) 242-2787 or

1(801) 583-2787