

## 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 respond 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  
Specimen Processing  
500 Chipeta Way, Mail Code 232  
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 Canadian clients may bypass the pre-payment 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 pre-payment with a ministry of health letter and payment is still pending upon receipt of the 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