



Quest Diagnostics Routing Business Process Management User Guide

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Quest Diagnostics Routing Business Process Management



Product Information

Specifications:

- **Manufacturer:** Quest Diagnostics Incorporated
- **Product Type:** Routing Guide
- **Designed for:** Suppliers preparing shipments for Quest Diagnostics facilities
- **Key Features:** Routing instructions for various shipment types, guidelines for compliance

Product Usage Instructions

General Rules

Ensure adherence to the following general rules:

1. Supplies:

- **INCO term:** FOB Destination
- Freight to be tendered to Quest Diagnostics preferred suppliers
- Preferred suppliers will bill Quest directly for freight cost

2. Equipment or Items of High Value:

- Ship Prepay and Add with FOB Destination terms
- Contact Quest Contact for different terms
- Transport with proper carriers

Frequently Asked Questions (FAQ)

- **What should I do if my shipment does not comply with the routing guide?**

If your shipment does not comply, issue a credit for the overcharged freight costs and any rebilling charge.

- **How should I handle air shipments?**

Air shipments should be utilized when authorized in the Purchase Order or approved by Quest Contact in writing.

Quest Diagnostics Incorporated developed this Routing Guide to help suppliers accurately prepare shipments destined for Quest Diagnostics facilities. In order to assure a consistent flow of products to Quest Diagnostics, your adherence to the Routing Guide is critical. Any violation of these instructions causing Quest Diagnostics additional expense or unrecoverable loss, may result in charge backs against your company.

GENERAL RULES

- **A.** For supplies, the INCO term is FOB Destination terms of sale and freight should be tendered to Quest Diagnostics preferred suppliers (listed in the Routing Matrix). Quest's preferred suppliers will bill Quest directly for the cost of the freight.
- **B.** For equipment (diagnostic machines, lab equipment, etc.) or Items of High Value (sensitive electronic equipment, etc.), the shipment must be shipped Prepay and Add with FOB Destination (including installation & certification) terms.
 - **a.** If the terms are any different than FOB destination, the supplier must contact the "Quest Contact" (listed below) at least one week prior to shipping. Supplier must transport Equipment or items of high value items with the proper carriers.
- **C.** Quest Diagnostics has 3 days from time of delivery to inspect a shipment for damage.
- **D.** On the shipping documents (airway bill (AWB) or bill of lading (BOL)), the purchase order number must be documented in the reference field. If the PO numbers or GL Codes are missing, invoice payment may be delayed.
- **E.** If any shipments are not in compliance with the Quest Diagnostic's routing instructions, then the supplier shall issue a credit for the overcharge freight costs and any rebilling charge.
- **F.** If any service that requires a "Written Approval" (as listed in the Supplier Specific Guidance) and is not approved by the "Quest Contact" (listed below) prior to shipment, supplier shall issue a credit for the overcharged freight costs.
- **G.** If you have a problem complying with the Quest Diagnostics Routing instructions, contact "Quest Contact" (listed below).

AIR SHIPMENTS

- **A.** Utilize air transportation when:
 1. the Purchase Order specifically authorizes air transportation; or
 2. When "Quest Contact" approves air transportation in writing.
 3. When the shipment is traveling internationally.
- **B.** In shipping refrigerated product that cannot be delivered by ground within 2 days, contact your buyer to obtain approval for overnight air shipment.
- **C.** Supplier must provide a report to the buyer/category manager identifying all shipments to be delivered to Quest Diagnostics locations overnight.

Truckload (TL) and Less-Than-Truckload (LTL) SHIPMENTS

- **A.** Per the Routing Guidelines (below), all supplies that are shipped TL or LTL, must be tendered to CH

Robinson.

- **B.** Quest Diagnostics requires all LTL and TL shipment's to be booked through the C.H. Robinson on-line web portal Navisphere.
- **C.** Orders tendered to C.H. Robinson for same day LTL pickup must be tendered by 3pm vendor local time.
- **D.** Consolidate all LTL shipments to the same destination on the same day as one LTL shipment. Multiple LTL shipments to the same destination on the same day will result in a charge back to the supplier.
- **E.** When tendering orders to C.H. Robinson, please note, C.H. Robinson will provide shipper with a CHR bill of lading which must be provided to the carrier upon pickup.

ROUTING MATRIX

- **A. Temperature Specific Guidance for Domestic shipments:**

1. For Specimen shipments use FedEx Priority Overnight.
2. For Perishable Supply shipments ship the following days
 - Monday & Tuesday use FedEx 2nd Day PM
 - Wednesday, Thursday use FedEx Standard Overnight
 - Friday use FedEx Priority Overnight for Saturday delivery
3. For Non-Perishable Supply shipments use FedEx Ground
 - **Please note:** FedEx Ground cannot be used for biological samples. This includes blood stains or urine. FedEx Express 2nd Day PM needs to be used for these types of samples.
4. Administrative shipments use 2nd Day PM.
 - **Note:** Do not use 2nd Day AM in any scenario.
5. For Pallets or White Glove Service (moving test equipment) – Do not use FedEx. CH Robinson is Quest preferred supplier.

- **B. Supplier Specific Guidance:**

If Mode is...		& Total S hipment Weight Is	Service Require ment	Then Use	Mode T ype	Writte n Appro val Re quired
US Domesti c Ground	Small Package	0 – 150 lb s	1-5 Day Service	FedEx Ground	Ground	No
US Domesti c Ground	LTL – Less Then Truckl oad	151- 9,99 9 lbs	1-5 Day Service	CH Robinson	LTL	No
US Domesti c Ground	Full Truckload	> 10.000 l bs	1-5 Day Service	CH Robinson	TL	No

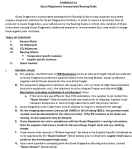
US Domestic Ground	Expedited Ground	151 – 10,000 lbs & requires overnight service	Premium Service	CH Robinson	LTL	Yes
US Domestic Air	Small Package – First Overnight – <i>Strictly Prohibited</i>	0 – 150 lbs	Premium Overnight Service	FedEx Express	Premium Service	Yes
US Domestic Air	Small Package – Next Day Air / Priority Overnight	0 – 150 lbs	Overnight Service	FedEx Express	Overnight Service	No
US Domestic Air	Small Package – Next Day Air / Standard Overnight	0 – 150 lbs	Overnight Service	FedEx Express	Overnight Service	No
US Domestic Air	Small Package – 2nd Day Air PM	0 – 150 lbs	2-3 Day Service	FedEx Express	Economy Service	No
US Domestic Air	NFO – Next Flight Out	0 – 150 lbs	Premium Same Day Service	Southwest Airlines United Airlines Delta Airlines American Airlines Alaska Airlines	Premium Service	No
US Domestic Air	Heavyweight Air – Freight	> 151 lbs	Overnight Service	FedEx Express	Economy Service	No
International Air	International – Next Day Air	0 – 150 lbs	Overnight Service	DHL (Primary) or FedEx Express (Backup)	Overnight Service	No

International I Air	International – 2nd Day Air	0 – 150 lb s	2-3 Day Service	DHL (Primary) or F edEx Express (Bac k-up)	Econo my Ser vice	No
Ocean	International		Muli wee k	Ch Robinson	Econo my Ser vice	No
White Glove	Equipment Moves			CH Robinson		Yes
White Glove	Furniture Moves			GWS/Planes		Yes

Quest Contact:
If you have any questions or require approval, please contact.

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Documents / Resources

	Quest Diagnostics Routing Business Process Management [pdf] User Guide Routing Business Process Management, Routing, Business Process Management, Process Management, Management
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References

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