

Battelle CCDS™ FedEx end-to-end shipping logistics service

The no-cost option for enrolled healthcare providers

Here's what to expect:

FedEx shipping service is available for immediate use and includes on-demand label printing through the Battelle CCDS™ Client Shipping Portal at: <https://www.battelle.org/gf/ccds-client-logistics>

Please do not request a FedEx pickup if your facility gets regular daily FedEx pickups already, as FedEx wants to avoid sending extraneous trucks to places.

1. This is the screen you will see when you click on the [Client Shipping Portal](#).
Please follow the orange instructions and complete the form.



Battelle CCDS™ Client Shipping Portal

Follow each step



1) Enter the 3-Digit Site Code and click LOOKUP.

2) Confirm that your shipping information is correct and complete.

If there are any errors in your shipping information or it is missing the ZipCode, please contact Battelle to update your shipping information.

3) Confirm that the Sender will be the person contacted by FedEx if there are questions and enter their Phone Number and Email Address.

4) Print your Label and Schedule a Pick-up (unless you have scheduled daily pick-ups at your location)

Ship From / Pickup Address

Site Code **LOOKUP** Reset Fields

Optional 2-Digit Location ID

Organization Name

Sender

Ship From/Pickup Street Address

Suite # or Apt #

Other

Ship From City/Pickup City

State Zip Code * US

Phone

Email

*Required Fields



Get Label Schedule Pickup **FedEx**

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Step 2: Confirm that your shipping information is correct and complete

Step 3: Confirm that the Sender will be the person contacted by FedEx if there are questions and enter their Phone Number and Email Address

Step 4: Print your label(s) and schedule a pickup if necessary

[Find A Drop Off Location](#)

GET LABEL

Be sure to disable your pop-up blocker or allow popups from battelle.org before getting labels.

PLEASE NOTE:

You can only print out one unique shipping label at a time, but you will have the option to print more once you complete printing the first label.

If you have questions, please contact
CCDSCustomerService@battelle.org

- Get your label by selecting "Get Label".



Battelle CCDS™ Client Shipping Portal

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Find A Drop Off Location

GET LABEL

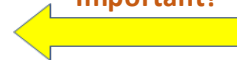
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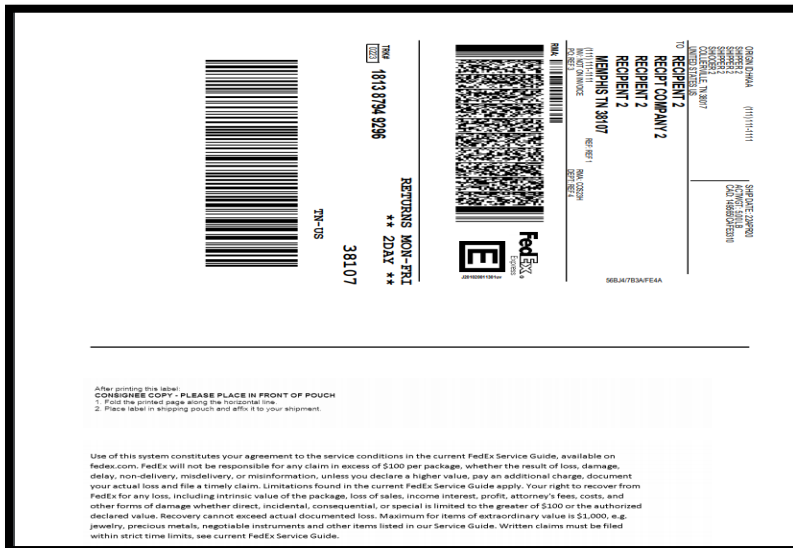
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Important!



If you have questions, please contact
 CCDSCustomerService@battelle.org

- This is the screen you will print. Print the label and place it onto your rigid shipping box.



4. **Arrange for FedEx shipping** by doing one of the following:
 - a. Include your N95 package(s) in your business's regularly scheduled FedEx pickup, OR
 - b. Use the [Battelle CCDS™ Client Shipping Portal](#), OR
 - c. Call 800-GoFedEx (800-463-3339 x0 then say "Representative"), OR
 - d. Schedule an Express pickup online if registered online, OR
 - e. Drop off the package to one of the FedEx Express stations

Once you have your FedEx labels:

1. **Properly label your N95 respirators:** Each N95 respirator must be handled and labeled properly for Battelle to decontaminate it. Please review the instructions provided in the links below for details on how to collect, label, and package your respirators for shipment.
 - a. [Instructions for Healthcare Personnel](#) [pdf]
 - b. [Instructions for Healthcare Facilities](#) [pdf]
 - c. [HCP - Fact Sheet](#) [pdf]

It is VERY IMPORTANT that every N95 is properly labeled and free of any visible soiling such as blood, bodily fluids, and makeup/cosmetics (e.g. foundation, lipstick, lip balm, blush, etc.)

Battelle cannot decontaminate N95s that do not meet these requirements.

How to ship your N95s to the CCDS Site:

1. **Download, fill out and print 2 copies** of the [Chain of Custody Form](#) per shipping box, per shipment. Please provide 1 copy of the completed form inside each shipping box, and place 1 completed copy behind the FedEx shipping label inside the shipping sleeve where it is accessible from outside the box.



2. **Download and print** the required [UN3373 label form \[pdf\]](#). Place the whole UN3373 label form pdf on the outside of each shipping box, on the same side as the FedEx shipping label. (The completed package should contain less than 8.8lb/4kg of N95s to comply with shipping regulations.)

Very important: Please write your **3-digit site code on the outside of each of your shipping boxes** next to the FedEx shipping label.

If you have customer service questions please email us at CCDScustomerservice@battelle.org.

Other important details about the service are located in the [Battelle CCDS™ FAQs](#).

Frequently Asked Questions

Q: What time does FedEx send out labels to Battelle CCDS Customers each day?

A: There is no set time that labels are sent. Currently, FedEx labels are being sent to states and areas where a CCDS unit is operational and ready to receive boxes.

Q: What is the process to schedule a FedEx shipment using the labels we print?

A: You can either call 800-GoFedEx (800-463-3339 x0, then say “Representative”) or schedule an Express pickup online if registered online. Another option is to drop off your CCDS package to one of the FedEx Express stations.

Q: If we did not receive labels, how can the labels be resent?

A: Email CCDScustomerservice@battelle.org with your facility name, your assigned 3-digit site code, your facility address, and the point of contact name, email and phone number where you want the labels sent.

Q: Do we get 1 email with 10 labels, or 10 emails with 1 label?

A: You will receive 10 emails with 1 label.

Q: Where will the clean masks be sent?

A: They will go back to the address assigned to the specific 3-digit code.

Q: The FedEx email said the labels expire on a certain date. Is that just the date I need to print them by or do they expire on that date even if I print them now?

A: The labels do have expiration dates. They must be used within 5 days of printing. More will be sent or we will have our self-service portal set up for printing labels on demand.

Q: My organization/hospital system has multiple sites, can I forward the emails?

A: Yes, these emails can be forwarded to be printed at the sites. You must forward the correct labels that are specific to the site address. This information can be found by following the FedEx instructions in this document (see Step 3).

Q: Who do we contact if we didn't get labels and they aren't in our spam file?

A: Please send an email to CCDScustomerservice@battelle.org and include your 3-digit code and what email you would like the labels sent to.

Q: Where should the Chain of Custody form go?

A: Download, complete and print 2 copies of the **Chain of Custody form** per shipping box per shipment. Please provide 1 copy of the completed form inside each shipping box, and place 1 completed copy outside the box, behind the FedEx shipping label inside the shipping sleeve.

Q: What is the turnaround time for healthcare providers to get their N95s back?

A: Battelle's goal is to have decontaminated N95 respirators ready for shipment back to the originating healthcare provider within 72 hours of receipt. Processing and turnaround time will depend on the volume of incoming respirators. It should be closer to 5-7 days with shipping included

Q: If there is a problem, how will we be contacted?

A: The Battelle CCDS site lead will reach out to your POC.

Q: Why are masks discarded and how would a provider know if their masks were discarded?

A: N95s are discarded when they are damaged or soiled from blood, bodily fluids, or makeup. The chain of custody form will mark how many masks were discarded for these reasons.

Please visit www.battelle.org/N95 for more FAQs.