

Shipping Instructions for your Litholink Test

Three Easy Steps

Use the three steps below to schedule your one-time pickup:

Step 1

Call FedEx at **1.800.463.3339**. You will be asked a few questions.

FedEx: *"In a few words, please tell me what you're calling about..."*

Your Answer: **FedEx Express® return pickup**

FedEx: *"Is the word "stamp" written anywhere on your return label?"*

Your Answer: **No**

FedEx: *"Please say or enter the tracking number on your return label."*

Your Answer: **Slowly speak, or enter the tracking number on your return box**

FedEx: *"Before we move on to the pick-up address, the company name I have on file is Litholink/Labcorp. Is the company name at the pick-up location?"*

Your Answer: **No**

When you say "no" it will then prompt you to enter YOUR pick-up address.

Step 2

To be completed on the phone menu, provide YOUR:

- Phone number at pick-up location
- Pickup location full address (include apartment/unit/suite)
- Number of packages to be picked up (1), and approximate weight (1lb)
- The day of the pick-up, when will it be ready, and how late we can pick up

Step 3

Once your pick-up address is confirmed, it will then provide you with a pick-up confirmation number. Note this confirmation pickup number provided.

Also, make note of the 12-digit tracking number on your return box.

ORIGIN ID: HRAA (901) 221-2211 SHIP DATE: 06JAN18
JOHN SMITH ACTWGT: 5.00 LB
FEDEX CORPORATION SAMPLE LABEL CAD: 100674481/NET3670
100 MAIN STREET DIMS: 10x10x5 IN
HICKORY HILL, TN 38125 BILL SENDER
UNITED STATES US

TO **JOE SMITH**
FEDEX CORPORATION SAMPLE LABEL
3650 HACKS CROSS RD

MEMPHIS TN 38125
(901) 222-2222 REF: SAMPLE PRINT LABEL RETURN
INV: DEPT:
PO:

RMA:

 **FedEx**
Express


RETURNS MON-FRI
PRIORITY OVERNIGHT

TRK# **0221 XXXXX04 6900**
12 Digit Return Tracking Number 38125

TN-US



If the phone menu does transfer you to a live agent for whatever reason, please remind the agent that you would like to schedule a **FedEx Express® return pickup** and you already have the label and tracking number. No account numbers required.

