

## **Getting Started with Advanced Clinical Laboratories**

When you begin services with ACL, a dedicated account manager will contact you to verify receipt of the pertinent supplies to get started. The representative will also address any initial questions you may have concerning specimen collection, shipping, reporting. Your account manager also performs regular follow-up and maintenance calls to ensure that your account information is always accurate.

## **Supply Reordering**

Your dedicated account manager will be your main point of contact for all collection and shipping supplies. All orders can also be placed via email or fax. We provide all of our customers with an order form which allows for an easy reorder process. Your dedicated account manager will work closely with you to make sure the appropriate inventory is on hand at all times.

## **Specimen Shipping**

Any shipping charges are paid by ACL when you use the pre-addressed labels provided with the collection supplies. Your account manager will set up your account with FedEx, schedule your routine pick-ups, and provide you with custom lab packs and preprinted shipping labels. Depending on the location of your facility we may retrieve the specimens with one of our in-house couriers.