

The Newborn Screening contracted courier for bloodspot specimens, **EZ Messenger** is undergoing a few changes, including their business name and contact information. Below are the details.

1. *Effective immediately*, please use either number below to reach their **Dispatch** desk. **(623) 201-8858** or **(214) 379-0050**
2. *Effective immediately*, to order **envelopes**, please call one of the numbers above or email AZSTATELABDISPATCH@gmail.com with your request. If you don't receive envelopes within two days, please feel free to email or call me at the number below.
3. Over the next month EZ Messenger will be changing their name to **Specialized Delivery Services**.

What this means for you: the green bin will be the same but the name on the side will be changing, the drivers will be the same but may be wearing different uniforms, and your specimens/samples will continue to be delivered either the same day or next business day. Also, the Phoenix and Tucson area drivers are now using a new software system to improve efficiency and timeliness—many samples are now being delivered to the state lab within 4 hours! In some cases drivers are now arriving at your site earlier; please try to have envelopes sealed and ready for pickup by 8:00 am.

Finally, three key points to remember about newborn screening shipping practices.

1. ***Seal every envelope, every time.*** Many envelopes arrive ripped-open and re-taped or otherwise not sealed.
2. ***Always include a packing slip,*** including a list of each sample by name and MR# for positive identification.
3. ***Reconcile before shipping.*** If the packing slip and samples do not match, someone from the lab will be contacting you to resolve so please include a point of contact with phone/fax numbers.

Let me know if you have questions.

Thanks,

Sondi Aponte

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