



TO: OUR VALUED CLIENTS
FROM: ACULABS, INC.
RE: ORDERING STANDING ORDERS VIA OUR STANDING ORDERS DEPARTMENT

Note: Facilities who process their reoccurring orders (aka “standing orders”) online via the web portal will not receive monthly shipments in the mail of their reoccurring orders from our Standing Orders department.

To create a Standing Order within our system, you will follow the process to create a one-time order. After choosing the initial collection date and time, do as follows:

- Choose frequency (weekly, monthly, etc)
- Select start **AND** end dates. (End dates may be as far out as 2 years)
- Complete order as usual.

The screenshot shows a web form for creating a standing order. It has a yellow header bar. Below it, there are several rows of input fields with calendar icons for date selection. The first row is 'Order:' with date '09/19/2022' and time '09:47'. The second row is 'Collection:' with date '09/19/2022' and time '12:00 AM'. The third row is 'Frequency:' with a dropdown menu set to 'Weekly'. The fourth row is 'Start:' with date '09/19/2022' and 'Stop:' with date '09/19/2024'. Below these are 'Fasting:' and 'Stat:' checkboxes, and a dropdown menu with the text 'Please select or type new source'. At the bottom left, there is a 'Comments' field with a checkbox.

Considerations

A standing order received by the lab **by** the 20th of a month will be processed by the lab beginning on the 1st of the *next* month. The facility is responsible for creating any orders needed until that time.

If the standing order is received by the lab **after** the 20th of a month, the lab will begin processing the 1st of the *next* month *after* the following month. The facility is responsible for creating all orders needed until that time.

Examples:

- 1) Aculabs receives the requisition on **September 10th** when the initial order is completed. The lab will process, print and mail out the standing order for the month of October going forward. The facility is responsible for creating any labs needed for the rest of September.
- 2) Aculabs receives the requisition on **September 21st** when the initial order is completed. The lab will process, print and mail out the standing order for the month of November going forward. The facility is responsible for creating any labs needed for the rest of September and all of October.

All monthly standing order shipments are sent and delivered through Fed-Ex. A member of staff for your facility will be asked to sign for the order upon delivery by Fed-Ex staff. This signature will act as a reference for our staff.