



*Advancing Research. Improving Lives.™*

**NRG Oncology Biospecimen Bank- San Francisco**  
**Kit Request Protocol**

Step 1: Read through section 10 of study protocol. All protocols can be found at [www.NRGoncology.org](http://www.NRGoncology.org) and [www.CTSU.org](http://www.CTSU.org). NRG Oncology protocols are updated periodically, so please be sure you are using the current version.

Step 2: E-mail us at [NRGBB@ucsf.edu](mailto:NRGBB@ucsf.edu) and provide the following information:

- a) **NRG/ RTOG study number**
- b) **Number of patients** you need kits for and **which types of kits are needed (e.g. blood, urine, frozen tissue, FFPE block punch)** – we will send a complete kit for each patient, which includes all of the specimen collection kits needed for the patient from start to finish. If your site has just opened a study, we will send a complete kit for one patient once you have IRB approval. Feel free to request an additional kit as soon as your site begins to enroll patients on the study.
- c) Whether or not you need **Styrofoam shipping boxes** and **blood draw tubes**
- d) **Your FedEx shipping address and phone number**
- e) **Date needed** – By default, kits will be shipped via FedEx Ground; kits will be received within 7-10 business days. If kits are needed sooner, we will ship via FedEx Express Saver (3-4 business days). Requests for 2-day or overnight shipping must include your site's **FedEx account number**, as NRG Oncology cannot pay to fulfill last-minute requests.
- f) **Can you ship frozen specimens to us in batches?** – Whenever possible, we encourage sites to store specimens at -80°C (-70°C to -90°C) and ship them to us in batches. This helps us to cut down on ever-rising shipping costs and Styrofoam waste. If this is possible, we will send only one large Styrofoam shipping container. You can use your own boxes as well.

Step 3: FedEx will send you an email informing you that a shipment is on its way. If you do NOT receive an e-mail from FedEx, please contact us at [NRGBB@ucsf.edu](mailto:NRGBB@ucsf.edu).



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**NRG Oncology Biospecimen Bank- San Francisco**  
**Biospecimen Kit Return Protocol**

Once you are ready to send specimens back to NRG Oncology Biospecimen Bank:

**For Frozen Specimens:** Please make sure to ship to our street address, ZIP code 94115.

- Affix the prepaid return shipping label, the dry ice (UN1845) sticker and Biological Substance (UN3373) sticker, all included in your kit, to the outside of the box.
- If you are using your own shipping labels we cannot pay for the shipment, do not bill us.
- Canada sites must contact us first for Account information and a one time PO# to use for every box being shipped.
- Pack enough dry ice so specimens do not thaw during transit – at least 5 pounds. The box should have more dry ice than specimens. Use a larger box or additional boxes if needed. The return FedEx label allows for up to 10lbs of dry ice.
- **Please ONLY ship frozen specimens Monday through Wednesday (Monday-Tuesday for Canadian sites).** Any weather-related or other shipping delays may cause packages shipped on Thursday to arrive the following Monday thawed and unusable. Our building is not open on Saturdays or holidays

**FedEx/UPS Courier address** (all courier packages, including frozen specimens and slides/blocks)  
NRG Oncology Biospecimen Bank- San Francisco  
UCSF  
2340 Sutter St. Rm. S341  
San Francisco, CA 94115  
Contact # 415.476.7864

**For FFPE Specimens: slides, blocks and punches:** Use the above courier address (ZIP 94115) for all urgent FedEx/UPS or the below address (ZIP 94143) for US Postal Service. US Postal Service can take several days to get to us as our building is not a mail stop.

- Always send an H&E that we can bank (duplicate cut is permitted, does not have to be diagnostic slide unless specified in protocol) with any and all FFPE Submission. We cannot accept and FFPE submission without the corresponding H&E.
- Incomplete/incorrect submissions will be returned to the site at their expense to resubmit.
- Pack securely:
  - do not wrap blocks in bubble wrap or gauze, but use a special block holders or plastic bag or paper towel.
  - Make sure slides are in secure slide holders and that the slides are not shaking. Do NOT use cardboard slide flats, the slides WILL break during transit.
- During warm weather ship blocks and unstained slides with cold packs to prevent melting.

**US Postal Service mailing address** (Use this address only for USPS, not for FedEx, UPS etc.)  
NRG Oncology Biospecimen Bank- San Francisco  
UCSF, Campus Box 1800  
2340 Sutter St. Rm. S341  
San Francisco, CA 94143-1800



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### **Kits and Shipping FAQ's:**

#### **1) Who pays for shipping?**

The NRG Oncology Biospecimen Bank pays to ship specimen collection kits to your site via FedEx Ground and will provide institutions within the US a pre-paid FedEx return label for you to send frozen specimens back to us.

Sites outside the US can request a single-use account number and reference number to use for each shipment of frozen specimens. Any site that uses our account number without a reference number provided by us will be billed for their shipment.

**Note:** NRG Oncology does **NOT** pay for routine ambient-temperature shipments of pathology materials (slides, blocks, punches) unless specifically stated otherwise in the protocol. This is considered part of the general case reimbursement.

#### **2) I just need a return shipping label. What do I do?**

E-mail [NRGBB@ucsf.edu](mailto:NRGBB@ucsf.edu) to request a shipping label for frozen specimens, and include your FedEx shipping address and phone number. We will email a prepaid shipping label to you. All requests for these labels must be made by 10.30 am PST.

#### **3) If I need to send something ASAP can I use the NRGBB FedEx account number?**

**NO**-We do not give out our FedEx account number. However, you can e-mail the NRG Oncology Biospecimen Bank at [NRGBB@ucsf.edu](mailto:NRGBB@ucsf.edu) and ask to have a shipping label e-mailed to you that day; see question 2 above.

#### **4) Can our institution get a block/slide back?- Yes if there is an alternative FFPE submission in the protocol.**

##### **Rule of thumb-**

- i) never submit FFPE samples with a return request in the submission unless it is a punch and return -only submit what we can bank.**
- ii) If your site wont allow us to keep blocks submit a punch or unstained instead as per the protocol.**
- iii) E-mail [NRGBB@ucsf.edu](mailto:NRGBB@ucsf.edu) and include a return request form (available on our website at [NRGBB.ucsf.edu](http://NRGBB.ucsf.edu). Information needed**
  - o Study and Case #
  - o Reason you want the block and/or slide returned: if the return request is for continuing patient care, please make this clear in your request and we will return the specimens within 24-48 hours.
  - o FedEx shipping address and telephone number of contact person

Return requests will be reviewed on a case-by-case basis. We will punch blocks if enough tumor tissue exists and the protocol provides this option.

Punch and returns can take 1-2 months as we do this in batches and have to have the bank pathologists review the punches for tumor content before we can ship back the blocks