

Booking container deliveries and collection of samples

Please note that you can request delivery of containers and collections from your site or office on our myALS portal using the following link: <https://myals.alsglobal.co.uk/>

If you require a login for our portal or any support with your logistical requirements, please contact our dedicated logistics team on hawardencouriers@alsglobal.com or telephone 0845 900 3800.

Collection requests should be made before midday on the day required, with container requests needed before 2pm on the day prior to requested delivery.

Ensure you take a note of the CitySprint **HAWB No** provided to you as this must be used to complete the returns label and can also be used to track your samples.

Packaging Samples

Please ensure you have retained the relevant barcode sticker per container to schedule your samples through the myALS portal. Please provide your myALS order number alongside your samples if available. We recommend your myALS order is submitted as soon as possible to ensure your samples are processed upon receipt and holding times are not compromised. Alternatively, a paper Chain of Custody (CoC) can be provided on request. This should be completed in full and submitted alongside your samples to ensure that the samples can be registered accurately.

Cool boxes/bags must not weigh more than 15kg

Labelling

The returns label included must be completed and placed in/under the clear plastic document wallet for each cool bag. Please note the following on the returns label:

- **City Sprint HAWB** no (provided when booking the collection)
- **Turnaround** required for sample testing
- **Senders information** (your details)

City Sprint Drop Off Service

Available at the following locations. Prior booking is required, and your returns label must be fully completed before dropping off. Please contact ALS for full details.

BIRMINGHAM
LEEDS
BRISTOL
GUILDFORD

READING
SWINDON
GLASGOW
SHEFFIELD

SOUTHAMPTON
CARDIFF
MILTON KEYNES
NOTTINGHAM

HEATHROW
MANCHESTER
WARWICK
LONDON SE1

You can contact ALS Hawarden via:

Client portal: myALS

Email: hawardencouriers@alsglobal.co.uk

Phone: 0845 900 3800

ALS Laboratories (UK) Ltd. Unit 7&8, Hawarden Business Park, Manor Road, Hawarden, Flintshire. CH5 3US