

Instructions for Shipping NBS Specimens via the Golden State Overnight (GSO)

For facilities that ship 3 or more times per week, GSO will arrange for a daily scheduled pick up

- Complete the Specimen Transport Log, as usual, listing all the specimens that will be included in the envelope. Use Specimen Transport log even if you only have one specimen to ship.
- Put the specimens and the Specimen Transport Log in a regular manila envelope. Then put the manila envelope in the GSO envelope (cardboard envelope supplied by GSO).
- Seal the GSO envelope. Apply shipping label on the GSO envelope.
- Ensure that package is available for pick-up before designated pick-up window period. GSO will automatically pick-up at your facility.
- Stick the GSO tracking number on your copy of the transport log for your records in case you need to track the package/envelope.
- Do not put more than 12 Specimens in one envelope.
- Check to make sure each package has a shipping label.
- Ship daily even if you only have one specimen to ship for that day.

For facilities shipping less than 3 times per week, call GSO Customer Service at 1-800-322-5555 to request a pick-up under account number 50481.

- Prepare your specimens for shipment as above.
- Call GSO Customer Service at 1-800-322-5555 to arrange the time and place of pick-up. Request a pick-up under GSO account number 50481 and a GSO driver will pick up the same day (in most metropolitan areas) or the next business morning (in non-metropolitan areas). To determine which area your facility is categorized, please call Molly Stewart (916) 636-5137.
- Stick the GSO tracking number on your copy of the transport log for your records in case you need to track the package/envelope.
- Check to make sure each package has a shipping label.
- Ship daily even if you only have one specimen for that day.

Using A GSO Drop Box

- Prepare your shipment as above.
- Apply shipping label on the GSO envelope.
- Place package in a GSO drop box. To find a GSO drop box—go to the GSO website. Go to Shipping, click Locate a Drop Box.

For missed pick-ups on Monday to Friday

- Call 1-800-322-636-5555 to arrange pick-up; Provide account # 50481; Obtain Pick-up Confirmation number.

Ordering Shipping Labels and GSO Envelopes

- call GSO Direct Number: 916-636-5135 or 916-636-5137; Provide Account #50481

Ordering Specimen Transport Log

- call 510-412-1542 or email nbsorders@cdph.ca.gov