

**SCHEDULE 3.1**  
**Quest Diagnostics Incorporated Routing Guide**

Quest Diagnostics Incorporated developed this Routing Guide to help suppliers accurately prepare shipments destined for Quest Diagnostics facilities. In order to assure a consistent flow of product to Quest Diagnostics your adherence to the Routing Guide is critical. Any violation of these instructions causing Quest Diagnostics additional expense or unrecoverable loss may result in charge backs against your company. This document does not apply to shipment of any equipment or items of high value (see section B under General Rules for instructions). Please sign and return a copy to Quest Diagnostics [corporatetransportation@questdiagnostics.com](mailto:corporatetransportation@questdiagnostics.com).

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**I. GENERAL RULES**

- A. This guide applies to all Quest Diagnostics' suppliers with **FOB Destination Freight Collect** terms of sale and freight terms using Quest Diagnostics carrier's contract rates.
- B. Any equipment (diagnostic machines, lab equipment, etc.) or Items of High Value (sensitive electronic equipment, etc.) must be shipped Prepay and Add with FOB destination terms. If the terms are any different than FOB destination, the supplier must contact Quest Diagnostics Corporate Transportation at [corporatetransportation@questdiagnostics.com](mailto:corporatetransportation@questdiagnostics.com) at least one week prior to shipping. Supplier must transport Equipment or items of high value with the proper carriers.
- C. If terms of sale are "FOB Destination" or "any other negotiated programs" and a shipment is lost or damaged during transit, the suppliers shall be responsible to file a claim from the point of shipment. Quest Diagnostics has 3 days from time of delivery to inspect shipment for damage.
- D. Quest Diagnostics will not accept "Prepaid & Add" freight term or freight and handling added to the invoice for shipments that are not high value shipments.
- E. **On the shipping documents, reference the purchase order number in the reference field and on the bill of lading. If PO numbers or cost center code of accounts are missing, invoice payment may be delayed.**
- F. **If any shipments are not in compliance with the Quest Diagnostic's routing instructions, then supplier shall issue a credit for the overcharge freight costs and any rebilling charge.**
- G. If you have a problem complying with the Quest Diagnostics Routing instructions, contact Quest Diagnostics Corporate Transportation at [corporatetransportation@questdiagnostics.com](mailto:corporatetransportation@questdiagnostics.com) .

**II. AIR SHIPMENTS:**

- A. Utilize air transportation when:

1. the Purchase Order specifically authorizes air transportation; or
  2. Quest Diagnostics Corporate Procurement approves air transportation in writing.
- B. In shipping **refrigerated product** that cannot be delivered by ground within 2 days, contact your buyer to obtain approval for overnight air shipment.
- C. Supplier must provide a report to the buyer/category manager identifying all shipments to be delivered to Quest Diagnostics locations overnight.
- D. If any products are not identified or approved by Corporate Procurement prior to shipment that ship Priority Overnight or First Overnight, **supplier shall issue a credit for the overcharge freight costs.**

### III. TL and LTL SHIPMENTS

- A. E-mail Corporate Transportation at [corporatetransportation@questdiagnostics.com](mailto:corporatetransportation@questdiagnostics.com) for routing instructions if your shipment weighs more than 10,000 pounds or the shipment needs **next day ground**.
- B. Bill Of Lading must be marked **“Collect”**;
- C. “Bill To” section of the BOL must be completed as follows:  
Quest Diagnostics, Inc.  
Green Mountain Technology  
5860 Ridgeway Center Parkway,  
Ste. 401  
Memphis, TN 38120-4030
- D. **On the shipping documents, reference the purchase order number in the reference field and on the bill of lading. If PO numbers or cost center code of accounts are missing, invoice payment may be delayed.**
- E. Consolidate all LTL shipments to the same destination on the same day as one LTL shipment. Multiple LTL shipments to the same destination on the same day will result in a charge back to the supplier.
- F. Quest Diagnostics requires all LTL and TL shipment’s to be booked through the C.H. Robinson on-line web portal.
- G. Orders tendered to C.H. Robinson for same day LTL pickup must be tendered by 3pm vendor local time.
- H. When tendering orders to C.H. Robinson, please note, C.H. Robinson will provide shipper with a CHR bill of lading which must be provided to the carrier upon pickup.

#### IV. ROUTING MATRIX

If Mode is...		& Total Shipment Weight Is	Service Requirement	Then Use	Mode Type	Written Approval Required
US Domestic Ground	Small Package	0 - 150 lbs	1-5 Day Service	FedEx Ground	Ground	No
US Domestic Ground	LTL - Less Than Truckload	151- 9,999 lbs	1-5 Day Service	CH Robinson	LTL	No
US Domestic Ground	Full Truckload	> 10,000 lbs	1-5 Day Service	CH Robinson	TL	No
US Domestic Ground	Expedited Ground	151 - 10,000 lbs & requires overnight service	<b>Premium Service</b>	CH Robinson	LTL	<b>Yes</b>
US Domestic Air	Small Package - 2 <sup>nd</sup> Day Air	0 - 150 lbs	2-3 Day Service	FedEx Express	Economy Service	No
US Domestic Air	Small Package - Next Day Air / Standard Overnight	0 - 150 lbs	Overnight Service	FedEx Express	Overnight Service	No
US Domestic Air	<b>Small Package - First Overnight - Strictly Prohibited</b>	<b>0 - 150 lbs</b>	<b>Premium Overnight Service</b>	<b>FedEx Express</b>	<b>Premium Service</b>	<b>Yes</b>
US Domestic Air	NFO - Next Flight Out	0 - 150 lbs	Premium Same Day Service	CH Robinson or Lasership as a 3PL American Airlines Alaska Airlines Delta Airlines Southwest Airlines United Airlines	Premium Service	No
US Domestic Air	Heavyweight Air - Freight	> 151 lbs	Overnight Service	FedEx Express	Economy Service	No
International Air	International - 2nd Day Air	0 - 150 lbs	2-3 Day Service	DHL (Primary) or FedEx Express (Back-up)	Economy Service	No
International Air	International - Next Day Air	0 - 150 lbs	Overnight Service	DHL (Primary) or FedEx Express (Back-up)	Overnight Service	No
White Glove	Equipment Moves Items of High Value Items that require inside delivery with assembly			CH Robinson (Primary) or GWS/Planes (Back-up)		<b>Yes</b>

