



# Clinical Express

Tailored to your needs



# Your partner in clinical trial logistics.

Clinical Express combines the cost-effectiveness of a worldwide network provider with the personal touch of a specialised courier. What's more, we deliver a unique range of flexible services that meet your logistic needs. Side by side from protocol design to study completion.



## Clinical Express offers:

- Flexible solutions**  
 Ensuring speed, quality and cost effectiveness of your clinical trials.
- Customer service support**  
 Providing best in class support to you and your investigators.
- Dedicated project management and logistics design**  
 Expert and dedicated project management teams ensure your trials are completed within budget and on time.
- Innovative solutions**  
 Clinical Express value added solutions bring simplicity, efficiency and cost control to packaging and dry ice supply.

## A perfect match for your clinical trials

Every clinical trial is unique, with different investigators in a variety of countries, sample types, laboratory locations and patients. That's why Clinical Express provides a full range of services to respond to all your logistic needs. Ranging from standard Express to specialised services such as weekend collection, next flight out and extended pick up and delivery times.

You can also benefit from TNT's Clinical Express booking centres. Backed up by a global communication network and a study management system. They provide help with all aspects of your trial. Whether you need expert advice, support in implementing a new trial or proactive customer care during transport.

# Complete control.

You control your logistics cost by choosing Express and Exclusive services and having the flexibility to change services at any time during a study.

**Clinical Express** gives you all the benefits of global express services at value-for-money rates.

**Clinical Express Exclusive** is the right choice for customised services available anywhere and any time.

FEATURES	EXPRESS	EXCLUSIVE
Dedicated customer service	Available	Available
UN 3373 Biological Substance	Selected lanes	All lanes
UN 1845 Dry Ice	Selected lanes	All lanes
Operating hours	Business hours	24/7
Transit times	Up to 48 hours	Up to 24 hours (main cities)
Geographical coverage	Main cities	Anywhere
Collection	Standard	Immediate, dedicated collection, plus assistance with packaging and paperwork

# Logistics experts you can rely on.

Our Clinical Express staff are highly experienced in clinical trial logistics. We can help you design a trial and recommend the best logistics options for your trial profile. What's more, we can take the entire trial logistics' set-up off your hands leaving you free to concentrate on your study.



## Dedicated project management

Clinical Express is already trusted by leading pharmaceutical companies, central laboratories and contract research organisations to complete projects within budget and on time. We focus on logistics, so you can focus on your study. The benefits of working with Clinical Express are:

- dedicated project manager to prepare your logistics budgets
- advice on trial design, service options and transit times
- written processes and instructions
- support with investigator meetings
- single point of contact for investigators
- full review on study completion
- application of quality processes to achieve continuous improvement

## Logistics Design

With Clinical Express, each study is handled in four distinct phases, each with clear deliverables:

- **Planning** – service times and transit times for each investigator location and a study cost budget
- **Set-up** – instructions, documentation, packaging and supplies to each site ready for study start-up
- **Operational** – samples and supplies monitored to achieve smooth running of your trial
- **Administration** – study-referenced invoicing for straightforward reconciliation of costs

# Dedicated customer service.

Our dedicated staff understand the needs of a clinical trial by supporting you and your investigators.

## Customer service offers you:

- one point of contact for all services
- country specific telephone numbers
- dedicated and trained staff
- pro-active monitoring of all clinical shipments to guarantee on time delivery of your shipments
- pro-active reporting
- contingency management



# Easy and cost-effective solutions.

Clinical Express value added solutions bring simplicity, efficiency and cost control to packaging, dry ice supply and documentation. All our solutions comply with current transport and customs regulations to ensure your shipment is delivered in time.



TNT's European fulfilment centre provides you with validated packaging solutions for temperature controlled transport throughout Europe. Around the world we have local fulfilment centres to support your specific needs. We have solutions designed for transport at -79.5°C, between 2°C and 8°C or at ambient temperatures, as well as calibrated temperature-logging systems. Special packaging and labelling is designed to ensure your shipment arrives in perfect condition.

**Medpak** protects your trial samples in high-visibility packaging during transport. Flat packed for convenience and easy assembly, Medpak holds a specimen transport bag that complies with IATA Packing Instruction 650 for biological substances.

**Medpak Thermo** takes the worry out of shipping temperature sensitive samples and materials, even over long distances. This complete packaging solution complies with IATA Packing Instruction 650 and Packing Instruction 904 for dry ice. Medpak Thermo 72 and 96 combined with Clinical Express transit times ensures that your samples are delivered in perfect condition.

**Medpak Ice** provides a highly efficient and easy to use solution for site staff. It simplifies dry ice, packaging and transport document management. You provide a list of study sites and we take care of the rest.

**Medpak Label** is a unique labelling, documentation and information solution for clinical trial samples. By pre-printing details of the sender and recipient and using your study reference numbers, accuracy is guaranteed. It gives you real time visibility of your shipments, with the benefit of tracking your study reference number.

# TNT a trusted global partner.

Clinical Express brings the skills, resources and experience of TNT to clinical trial participants. This service already delivers more than 1,000,000 urgent clinical trial consignments every year. TNT delivers millions of parcels, documents and freight shipments to customers around the world, around the clock. Our global door-to-door services are trusted by companies of every size, who rely on TNT to meet their business challenges every day. Our worldwide network and professional workforce handle a steady flow of deliveries, helping businesses keep their promises.

## Experience the benefits of Clinical Express with your next study.

Contact us now to arrange a free consultation:

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