

# Pick Up Procedures

## STEP 1 – Make the Call

- Calls for service should be placed at least 24 hours in advance.  
(480) 247-8560  
DCS Delivery  
621 S 48th St #106, Tempe, AZ 85281  
[Website](#)

## STEP 2 – Provide Information

Please provide the following information when you call for pickup

- **Shipper Information**  
-Provide Shipper Name & Address- (You)
- **Delivery Information**  
-Provide Delivery address as well as a contact name & phone number at the destination.
  - Provide in detail where courier should park at delivery location
- Indicate same day or overnight service & provide # of boxes, weight, and ready time
- What time do you close? What time does the receiver close?
- Let the driver know that they can park in the 20-minute unloading area in front of the BSPB entrance.



## STEP 3 – Prepare your Shipment

- **ALL shipments must be taken to the BSPB lobby as this is the most convenient area for the driver to park.**
- There will be a cabinet behind the security desk in the BSPB lobby labeled “Research Department Courier”. Make sure all items are placed in cabinet prior to pick up so courier can quickly retrieve items and exit lobby. \*\*Pickups can only be scheduled during business hours - M-F 7AM-7PM
- All items must be pre-packed (dry ice etc.)

## STEP 4 – Notify the Translational Research Office

- Lastly, email the Translational Research Office at [PBC-TREO@arizona.edu](mailto:PBC-TREO@arizona.edu) when you schedule a delivery so that the cost can be cross referenced on all deliveries against the monthly invoice to ensure accuracy of all charges and that they are applied to the correct PI account (**provide your account # in your email**). Please provide the same information as above in your email.
- If you experience any problems, please contact [PBC-TREO@arizona.edu](mailto:PBC-TREO@arizona.edu) so the company can be contacted and the problem resolved ASAP.