



BULLETIN #46 **September 29, 2010**

Frequently Asked Questions about the Canpar Service

As hospitals and midwifery practices have begun the transition to the Canpar service, some common questions have arisen. We have included answers below and will soon have an FAQ section on our website.

1. If we enter the account number provided by Canpar, is the shipping billed to us or to Newborn Screening Ontario (NSO)?

The account number provided by Canpar is linked to the NSO account and all shipping will be billed to NSO. This account should only be used for shipping newborn screening samples.

2. What shipping option should I select?

Please select the “Canpar Ground” service. Priority should be “Normal.”

3. Can waybills be pre-printed?

No. Waybills should be generated each time there is a shipment to send.

4. What supplies should we order? Is there a particular envelope?

Yes. Please order the “Select Paks”- these may be ordered on the Canpar website under Order Supplies>Select Service> “Select Pak (12.5 X 16 polybag)”. You may also use any extra PuroPaks to send samples via Canpar. You may choose between ordering sticker labels that can be placed in your printer and sticking them directly on the envelope, or ordering clear plastic pouches in which you can insert the electronic waybill printed on regular 8 ½ by 11 paper.

5. When I generate a waybill will it automatically schedule a pickup?

No. You may schedule a pickup using the “Schedule Pickup” option in your account, or you may go under the “Manifest” option, print the manifest, and schedule a pickup.

6. What is the difference between “Electronic Pickup Tags” and “Schedule Pickup”?

You should use the “Schedule Pickup” option to arrange pickup. Currently we are not using the Electronic Pickup Tags.

Thank you for your cooperation and assistance in making Newborn Screening Ontario the most effective and efficient that it can be.

These bulletins are being circulated to keep you abreast of changes to Newborn Screening Ontario. Please share this information with any relevant personnel in your hospital / practice. If there is someone who would like to be added to this list, contact NSO at: (613) 738-3222, option #0 or at NewbornScreening@cheo.on.ca.