

Product change notification

Products affected: MO-A, MO-B mailing solutions

Effective date of change: September 9, 2020

Change description:

We have recently learned that our MO-A and MO-B mailing solutions are no longer approved for shipping exempt human specimen samples and exempt animal specimen samples by the United States Postal Service (USPS) due to recent changes in USPS' mail handling system requirements. MO-A and MO-B mailing solutions can continue to be used in conjunction with a courier service within the United States or with postal services outside of the United States.

Customer action:

If you have already purchased MO-A or MO-B mailing solutions for use through USPS, please contact your DNA Genotek Account Manager or call +1.613.723.5757 as soon as possible to discuss alternative options.

Note: If you are using the MO-A or MO-B, it is advised that you check with your local postal service for specific country and shipper mailing requirements.