

## COURIER COLLECTION

Please note that you have until 7pm to arrange a next day courier collection. You should not begin testing until you have received confirmation on the website that a courier is arriving that day.

To arrange future courier collections please use the guidance below for our digital platform on the following link: <https://testkitcollect.co.uk>

You will be able to book your courier collection up to 6 days in advance. Make sure that you have your care home ID and email address ready and follow the steps on screen to arrange your courier. This portal will become available 24 hours after your request for more kits has been processed. Please note, the option to arrange a courier collection is only available to homes who have already received a delivery of testing kits through the national testing programme.

In order to register you'll need your care home ID, postcode, email address, date of collection(s).

You will need your unique organisation number (8 digits)

You will not be able to cancel a collection once it has been confirmed. You should conduct testing between 0600 and 1500 on the day your courier has been arranged. Your courier will arrive between 1600 and 2200pm. Please note that the courier is unable to offer a later or more specific time. If your courier has not arrived by 2200, please call Free phone 119

All test kits must be registered after the swab is taken and before it is given to the courier, at <https://gov.uk/register-organisation-tests>

**For any queries regarding results, cancellation of collections, or kit registration issues please contact the National Testing Programme helpdesk on 119 who are able to offer advice. Lines are open 07.00 – 23.00 daily.**

## **FREQUENTLY ASKED COURIER QUESTIONS**

### **When will the used kits be collected?**

You need to book your courier collection, we will not automatically arrange this courier for you.

### **How can I book my own courier collection?**

Care homes can book their own collection using the site

<https://testkitcollect.co.uk>

Collections can be arranged up to 6 days in advance and they will have until 7pm to book a next day courier collection.

Care home will need their care home ID, email address, phone number, postal address and dates for collection ready when they log into the courier portal.

Care homes should not begin testing until they have received confirmation via this website that a courier is arriving that day.

### **When will my courier arrive?**

Care homes can expect the courier to arrive between 4pm-10pm on the day that they have booked them to arrive.

### **My courier didn't turn up – what do I do?**

Please wait until 1030pm. If after 22.00 please contact 119 service to let them know that your courier has not arrived to collect your test kits, and a courier will be arranged for you in the morning.

### **Can I cancel a courier collection?**

We cannot cancel collections scheduled through our portal. If you don't perform any tests during a day that you have a courier booked to arrive, please thank the courier and tell them you have nothing for them to collect when they arrive.

### **I am going to be late for the 4pm-10pm pick-up, how do I let the courier know to come later?**

We are not able to delay the courier. All the completed test kits must be ready for the courier to collect when they arrive. No testing can take place after 4pm, as the tests will miss the 48 hour window to be tested in the labs, and increases the risk of a void result.

### **I need an extra courier collection - how do I arrange this?**

Care homes can book as many ad hoc collections for their test kits as they need using the site <https://testkitcollect.co.uk>

Collections can be arranged up to 6 days in advance and they will have until 19.00 to book a next day courier collection.

Care home will need their care home ID, email address, phone number, postal address and dates for collection ready when they log into the courier portal.

Care homes should not begin testing until they have received confirmation via this website that a courier is arriving that day.

**I need an urgent same day collection?**

This option should only be required by homes that have completed testing but do not have a courier booked. You will need to call 119 service with their care home ID, address, email address, number and they will arrange this for them and be in contact with more information.

**We have not received our delivery on the advised date.**

Test kits are delivered through the Royal Mail, although we arrange for next day delivery sometimes there are unforeseen delays. Please contact 119 service the following day.

**Some of the test kits delivered are damaged, how do I replace these?**

Please contact Freephone 119 service and let them know how many are damaged. A new delivery will be arranged for you.

**An incorrect number of kits have been delivered to me, how do I order more?**

Please call Freephone 119 service and let them know the details of this. A new delivery will be arranged and communicated out to the team.