

To: Investigator / Sponsor / CRO

From: Q² Solutions

TEL: Q² Solutions Investigator Service 0120-936-915

Subject: Q² Solutions Japan Holidays Schedule for TNT Domestic Shipment**(2024 Quarter 3: July – September 2024)**

Q² Solutions Japan will be partially closed as detailed in the table below.

Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q² Solutions Lab Operation	Q² Solutions Laboratory Testing	Q² Solutions Investigator Service Project Management Kit Supply Reorder
July 2024					
Fri, 12 Jul 2024	Normal (3hr advance)	Normal	<u>Open</u>	Open to perform testing	Open to service
Sat, 13 Jul 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	<u>Open</u>	Open to perform testing	<u>Closed</u>
Sun, 14 Jul 2024	Not Acceptable	No pick-up	<u>Open</u>	Open to perform testing	<u>Closed</u>
Mon, 15 Jul 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	<u>Closed</u>	<u>Closed</u>	<u>Closed</u>
Tue, 16 Jul 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	<u>Open</u>	Open to perform testing	Open to service
August 2024					
Fri, 09 Aug 2024	Normal (3hr advance)	Normal	<u>Open</u>	Open to perform testing	Open to service
Sat, 10 Aug 2024	Fri, 09Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	<u>Open</u>	Open to perform testing	<u>Closed</u>



Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q² Solutions Lab Operation	Q² Solutions Laboratory Testing	Q² Solutions Investigator Service Project Management Kit Supply Reorder
Sun, 11 Aug 2024	Not Acceptable	No pick-up	Open	Open to perform testing	Closed
Mon, 12 Aug 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 13 Aug 2024	Fri, 09Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
Wed, 14 Aug 2024	Tue, 13Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
Thu, 15 Aug 2024	Wed, 14Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
Fri, 16 Aug 2024	Thu, 15Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
Sat, 17 Aug 2024	Fri, 16Aug2024 12:00 [*2] No on the day pick-up	Normal *Refrigerate: No pick up	Open	Open to perform testing	Closed
Sun, 18 Aug 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Open	Closed	Closed
Mon, 19 Aug 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
September 2024					
Fri, 13 Sep 2024	Normal (3hr advance)	Normal	Open	Open to perform testing	Open to service
Sat, 14 Sep 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open	Open to perform testing	Closed
Sun, 15 Sep 2024	Not Acceptable	No pick-up	Open	Open to perform testing	Closed



Date	TNT Cut-off time for pick up request	TNT Courier Pick up (Ambient/ Frozen/ Refrigerate)	Q ² Solutions Lab Operation	Q ² Solutions Laboratory Testing	Q ² Solutions Investigator Service Project Management Kit Supply Reorder
Mon, 16 Sep 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 17 Sep 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service
Fri, 20 Sep 2024	Normal (3hr advance)	Normal	Open	Open to perform testing	Open to service
Sat, 21 Sep 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open	Open to perform testing	Closed
Sun, 22 Sep 2024	Not Acceptable	No pick-up	Open	Open to perform testing	Closed
Mon, 23 Sep 2024	Holiday pick up request [*1]	Holiday pick up[*1] *Refrigerate: No pick up	Closed	Closed	Closed
Tue, 24 Sep 2024	Normal (3hr advance)	Normal *Refrigerate: No pick up	Open	Open to perform testing	Open to service

【*1】 When Holiday/Sunday/After-hours pick up is required, please request TNT to arrange the pick up according to the following steps. Pick-up request made after cutoff cannot be accommodated.

- Contact Q² Solutions Project Manager or Investigator Service to seek PM's approval for irregular pick up. Q² Solutions Project Manager will confirm availability and feasible pick-up window with TNT and inform the requester.

【Holiday pick up】

Request for pick up on 15 Jul 2024 by 12:00 on 04 Jul 2024
 Request for pick up on 12 Aug 2024 by 12:00 on 01 Aug 2024
 Request for pick up on 16 Sep 2024 by 12:00 on 05 Sep 2024
 Request for pick up on 23 Sep 2024 by 12:00 on 11 Sep 2024

【Sunday pick up】 By 12:00 on 7 business days before pick up

【After-hours pick up】 By 12:00 on 7 business days before pick up

- Complete Fax Order Form with the comment "PM approved". FAX the form to TNT by the following cut-off time.

【Holiday pick up】

Request for pick up on 15 Jul 2024 by 12:00 on 10 Jul 2024



Request for pick up on 12 Aug 2024 by 12:00 on 07 Aug 2024

Request for pick up on 16 Sep 2024 by 12:00 on 11 Sep 2024

Request for pick up on 23 Sep 2024 by 12:00 on 18 Sep 2024

【Sunday pick up】 By 12:00 on 3 business days before pick up

【After-hours pick up】 By 12:00 on 3 business days before pick up

【*2】 Please refer to the below table. Either normal pickup or Sunday / Holiday pickup is available for each area/prefecture. Please follow 【*1】 instructions where Sunday / Holiday pickup is applicable.

Pick-up request made after below cutoff cannot be accommodated.

For area indicated as normal pickup, LPT change request might occur due to traffic conditions. TNT will contact applicable site. Please allow TNT not to provide confirmed information in advance.

Area	Normal pickup (might request LPT change) *Highlighted area has high probability of LPT change	Sunday/ Holiday pickup *Request will not be accepted after cutoff or via email.
Hokkaido, Tohoku	Hokkaido, Miyagi, Yamagata	Aomori, Iwate, Akita, Fukushima
Kanto	Tochigi, Gunma, Ibaraki, Saitama, Chiba, Tokyo, Kanagawa	
Chubu	Toyama, Ishikawa, Fukui, Aichi , Niigata, Yamanashi, Nagano, Shizuoka , Gifu	
Kinki	Shiga, Kyoto, Osaka, Hyogo, Nara, Wakayama, Mie	
Chugoku, Shikoku	Hiroshima, Tokushima, Kagawa, Ehime, Kochi, Tottori, Shimane, Okayama, Yamaguchi	-
Kyushu, Okinawa	Fukuoka, Nagasaki, Miyazaki, Kagoshima, Okinawa, Saga, Kumamoto, Oita	-

Important Note: In an event of natural disaster such as typhoon, heavy snow, earthquake where sample pick up by a local courier could be expected un-operational due to shut down of public transportation, road, and/or airport, please reschedule a patient visit, collection of the sample, or sample pick up date as much as possible.

Even if the sample is collected at the time of such events, the courier may not be able to pick up the sample, or flight cancellation/delay in shipment to other location (e.g. Singapore) may happen unexpectedly. To prevent compromising specimen stability due to unexpected events, we would appreciate your understanding and cooperation.

If you have questions about the shipping schedule, please contact your Q² Solutions Project Manager or Q² Solutions Investigator Service (TEL: 0120-936-915).

Many thanks,

Project Management
Q² Solutions

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