

New shipping documents:

Boosting efficiency and sustainability at our American distribution centers

What is new:

- **No plastic pouches**—dispatch notes (Figure 2) are now printed on **A5 labels** and placed beneath the shipping label (Figure 1). For more details, see the FAQ on the next page.
- **Larger, clearer labels**—size increased to **5.25" x 5.625"** and words are printed using bigger, more readable fonts.
- **Stronger label application**—robotic arm settings optimized for even placement plus **high-strength adhesive tape** is used for secure attachment.
- **Moisture-resistant labels**—since **February 2025**, labels are designed to better endure robust distribution processes, shipping, and handling.

Why we made these changes:

We've adopted advanced technology that automates packing processes, helping ensure consistent labeling, compliance with industry standards, and reduced environmental impact, reflecting our ongoing commitment to responsible and sustainable operations.

Important information

- The dispatch note is included in one of the shipped boxes. If your shipment consists of multiple boxes, please wait until all boxes arrive, and check beneath the shipping label before contacting Customer Care.
- To identify which boxes are part of your order, please refer to the common shipment number or your PO number.
- Need a copy of your dispatch note? You can easily [retrieve it online](#) using your postal code and your SO or PO number from your shipment confirmation.



Figure 1: Shipping Label



Figure 2: Dispatch Note

FAQs:

What documents are attached to the shipment?

- Box content label/called OLPN (Figure 1): attached in every shipment box, including the shipment number, and the content of the box.
- Carrier label (Figure 3) attached in every shipment box and including the number of boxes.
- Shipping label and dispatch note are attached to the last box leaving our warehouse. Due to varying shipping conditions, multiple boxes in a shipment may not always be sent together.

How can I identify the content of a box?

- The box content label (Figure 1) includes a full list of the items packed into a single box (items quantity, catalog-number, lot number) as well as the shipment number. It usually includes the purchase order number.

Where do I find my dispatch note?

Unchanged:

- Dispatch notes are attached to one of the boxes. The number of boxes is indicated on the carrier shipping label (Figure 3).

New:

- The dispatch notes are now placed underneath the shipping label (Figure 2). To access them, tear or peel the strip. The format was reduced to A5 to fit our smallest boxes.
- You can now retrieve the dispatch note digitally (PDF), by scanning the QR code in the upper right corner of the label, which will take you directly to our online [Single Order Lookup tool](#).

Is dispatch note paper sustainable?

- Yes, the dispatch note is made of a recyclable paper substrate. The paper quality was selected to resist the side effects of condensation.
- Due to the special coating added for this resistance, the paper may not be compatible with a stamp. If a stamp is required, please refer to digital alternatives. The dispatch note is not appropriate for archiving purposes.
- Additionally, you can request to receive digital dispatch notes automatically via email for all your shipments. Please reach out to your local Customer Care contact.

Why is the dispatch note sometimes sent in A4 format?

- When a dispatch note exceeds 6 pages, our packaging crew will print it in A4 format.
- Some of our warehouses have not yet transitioned to automation and continue to use the traditional, manual process, which involves shipping with a plastic pouch and an A4 paper.

What should I do if the shipping label or dispatch note is damaged, blurry, no longer readable, misaligned, etc. . . ?

- You can retrieve a PDF copy of the dispatch note using our [online tool](#).
- When quality concerns are frequent at your location, sharing a picture of the defective document with Customer Care will help them investigate the root cause with our distribution center to improve the process.

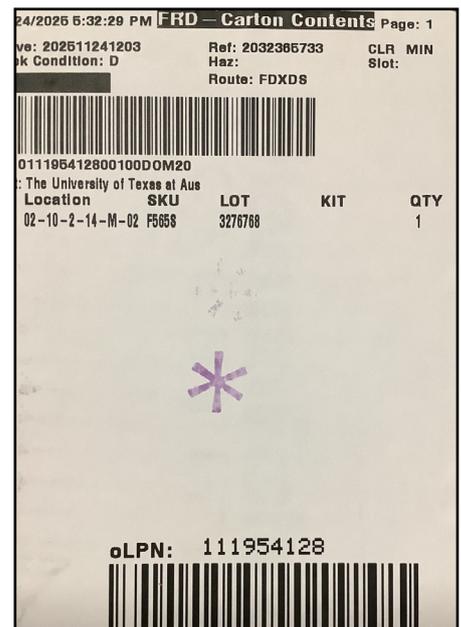


Figure 1



Figure 2



Figure 3

For additional questions please visit thermofisher.com/whenscienceclicks or email us at customercare@thermofisher.com