



CAN-AM Cryoservices keeps moving with FedEx® Global Returns

When it comes to reproductive medicine, every minute counts. CAN-AM Cryoservices relies on the fast delivery of donor samples to maintain efficacy. With such sensitive shipments, the company trusts FedEx Global Returns to provide the control and flexibility they need to move biological samples in specialized containers.

Fast, reliable deliveries

CAN-AM Cryoservices, based in Ontario, Canada, distributes reproductive samples to labs all over Canada. Their specialized canisters keep samples at the requisite subzero temperatures, and the company's business is completely dependent on their ability to quickly deliver and retrieve the canisters. FedEx Global Returns provides a simple, reliable solution for both intra-Canada and international shipments.

"Our canisters have a holding time of about two weeks. But it's important to us that our samples never come close to reaching that time," said Anne Schwidder, Laboratory Director at CAN-AM Cryoservices. "By setting up our return with FedEx Global Returns and sending the shipment with FedEx Priority Overnight®, we can typically expect canisters to be delivered and returned within two days."

Utilizing the quick delivery times from FedEx, CAN-AM Cryoservices is known for the speed with which they handle biological materials. And in an industry where quickly and safely transporting those samples is integral, that speed helps the company stay profitable.

Simple returns

Because donor samples are in high demand, it's vital that the sample containers are returned as soon as possible. In order to keep samples moving, the company needed a process to make returns simple for their customers.



"Our whole return process is more streamlined. It's fast for us and easy for our customers."

*Anne Schwidder
Laboratory Director
CAN-AM Cryoservices*

“Our customers don’t want these containers hanging around the office. They want to be able to send the containers back — no muss, no fuss,” said Schwidder.

CAN-AM Cryoservices uses FedEx Global Returns to automate return labels, allowing customers to simply return the containers with preprinted paperwork. By printing their own labels with FedEx Global Returns, the company can include labels in containers. That way, customers can easily place a label on the return shipment. The customers can also access and print a PDF of the labels without completing any additional paperwork.

Plus, CAN-AM Cryoservices can arrange to have the canister returned to their headquarters, or immediately sent to another lab or clinic.

Better processes

CAN-AM Cryoservices has increased productivity and accuracy using the electronic shipping solutions offered by FedEx Global Returns. The address book feature allows the company to correctly enter data for clinics, and the pickup feature makes scheduling pickups easy. Plus, the electronic shipping solutions help CAN-AM Cryoservices receive canisters faster by reducing manual data entry.

Shipment tracking is also integral to the success of CAN-AM Cryoservices. With FedEx Global Returns, the company can link returns to the original outbound shipments and keep a close eye on the location of containers. The continuous visibility provided by FedEx Global Returns allows CAN-AM Cryoservices to streamline their inventory processes and more easily communicate with customers who are waiting to receive or return a shipment.

Find out more about FedEx Global Returns

Simplify returns for both you and your customer. With FedEx Global Returns, you can streamline the customs process, create editable return labels and customs documents, and take advantage of round-trip visibility. Contact your FedEx account executive to find out more about FedEx Global Returns, or go to fedex.com/globalreturns.

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