



Pharmaceutical Management Branch/Cancer Therapy Evaluation Program/Division of Cancer Treatment and Diagnosis/National Cancer Institute  
6130 Executive Blvd \* Suite 7149 \* Rockville, Maryland 20852  
Phone: (301) 496-5725 \* Order fax: (301) 480-4612 \* Other fax: (301) 402-0429 \* E-mail: [pmbafterhours@mail.nih.gov](mailto:pmbafterhours@mail.nih.gov)

## **FAQ: I need agent urgently. How can I get my drug faster?**

### **Or: Why did you charge my courier account?**

In the lower middle of the Clinical Drug Request (NIH-986) there's a sneaky little box that says, "MISCELLANEOUS: Urgent shipments must be accompanied by an express courier account number."

Note this:

- Using your account can speed shipments normally sent by Priority Mail by at least 2 days.
- Any request for delivery on Saturday must include a courier account number (e.g. Fed-Ex, UPS, Airborne, etc.).
- Urgent orders are subject to the same deadlines and requirements as regular orders.
- A courier account number on your drug order is a request to ship using this account, even if the order is routine. If you don't want to be charged, please delete the account number from the CDR!\*
- If your request is truly urgent, please fax the CDR and then call us.

If you have questions about charging shipments to your courier account, please call PMB at 301-496-5725. We're happy to help!

*\*Very efficient people who have photocopied stacks of CDRs with courier account number pre-filled are paying for all of their shipments by accident. The taxpayers of the United States thank you!*

September 12, 2008

*Prepared and distributed by the Pharmaceutical Management Branch, CTEP, NCI.  
Please do not re-distribute or post without permission.  
Information in this FAQ is subject to change without notice; check periodically for updates.  
Please contact PMB at (301) 496-5725 if you have questions.*