Dear Valued Customer:

This document serves as an ordering guide for your BD MAX SARS-CoV-2 testing needs. All SARS-CoV-2 testing kits will be shipped directly from BD’s Baltimore, Maryland distribution center.

What do I order for SARS-CoV-2 testing on the BD MAX System?:
- You will need to order the following product numbers to run SARS-CoV-2 testing:
  - 444213 | BioGX SARS-CoV-2 Reagents for the BD MAX™ System
  - 442827 | BD MAX™ ExK™ TNA-3 for the BD MAX™ System
  - 444214 | BioGX SARS-CoV-2 & RNase P Synthetic Single-Stranded RNA Control Templates

How do I order SARS-CoV-2 test reagents?:
- Current BD MAX System customers - Work with your local BD representative to get pricing loaded for the parts listed above. Once pricing is loaded, you will be able to take the following steps to order:
  - Email BALTIMORECS@BD.COM or call 800-638-8656 to reach our customer service department to place an order.
  - Shipping options (additional charges may apply):
    - Standard shipping – typically 7-14 business days
    - Rush Orders – Option 1 (Overnight)
    - Rush Orders – Option 2 (2-day)
    - Note: Orders must be processed and complete in the system by 3:30pm EST (Heavyweight orders, over 150 lbs. (~68 kits of 442827 or ~333 kits of 444213), must be completed by 1:30pm EST) for materials that process from Baltimore. All Rush orders should be emailed to customer service at least 30 minutes prior to daily deadlines.
    - All shipping cost will be invoiced to the customer when the order leaves the distribution center. If only a partial order ships, only a portion of the shipping cost will be assessed on the invoice, the remainder will be invoiced upon further allocations and/or order completion.
  - If you are on a weekly fixed truck and you order via Media Express, material will deliver on your weekly fixed truck.
- New-to-BD MAX System customers – Please work with your local BD representative to secure pricing for both test reagents and instrumentation.

We appreciate your patience and understanding during these unprecedented times. BD stands behind our mission of Advancing the World of Health. Thank you for your interest in SARS-CoV-2 testing on the BD MAX System.

Sincerely,

Kate Benedict
VP/GM IDS, US Region

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