Return box tracking

Return box tracking enables the Test and Trace Programme to track each test sample through the entire end-to-end testing process for PCR tests returned via courier. This is conducted by linking individual test samples to barcodes attached to outer return boxes. You must use the return boxes provided by the Test & Trace program, as any other forms of packaging or brown boxes will not work for this service. **Note: Return Box Tracking only applies if you return completed test kits by courier; you do not need to follow the guidance below if you usually return kits via priority post boxes. Please do continue to use priority post boxes if this works best for your hospice or you are returning fewer than 8 test kits.**

**What you’ll need to do**

1. **Continue testing staff and patients as normal.**
2. **Link test samples to Outer Return Boxes on the registration portal for both single and multiple registration.**
3. **Pack up to 50 test samples in each Outer Return Box. Write the number of test samples on the Outer Return Box.**

**Packaging do’s and don’ts**

- **Do** place the samples into their leak-proof bags and then the leak-proof bags into the provided return box.
- **Do not** use anything other than the provided return box and leak-proof bags, which have been clinically approved for transport. Any other forms of packaging will not be accepted.
- **Do not** place individual test sample boxes inside the outer return box. Place tests inside their leak-proof bag and then into the outer return box.

**Need more return boxes?**

From 26th May, the ordering portal will allow you to order return boxes in packs of 8. If you regularly use a courier to return completed kits for analysis, and need further supplies of return boxes, these can be ordered from the ordering portal.

**Registration**

For **single registration**, complete the process as normal until you reach the screen “Do you have the outer return box barcode?” Confirm if you have an outer return box and enter the barcode on the dark blue label on the box. You will need to complete this step for every person you are registering.

For **multiple registration**, make sure you record the outer return box barcode on the “Box Barcode” column of the multiple upload sheet.
For single registration

Complete the registration process as normal until you reached the screen “Do you have the outer return box barcode?”

To check the correct barcode select the drop down “What does the barcode look like?” this will show an example of what the barcode label should look like.

Then confirm if you have an outer return box barcode, click “yes” to continue.

On the next screen you will be asked to enter the barcode that’s on the blue label on the large outer return box.

Enter the barcode by using your handheld scanner; the camera on your phone or computer; or enter it manually.

You should register the same outer box blue label barcode for each sample being returned inside that box.

Once the barcodes are entered, click continue to go to the next screen.

Next please check answers. Once you have confirmed the details are correct. Click Save and continue.

If you are registering more people, then you will need to complete the process for each test sample to link the test sample to the box. Alternatively, you can use the Multiple Registration Journey to link the outer box barcode to multiple registrations at once (see below for instructions).

For multiple registration

The multiple registration journey remains the same. Link test samples to the outer return box on the multiple upload sheet. Then enter the outer return box barcode in the box barcode column.

Please make sure that you have downloaded and use the most recent version of the spreadsheet.

For further information on the multiple registration journey, and to access/download the most recent version of the spreadsheet, please use the following link: [https://www.gov.uk/government/publications/organisation-testing-registration-record-of-users](https://www.gov.uk/government/publications/organisation-testing-registration-record-of-users)

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