

## General

### 1. What is Web COC (chain-of-custody)?

- Web COC is the specimen collection application within the LabCorp Corporate Solutions suite of Web-based drug testing program management tools.
- LabCorp's Web COC is an innovative drug testing specimen collection tool that guides the collector through each step of the collection process to produce a non-federally regulated COC form or a federal custody and control form (CCF) on-site.

### 2. Which types of drug screen collections may be performed with Web COC?

- The Web COC application supports collections for the following drug test account types: federally-regulated urine, non-federally regulated urine, lab-based oral fluid, hair, point of collection testing (POCT) urine, DOT-like urine, non-federally regulated urine Spanish, Florida Agency for Health Care Administration (AHCA) urine.

### 3. What computer skills are needed to use Web COC?

- Web COC is a user-friendly application that requires only a basic understanding of how to navigate through a Web browser.
- The LabCorp Corporate Solutions suite of applications includes basic user instructions on each page to assist with navigation.

### 4. What does Web COC do for my company?

- Web COC may reduce the space required to store CCF and COC forms since only one type of paper is required for drug test collections.
- The LabCorp Corporate Solutions applications' on-line data access capabilities can reduce the time your staff spends on the telephone processing requests for collection status and COC form copies.
- The Web COC rapid test collection feature enables you to provide customers with electronic rapid test results within minutes.

### 5. How will Web COC affect the collection billing process with LabCorp?

- Use of LabCorp's Web COC application enhances the AutoPay system for collection fee payment.
- Web COC assures that LabCorp receives the collection site data necessary to process collection payments.
- The Web COC application indicates which specimen collections are processed through LabCorp's AutoPay system.

### 6. How does the collector access Web COC?

- Web COC is accessible on the Internet at [www.LabCorpSolutions.com](http://www.LabCorpSolutions.com) → Login.
- Web COC may be accessed through an icon on your PC desktop.
- Each specimen collector is set up individually with a unique user name and password.
- The collector may access LabCorp Corporate Solutions Web COC from any location that is Internet-enabled.

### 7. How does Web COC save the collector time?

- The Web COC collection application eliminates time spent locating, ordering, and stocking pre-printed federal CCF and non-federally regulated COC forms.
- LabCorp Corporate Solutions and Web COC reduce the need for customers and the laboratory to call collectors for COC copies, specimen collection status, and incomplete COC form correction documentation.

## User Access Management

### 1. What is the process for registering new collector users?

- Visit [www.LabCorpSolutions.com](http://www.LabCorpSolutions.com) > Register > Collector Training Registration to register for the required training. You will be required to submit your current certification of completion for collector training (in accordance with 49 CFR Part 40) to LabCorp Occupational Testing Services at [OTSTraining@LabCorp.com](mailto:OTSTraining@LabCorp.com).
- Prior to receiving access to the Web COC application, you must complete the LabCorp Corporate Solutions Web COC training for collectors.

### 2. What is the turnaround time on new user registrations?

- Generally within two business days from time of receipt of the completed registration form following completion of the training.

### 3. What is the process for removing specimen collector access?

- An authorized company representative may submit a signed request to remove a specimen collector's access.
- Submit requests to LabCorp Occupational Testing Services Customer Care via fax 855-478-3460 or e-mail [CollectorRegistration@LabCorp.com](mailto:CollectorRegistration@LabCorp.com).

## Web COC Supplies

1. **How do I order Web COC paper that includes the tamper evident seals?**
  - Contact LabCorp at 800-833-3984, or OTSSupplies@LabCorp.com.
2. **Should our site keep multi-part, pre-printed CCF and COC forms on hand?**
  - Yes, maintain a two-day supply of pre-printed generic CCF and Web COC forms on hand to use in emergency situations (generic eCCF account number 764535 and generic Web COC account number 232334).

## Troubleshooting

1. **What should I do if the tamper evident barcode seals do not print clearly and in proper alignment?**
  - Reprint the form by going to the collection worksheet page and selecting the Print COC button.
2. **What will occur if a donor arrives after the collection expiration date?**
  - If the collector selects an expired registration in the Web COC application, then a notification displays indicating that the registration has expired and that the donor needs to contact the employer regarding the collection.
  - The employer will need to modify the donor's test order by entering an expiration date in the future.
3. **Does LabCorp Corporate Solutions assign a "default" collection expiration date?**
  - Yes, the default expiration time frame is 5 days from the donor registration entry date.

## User Assistance

1. **What should I do if I am unable to access the Web COC application?**
  - Maintain a two-day supply of pre-printed generic CCF and Web COC forms on hand to use in emergency situations (generic eCCF account number 764535 and generic Web COC account number 232334).
2. **Does Web COC use an electronic signature?**
  - No, at this time Web COC requires hand signatures from the donor and the collector on the printed COC copies.
3. **What number do I call for LabCorp Corporate Solutions Web COC technical assistance?**
  - 800-833-3984, extension 5380

## System Requirements

### Minimum:

- Internet capable PC
- Laser printer
- Microsoft Internet Explorer 9.0 with security patches and 128-bit encryption
- Adobe Acrobat Reader v11.0

### Recommended:

- Adobe Acrobat Reader DC or above
- High-speed Internet connection (DSL, cable, or T1)
- Microsoft Office Excel 2007 or later version
- Microsoft Internet Explorer 11.0 or above