



Simple Tag Exchange Program (STEP) Instructions

At the STEP program initiation, McRoberts will send you the Total Tag Population as specified in your STEP contract. Included in the package will be at least two cardboard boxes with foil-lined dividers (used-tag box) and a return shipping label. You will use the used-tag box and the label to ship your used tags back to McRoberts.

Each tag will arrive in its own foil pouch. Keep the tags in their foil pouches until ready for use. Keep the foil pouches in a metal tag storage box such as the McRoberts Tag Storage Box (SKU BOX-200). Note: each McRoberts Storage Box can accommodate only 24 pouches.

Each time a tag is removed from a patient after use, place it in a compartment in the used-tag box. On a weekly basis, send the used-tag box to McRoberts. Also include any non-functioning tags. Put the used-tag box inside a shipping box. Put the return shipping label provided on the shipping box.

Ship the box to:

McRoberts Technologies
STEP Fulfillment
Suite 111
409 Joyce Kilmer Avenue
New Brunswick, NJ 08901

McRoberts will send you back the same number of tags that it receives from you. The tags will be disinfected and tested. You may or may not get the same tags back. The package will include your used-tag box(es) or new used-tag box(es) and a return shipping label for your next shipment back to McRoberts.

Following the FIFO (First In, First Out) inventory management method is best practice. This method helps to ensure that you use all the tags in your tag population and mitigate premature battery drain.

Your hospital is responsible for all shipping costs and for selecting the shipping carrier and method. This information is required and specified in your STEP contract.



Questions about STEP? Email Fulfillment@McRobertsTech.com.

For tag application training, email our clinical trainer, Anna Olt. Anna.Olt@McRobertsTech.com.