

This is Q&A from the March 21 Research Town Hall

Questions	Additional Details	Answers	Categories
<p>It would be great if the topic of the changes in using the p-card moving forward April 1st was going to be addressed, as we just got news on this earlier this week and it is effective 4/1. Many of us have reoccurring charges and are confused by the email sent.</p>		<p>Thank you - we will put this to our list for future Townhall agenda items.</p>	<p>Finance</p>
<p>Is there a way to insure that the person you designate as the shipping contact is the person whose name is on the label, not the person placing the order. This seems to cause problems as to where the package ends up.</p>		<p>We are working with our suppliers on this. For electronically transmitted orders, note that suppliers receive the full delivery details from WD and need to be sure they include them in their shipping information.</p>	<p>Supply Chain - FedEx</p>
<p>I understand that this new FedEx process will apply to supplies and reagents ordered through MWD. However will it also apply to packages shipped to us from collaborators or research study participants? Thanks.</p>		<p>Yes. If it is a FedEx delivery of any type, it will be received centrally and then delivered by VUMC staff</p>	<p>Supply Chain - FedEx</p>
<p>If a non-mWD order, how will we know who signed for the package? Each express package should have a picture of the ID badge of the person receiving the package in the lab/suite</p>		<p>The technicians will use a technology that our post office uses called SC Logic to obtain signatures upon delivery</p>	<p>Supply Chain - FedEx</p>

<p>Is there a list of delivery addresses to reference to understand which delivery locations will now funnel to the central delivery location?</p>		<p>The list of locations is found here: https://www.vumc.org/oor/research-administration</p>	<p>Supply Chain - FedEx</p>
<p>Will we be notified if they are not coming pick up? I've experience my package with dry ice and patient samples in it still waiting at the box two days later after dropping it at the drop off box. How would we known if a pick up isn't going to happen?</p>		<p>Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>
<p>Signature? Sometimes are not legible? An ID picture would be much better.</p>		<p>In addition to signature, VUMC delivery team will upload a photo of the delivery location in Workday. At this time, photo of an individual's ID will not be collected.</p>	<p>Supply Chain - FedEx</p>
<p>I hope that your planning team takes into account that many more people will be choosing 1st overnight with this plan to ensure getting their packages when needed.</p>		<p>Important to note fees will be greater, and this practice will shift more work to the onsite team which will could affect delivery time. Per the March 21 townhall presentation, the arrival of Fed Ex to VUMC docks on site will remain the same time. In addition beginning in May, the arrival to the new warehouse will be actually an hour earlier than currently at the MCN dock.</p>	<p>Supply Chain - FedEx</p>

<p>Re: 5-7 pick up time. This is a broad window. We have biological specimens that are being packaged for shipment close to 5:45 for FEDEX to pick up at 6. If they arrive at 5, then we miss the ability to ship human specimens. We need either a FIRM time (6-6:30 pick up) or for them to set up a second pick up site. Our staff cannot physically RUN to MCN from 4th floor TVC if we collect tissue at 5:30.</p>		<p>NEW pickup window for the MCN Post Office is 6-8pm; drop packages off by 6pm to ensure pickup. In addition, FedEx pickups will continue for items dropped at 4 other VUMC established locations: 2 locations MCN 1161 21st Ave; 1 location MCE 1215 21st Ave; 1 location VCH 2200 Children's Way. Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>
<p>What about VUMC researchers in VU labs? Because workday puts "VUMC" on the label, packages for this researcher have been getting dropped at Central Receiving. and not bring brought to the VU lab.</p>		<p>VUMC Supply Chain has had some conversations with the VU procurement team around package delivery. We may probably get VU packages inadvertently coming in to VUMC docks. At this point, if FedEx delivers a VU package to VUMC docks, and the VUMC team is walking the buildings delivering to labs, we are going to deliver all packages received. We will continue to try to fine tune the process between VU and VUMC.</p>	<p>Supply Chain - FedEx</p>
<p>Will Workday now ensure all information is on the Label. Sometimes all of the location information is not on the package.</p>		<p>We are working with our suppliers on this. For electronically transmitted orders, note that suppliers receive the full delivery details from WD and need to be sure they include them in their shipping information.</p>	<p>Supply Chain - FedEx</p>

<p>Our lab is a designated daily pickup location with a FedEx placard outside our door. Will pickup still occur daily or will that go away as well.</p>		<p>NEW FedEx pickups will continue for items dropped at 4 other VUMC established locations: 2 locations MCN 1161 21st Ave; 1 location MCE 1215 21st Ave; 1 location VCH 2200 Children's Way. Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>
<p>What if we have a biohazard shipment that shouldn't be left at a drop off? Will they be able to pick it up?</p>		<p>Supply Chain is following up on this with FedEx</p>	<p>Supply Chain - FedEx</p>
<p>Not all vendors and packages include the building and lab number on the shipping label. Often the buyer is listed instead of a member from the lab. If a package does not have a packing slip or lab information on the shipping label and it will not be opened how will they know where to deliver to?</p>		<p>We are working with our suppliers on this. For electronically transmitted orders, note that suppliers receive the full delivery details from WD and need to be sure they include them in their shipping information.</p>	<p>Supply Chain - FedEx</p>
<p>We no longer receive shipping notifications or tracking information so I'm not sure how the lab would know to expect the package and call to inquire about the whereabouts.</p>		<p>Please reach out to s.meyn@vumc.org with more details about this.</p>	<p>Supply Chain - FedEx</p>

<p>What about the labs that need to ship up until 6pm? We don't have the bulk of our samples until after 5pm and they must be shipped overnight for next day delivery for viability.</p>		<p>NEW pickup window for the MCN Post Office is 6-8pm; drop packages off by 6pm to ensure pickup. In addition, FedEx pickups will continue for items dropped at 4 other VUMC established locations: 2 locations MCN 1161 21st Ave; 1 location MCE 1215 21st Ave; 1 location VCH 2200 Children's Way. Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>
<p>If perishables are not delivered on the same day, will there be a temp controlled storage in the dock?</p>		<p>All express and overnight packages will be delivered. No packages will be returned to the dock.</p>	<p>Supply Chain - FedEx</p>
<p>How do we find out where to get the link to the slides?</p>		<p>All recordings and decks for Research Town Halls can be found here: https://www.vumc.org/myworkday/research-town-halls-recordings</p>	<p>Change Management</p>
<p>Dry ice shipments are not permitted for pickup at the FedEx kiosks across campus. You can schedule a pickup of a hazardous (dry ice) package by either calling FedEx or using the website when you make the label for the shipment. They will come directly to your lab to pick up the package that you're shipping.</p>		<p>Supply Chain is following up on this with FedEx</p>	<p>Supply Chain - FedEx</p>

<p>Will packing slip be uploaded into Workday?</p>		<p>NEW: Central Receiving WILL NOT open boxes. All receipts should be processed and received in Workday by the requester.</p>	<p>Supply Chain - FedEx</p>
<p>Did you say FedEx technicians or VUMC trained staff is delivering the packages to labs? How the pkgs are going to be separated between VU/VUMC -by the address?</p>		<p>VUMC staff will begin delivering Express and Overnight packages to labs April 1. VUMC Supply Chain has had some conversations with the VU procurement team around package delivery. We may probably get VU packages inadvertently coming in to VUMC docks. At this point, if FedEx delivers a VU package to VUMC docks, and the VUMC team is walking the buildings delivering to labs, we are going to deliver all packages received. We will continue to try to fine tune the process between VU and VUMC.</p>	<p>Supply Chain - FedEx</p>
<p>DAILY PICKUPS! We need this discussion to occur ASAP. This is affecting our program! Please communicate with me re: the discussion. Kerry Wiles- PMI</p>		<p>NEW pickup window for the MCN Post Office is 6-8pm; drop packages off by 6pm to ensure pickup. In addition, FedEx pickups will continue for items dropped at 4 other VUMC established locations: 2 locations MCN 1161 21st Ave; 1 location MCE 1215 21st Ave; 1 location VCH 2200 Children's Way. Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>

<p>Sorry, can you clarify who to contact for scheduled pick ups?</p>		<p>Please contact FedEx directly for any special pickups needed, including multiple packages, and any packages weighing more than 10lbs.</p>	<p>Supply Chain - FedEx</p>
<p>It is my understanding that FedEx will deliver to VU labs. How will FedEx know the difference between VU lab in a VUMC building?</p>		<p>VUMC Supply Chain has had some conversations with the VU procurement team around package delivery. We may probably get VU packages inadvertently coming in to VUMC docks. At this point, if FedEx delivers a VU package to VUMC docks, and the VUMC team is walking the buildings delivering to labs, we are going to deliver all packages received. We will continue to try to fine tune the process between VU and VUMC.</p>	<p>Supply Chain - FedEx</p>
<p>Starting in May, do I understand there will be no more FedEx pickups? I work in the Optical Center and we have ground pickups every day.</p>		<p>NEW pickup window for the MCN Post Office is 6-8pm; drop packages off by 6pm to ensure pickup. In addition, FedEx pickups will continue for items dropped at 4 other VUMC established locations: 2 locations MCN 1161 21st Ave; 1 location MCE 1215 21st Ave; 1 location VCH 2200 Children's Way. Please reach out to s.meyn@vumc.org with more details about how you have been managing this with FedEx up until now.</p>	<p>Supply Chain - FedEx</p>

<p>Will techs have ability to search PO numbers in WD in case label is missing delivery but does have PO# to check? Example, if cold package delivered without proper delivery location on label but lab does not know that package is due that day and it may perish since do not know to call about collecting it.</p>		<p>Please reach out to s.meyn@vumc.org with more details about this.</p>	<p>Supply Chain - FedEx</p>
<p>there have been issues with the Department of Emergency Medicine's deliveries since we moved to LH - some packages are taken to the basement of central receiving and not delivered to our suite. Can this be addressed with FedEx ?</p>		<p>Please reach out to s.meyn@vumc.org with more details about this situation.</p>	<p>Supply Chain - FedEx</p>
<p>If receipts (workday) are going to be entered by the receiving team, will they be receiving the entire PO? This is to clarify the "loading" of pack slips into workday. Most of our orders are split into multiple packages.</p>		<p>NEW: Central Receiving WILL NOT open boxes. All receipts should be processed and received in Workday by the requester.</p>	<p>Supply Chain - FedEx</p>

<p>So if the package has a receipt created by VUMC receiving, and not all items on the packing slip are actually in the box when we receive it in the lab, we will have an issue with the vendor, as a receipt is created which will trigger payment of the invoice.</p>		<p>NEW: Central Receiving WILL NOT open boxes. All receipts should be processed and received in Workday by the requester. If you do not receive as expected, please contact the vendor to resolve.</p>	<p>Supply Chain - FedEx</p>
<p>We are having issues with packages being ordered/received within the time frame of the grant but the work tag has expired and the invoice can not be paid on the correct year of the grant. Can work tags be reopened to pay an invoice. The work tag still had funds.</p>		<p>Users should send specific questions when this occurs to their assigned post award portfolio manager. The status of grant financial reporting is a factor and these circumstances would need to be addressed on an individual basis.</p>	<p>Finance - Work tags</p>
<p>Is there a way to add a comment on what has been changed? It hasn't been clear on several we have received.</p>		<p>(NEW) The correction reason is being sent in the notification; users can also view detailed comments by viewing the award history report.</p>	<p>Finance</p>
<p>Is there a way to note what change/correction has been made?</p>		<p>same answer as above.</p>	<p>Finance</p>
	<p>VU Utilization Guidelines: https://www.vumc.org/administrators-resource/sites/default/f...</p>		
	<p>Sponsored Program Manager - Contact</p>		
	<p>Town Hall slides, recording and Q&A will be posted here when ready: https://www.vumc.org/myworkday/research-town-halls-recordings</p>		