Changes to FedEx Delivery Process at VUMC

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FedEx Inbound Delivery Background

- VUMC, and VU, access a state contract to secure lowest possible rates for deliveries from Fed Ex.
- Clause in that contract states if the entity has a central receiving department, then Fed Ex will deliver only to that central receiving area.
- VUMC has central receiving departments. Note that VU does not.
- Historically, FedEx has “waived” this contract term for VUMC for years as a courtesy. They have been able to do desktop (inside) delivery because a long-term employee was servicing VUMC’s account.
- That employee will retire, and FedEx has decided not to backfill the position, and to hold VUMC to existing contract terms.
FedEx Inbound Delivery Change

THE SHIFT TO CENTRAL DELIVERY IS NOT WORKDAY RELATED

• This change is entirely driven by FedEx decision to enforce the existing contract terms

• Supply Chain has been working with FedEx before and after Workday go live to develop a mutually agreed way to manage deliveries to VUMC

• There is not sufficient space long term for VUMC campus docks to manage receiving, storage and internal delivery
FedEx Inbound Delivery Change

New Terms from FedEx for VUMC’s main campus effective April 1, 2024:

• FedEx **will** consolidate and deliver all Express packages to one central receiving location
• FedEx **will** consolidate and deliver all Ground packages to one central receiving location
• FedEx **will not** continue desktop delivery directly to the department space, offices, labs etc.
VUMC Plan for FedEx Inbound Delivery Changes

• All FedEx **Express deliveries** will be delivered to Monroe Carrell Jr Children’s Hospital (MCJCH) dock, **received** and delivered same day by VUMC staff.

• FedEx **Ground** will deliver daily initially to the **MCJCH dock** with a transition in the next 4 weeks to the new **VUMC Glenrose Warehouse** (15 mins from campus) no later than 12pm M-F

• Packages will be sorted by location and **received** by the receiving team

• **VUMC delivery** truck will arrive by 2:30pm with goal to complete deliveries inside VUMC buildings by 4pm
VUMC Plan for FedEx Inbound Delivery Changes

• “Goods delivery” technology available from Workday will be utilized to document delivery by obtaining a signature (highly desired) and a photo of the room number/name. This documentation will be uploaded into Workday tagged to the order.

• If no one is available to sign, delivery will be documented using photo capability except for temperature sensitive parcels.
  - Temperature sensitive parcels will be returned to receiving and refrigerated
  - Staff will attempt to redeliver next morning
Pull up the PO
✓ Click on view receipt (RCT)
✓ Go to Goods Delivery Line
✓ Copy the number into search bar
VUMC Plan for FedEx Inbound Delivery Changes

• If FedEx deliveries are late, there could be an impact to same day delivery

• **Important:** do not order using FedEx ground if a next day delivery is required

• Any temperature sensitive items **will be refrigerated overnight**

• Will you possibly see a FedEx delivery being made by FedEx to a VU lab or office? Yes, as **VU does not have a central receiving department**
FedEx has indicated they will continue to pick up packages over a certain weight (TBD) if the dept calls.

FedEx drop boxes will remain in place with no change to service.

Otherwise FedEx will pick up outbound packages at the USPS in the basement of MCN – B0106.

Packages should be taken to B0106 no later than 2pm for same day pickup.

Fine tuning this process with FedEx this week. More communication will come out next week on final process.

Lastly – please provide a bit of grace to both FedEx and the VUMC team who will be servicing you. A BIG change for everyone.
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