

Question	Answer
Who do I contact for assistance on delivery questions?	Central Receiving 615-936-6048 Bryon Randolph bryon.randolph@vumc.org 615-971-8793 Justin Griggs justin.Griggs@vumc.org 931-242-0065
How will the VUMC delivery team confirm internal delivery?	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.
Is there a list of delivery locations that will be impacted by this change?	The list of impacted locations is found here: https://www.vumc.org/oor/research-administration
How will deliveries to VUMC researchers in VU labs, or to VU researchers in VUMC labs be managed?	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.
Does this change apply to shipments from collaborators or research study participants?	Yes. If it is a FedEx delivery of any type, it will be received centrally and then delivered to internal locations by VUMC staff.
How will FedEx pickups (outbound shipments) be managed?	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.
What are the established FedEx pickup locations?	NEW In addition to the MCN Post Office pickup site, 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.
What about special circumstances for FedEx pickups, such as biohazards, dry ice, packages >10lbs, or multiple packages?	Please contact FedEx directly for any special pickups needed
Who should document that the package is received in Workday?	NEW: Central Receiving WILL NOT open boxes. All receipts should be processed and received in Workday by the requester.
If I am not available to take delivery from the VUMC team, what will happen to my package.	All express and overnight packages (includes temperature sensitive items) will be delivered on the same day. If the requester is not available to take delivery, the VUMC team will leave with a neighboring lab or office. No packages will be returned to the dock.
How do I ensure my delivery location is correct in Workday and on my package label?	If you do not have the correct location for your lab or office in Workday, reach out to Supply Chain for guidance and assistance. In addition, Supply Chain is working with our suppliers to ensure correct delivery locations are transmitted with the order.. For electronically transmitted orders, note that suppliers do receive the full delivery details from WD; they need to be sure they include them in their shipping information.
How can I help with this new deliver process?	Make sure your address includes the suite/lab number – reach out to Supply Chain if you need assistance to update Make sure your location is easily identified with signs for suite/lab number Have a clearly marked delivery location in your lab/suite Be willing to sign for your colleagues and ensure cold storage requirements are handled timely Provide an accurate phone number