

EMORY UNIVERSITY FEDEX SMALL PACKAGE PICKUPS

FedEx drop boxes and Standing pick-up locations exist across campus to accommodate Emory University FedEx account users needing package pick up, including biohazardous items (which can't be placed in FedEx drop boxes). While drop boxes can accommodate both FedEx Ground and FedEx Express packages, Standing pick-up locations are identified via signage that indicates whether they are 'FedEx Express' or 'FedEx Ground' pick-ups, as they are separate. Packages can be left at these locations before pick-up deadlines, which vary by building, as long as the package shipping service matches that of the pick-up site.

If scheduling separate pick-ups, whether a one-time package pickup or a standing pickup appointments, they are currently free of charge when requested by any account established under Emory's FedEx Contract and picked up from the Emory account address. Instructions for both processes are below, but there are a few things to consider:

- 1) **Attempt to use existing drop-boxes or standing pick-up locations (before the pick-up deadline) for the desired FedEx Service prior to scheduling one.** To avoid delivery delays, be sure the pick-up service for any standing pickup location matches your package, e.g., FedEx Express or Ground.

To find a FedEx Drop-Box locations: Navigate to FedEx.com>Locations>FIND A LOCATION and enter desired zip code in search field for a list of area drop boxes and stores. Remember, FedEx drop boxes cannot accommodate biohazardous items or packages too large to fit into the drop-box.

Current FedEx Express Standing Pick-up Locations:

- 1364 Clifton Road (Emory Hospital Loading Dock) – pickup occurs daily at 3:30PM;
- All 1365 Clifton Buildings (beside existing drop-boxes in 'the tunnel', 2nd floor entrance, and at Eye Clinic);
- 1750 Haygood Drive (HSRB II Building Mailroom – Rm G184) –daily pickup at 3:00PM
- 1510 Clifton Road (Rollins Research Center, outside Suite 2006) – daily pick-up at 3:00PM;
- 101 Woodruff Circle (at the breezeway) – daily pick-up between 10:30AM-11:00AM;
- FedEx Ground Standing Pick-up Location:
- 1750 Haygood Drive (HSRB II Building Mailroom, Rm G184) –daily pickup at time of Ground Delivery

If there is neither a centrally scheduled pick-up nor nearby suite-level standing pickup in your building, *and your building has enough packages to be retrieved 90% of the time for each pick-up day desired*, please email fedexrequest@emory.edu to discuss a new standing pick-up site.

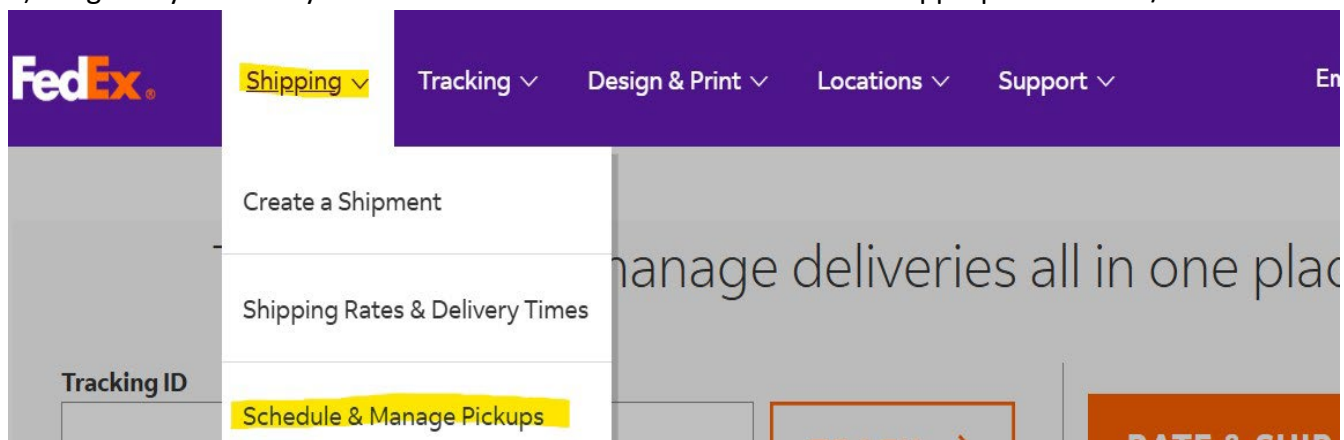
- 2) **Schedule one-time package pick-up from suite online.** Phone pick-up requests are often unsuccessful. FedEx Express one-time pick-ups can be scheduled the day of the pick-up, but FedEx Ground one-time pick-ups must be scheduled at least a day before the pick-up date.
- 3) **All pick-up types require an existing Emory University FedEx account. One-time package pickups should be scheduled online (including those using sponsored, pre-paid shipping labels), and standing pick-ups can be facilitated by form.** If your department doesn't have an Emory FedEx account, don't contact FedEx directly for a new account set-up. Instead, use Emory University's FedEx enrollment form (found on the Procurement website or the FedEx tile of the Emory Express homepage). Otherwise, your account may not link to Emory's contract.
- 4) **It takes several business days to establish a standing scheduled pick-up.** In the interim, drop off your package at an existing standing pick-up site or schedule an online, one-time pick-up.

- 5) **Pick-up requests and packages are separated by service type (FedEx Express Services or FedEx Ground Services).** FedEx uses different teams to support each service.
- 6) **Any standing pick-up must have items to retrieve 90% of the time or will be cancelled by FedEx.** Keep this in mind when scheduling your pick-up frequency to avoid service interruptions.
- 7) **If scheduling your own pick-up, ensure that the pick-up location doesn't require key-card access.**

ONE-TIME PICK-UP INSTRUCTIONS (EMORY UNIVERSITY)

Note: Express pick-ups can be scheduled the same day and up to 24 hours in advance of the pick-up date. Ground pick-up cannot be requested on the same day as the pick-up and can only be scheduled for the next day and up to 10 business days in advance of the desired pick-up date. See steps below.

- 1) Log into your Emory FedEx Account via www.fedex.com with the appropriate UserID/Password.



- 2) Select 'Schedule A Pickup'



- 3) Complete the appropriate sections of the form. Note that all fields with asterisks are required.

Account Details: Your account number should auto-populate and reflect the last 3 digits of account.

Pickup Address/Phone: Account defaults address/phone should auto-populate but can be edited.

Package information: Check the service box that is appropriate and fill in the required fields.

- Only note 1 package for pickup (even if you have more). As long as the delivery service is the same (Express vs. Ground), FedEx will retrieve all packages given to them at pickup.
- The weight can be an estimate.
- Again, Express pick-ups can be scheduled the same day and up to 24 hours in advance of the pick-up date.
- Ground pick-up can only be scheduled for the next day (or up to 10 business days in the future. Same day pick-up is unavailable for Ground services.

- Minimum 2-hour pickup window between 'Ready time' and 'Latest time available' required.
- 'Location of packages or special instructions' is optional but is critical if pick-up is from campus. An example might be '3rd floor front desk'. There is a 25 character limit.

Pickup Notifications: Enter your email address to receive pick-up notifications. (*recommended*).

Schedule a Package Pickup | Schedule an LTL Freight Pickup | My Pickups

1 Enter pickup information | 2 View pickup confirmation

* Denotes required field. [Clear all fields](#)

Account Details [Help](#) [Hide](#)

* Account no. Emory-944 [Add an account](#)

1. Pickup Address [Help](#)

[Use account address](#) [Clear all fields](#)

Alert: If this pickup request is scheduled on behalf of another shipper, please notify them that the request has been submitted.

* Country/Territory United States

Company Emory University

* Contact name Julie Johnson

* Address 1 1599 Clifton Rd NE 3rd Floor

Address 2 Suite/unit/floor/etc.

* ZIP 30322

* City Atlanta

* State Georgia

* Phone no. 404-123-4567 ext.

☐ This is a residence

☒ Add new pickup location to address book

☐ Save changes to existing address to address book

2. Package Information [Help](#)

☒ Schedule a FedEx Express Pickup

You can schedule FedEx Express pickups for either the same day or the next business day. All shipments must be ready when the courier arrives.

Package information for FedEx Express pickup

* Total no. of packages 1

* Total weight 2 lbs

* Pickup date 10/5/2022

* Ready time 12:30 pm

* Latest time available 2:30 pm

Location of packages or special instructions 3rd floor front desk (Not to exceed 25 characters)

☐ Schedule a FedEx Ground Pickup

☐ Schedule a FedEx Express Freight Pickup

Pickup Notifications (optional) [Help](#) [Hide](#)

Select format: Pickup Notification Email Format

☒ Email (HTML) ☐ Email (Plain Text)

Sender julie.johnson2@emory.edu

English

Recipient

English

[Add additional recipients](#)

[Add personal message](#)

3. Complete Pickup [Help](#)

[Schedule pickup](#)

- Once all fields are completed, select 'Schedule Pickup'.
- The next screen will contain an alphanumeric package pick-up confirmation number. If this number isn't seen, the pick-up request wasn't successful. **Save the pick-up confirmation number should problems arise. Inquiries cannot be made without it.**

Note: Once you schedule a pick-up, it cannot be cancelled online. Instead, FedEx customer service would have to be contacted to request cancellation at 1-800-GOFEDEX.

STANDING PICKUP SCHEDULING INSTRUCTIONS (EMORY UNIVERSITY)

Copy/paste the form below into a MS Word document and email to fedexrequest@emory.edu so that it may be forwarded to our National Account Representative for processing.

Form Notes:

- 1) **Account Number/Name:** If scheduling a single pickup for more than one suite/lab, note only one account number and name.
- 2) **Express or Ground Pickup:** Check beside the box for the service you need. If needing to schedule standing pick-ups for both FedEx Express and FedEx Ground packages, a separate form is required for each pick-up service.
- 3) **Pick-up Address:** This location does not have to match the address associated with the FedEx account. Neither does it have to be staffed. It does need to be accessible and consistently have packages for pickup (90% of the time). There will also be a fee if the address isn't on campus.
- 4) **Contact Name:** The pick-up contact does not have to be present at the time of pick-up but must be available by phone/email, if questions arise. The contact IS typically called before the first pick-up appointment, and FedEx will reject the pick-up request if unable to reach the contact.
- 5) **Where is the pickup.** Provide specific details, e.g., '2nd fl, office 2.03' in as few characters as possible.
- 6) **Desired pickup time:** Provide a window of time (generally 2 to 4 hours) rather than one specific time. Take into consideration building and suite closures as well as when packages will be ready.
- 7) **Close Time at location:** When will building require key-card access, and/or when will your suite be locked, if applicable?
- 8) **Is this a request for Monday through Friday?** When scheduling pickup for specific days during the week (rather than every day), check 'No' beside the box, and note the days, e.g., Mondays and Wednesdays, in the blank to the right.
- 9) **Additional Notes or Special Instructions. (25 character limit)** Note special instructions. Be sure to note specific instructions, reiterating important details, e.g., 'key card access after 5pm' *

*Remember, that if key card access is required for your pick-up location, you will need to ensure that access to your location is available to FedEx personnel.

STANDING PICKUP REQUEST FORM

(You must have packages 90% of the time to maintain your pickup)

Pickup Details

Account Number
(no dashes)

Date: _

Account Name:

Express or Ground Pickup?

EXPRESS

☐

GROUND

☐

Pickup Address:

City, State:

Zip Code:

Contact Name:

Phone:

Email: _

Where is the pickup?

(Receiving, Front door, etc.)

Desired pickup time:

Close Time at location:

Is this a request for Monday through Friday?

YES

☐

NO

☐

If no, state pick-up days:

Average Packages Per
Day:

Average weight:

Additional Notes or Special Instructions

This space is reserved for any additional notes you'd like to include.
