

FEDEX PACKAGE PICKUPS

FedEx, Emory's contracted small package carrier) has begun enforcing their rule to reject packages at the drop-box that don't fit inside of the drop-box or contain dry ice, dangerous or hazardous goods. Most staffed FedEx locations also can't accept hazardous or dangerous goods. It's best to drop off your package at an established standing FedEx pick-up site or schedule a pick-up when shipping these items.

The closest drop-off facility to Emory that can accommodate dangerous/hazardous goods is at 1668 Austin Drive, Decatur, GA 30032, but there are other closer stations for normal packages. To find additional locations across Atlanta, navigate to [FedEx.com](https://www.fedex.com)> Locations>FIND A LOCATION, enter the desired zip code in the search box, click More Filters>Service Filters>Dangerous goods shipping (if applicable) and then click Apply.

Both one-time package pickups and standing pickup appointments are currently free of charge when requested by any account established under Emory's Contract with FedEx and when picked-up from an Emory address. Instructions for both processes are below, but there are a few things to consider:

- 1) **Does a nearby building or suite already have a standing pick-up appointment for the desired FedEx Service?** If so, dropping your package off at an existing standing pick-up site carries the highest success rate for package pick-up. To avoid delivery delays, ensure that the pick-up service for that standing pickup location matches that of your package, e.g., FedEx Express or Ground.

The following Centrally Scheduled Pick-up sites exist for FedEx Express:

- 1364 Clifton Road (Emory Hospital Loading Dock) – pickup occurs daily at 3:30PM;
- All 1365 Clifton Buildings immediately beside the existing drop-boxes (in 'the tunnel', 2nd floor entrance, and near the Eye Clinic);
- 1750 Haygood Drive (HSRB II Building Mailroom – Rm G184) –daily pickup at 4:00PM;
- 1510 Clifton Road (Rollins Research Center – outside of Suite 2006) – daily pick-up at 4:00PM;
- Possible future pick-up location: 101 Woodruff Circle – location and time TBD.

If your building is not near established standing pick-up locations, *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 establishing a new standing pick-up site.

- 2) **If you need a one-time package pick-up at your suite, request it online**, as phone requests often result in delays or unsuccessful pick-ups due to miskeyed/misunderstood information by FedEx phone support. Yet, because one-time pick-ups absorb unnecessary resources, please attempt to use existing standing pick-ups for your FedEx Express packages. FedEx Express one-time pick-ups can be scheduled the day of the pick-up. FedEx Ground one-time pick-ups must be scheduled at least the day before the pick-up date.
- 3) **Scheduling an *online* one-time FedEx pickup for any package (including those using sponsor, pre-paid shipping labels) or any standing pick-up requires a login profile to an existing FedEx account.** If your department doesn't have an Emory FedEx account, please don't contact FedEx directly for new account set-up. Instead, use Emory's FedEx enrollment form, found on the FedEx tile of the Emory Express homepage or email fedexrequest@emory.edu to ensure that your account links to

Emory's FedEx contract (for free pickup, and significant discounted pricing, if you ship or receive packages using the account).

- 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) **Are your packages shipping via FedEx Express Services or FedEx Ground Services?** Pick-up requests and packages must be separated by Express or Ground, as FedEx uses different teams to support each service.
- 6) **If scheduling your own standing pick-up, will you consistently have packages to be retrieved on scheduled pick-up days?** FedEx standing pick-up appointments can be scheduled for any frequency, but to keep a standing pick-up appointment, FedEx requires that a package be available for pick-up 90% of the time. Please consider this when choosing standing pick-up days to avoid service interruptions.
- 7) **If scheduling your own pick-up, ensure that the pick-up location will not require key-card access?** If so, you will need to coordinate key card access with your building and FedEx.

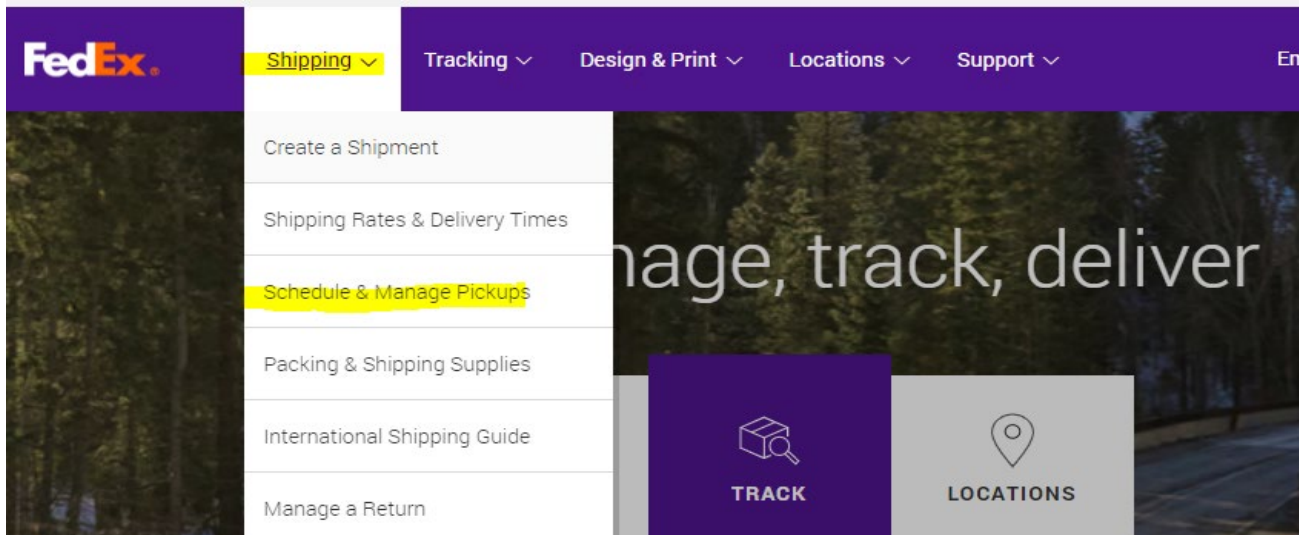
(See specific pick-up form instructions on following pages)

ONE-TIME PICK-UP INSTRUCTIONS

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.

Steps to take:

- 1) Log into your FedEx Account via <https://www.fedex.com/en-us/home.html> with the appropriate UserID and Password.



- 2) Select 'Schedule A Pickup'

FedEx pickup options

We offer many ways to get your shipments to us. No need to wait for a pickup— you can **drop off packages** any time at thousands of locations nationwide.



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

Notes:

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

Pickup Address: Account defaults should auto-populate, but the pick-up address can be changed.

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

- Even if you have more than one package for pick-up, only note 1 package here. 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 and up to 10 business days before pick-up date.
- **You must provide a minimum 2 hour pickup window between 'Ready time' and 'Latest time available'.**
- **'Location of packages or special instructions'** is optional but **is critical if pick-up is from campus**. An example might be 'pick-up at 3rd FL receptionist desk'.

Pickup Notifications: If you wish to receive an email regarding pickups, enter your email in this section (*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](#)

- 4) Once all fields are completed, select 'Schedule Pickup'.
- 5) The next screen will present a confirmation page with a package pick-up confirmation number. If you don't see this page (with an alphanumeric confirmation number, then the pick-up request didn't go through. **Save your pick-up confirmation number should problems arise.**

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

Copy/paste the form below into a MSWord 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:** If you need pick-up services for packages that will ship using both FedEx Express services and FedEx Ground services, 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).
- 4) **Contact Name:** Your pick-up contact does not have to be present at the time of pick-up. Yet, they do need to be available for contact, should questions arise. This person is typically contacted before the first pick-up appointment, and FedEx will reject the standing pick-up request if unable to reach the designated contact.
- 5) **Where is the pickup?** Provide specific details, e.g., '2nd floor, office 2.03.'
- 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' in the box, and note the days, e.g., Mondays and Wednesdays, in the blank to the right.
- 9) **Additional Notes or Special Instructions.** Be sure to note specific instructions, reiterating important details, e.g., 'building closes at 5 p.m., after which key-card access required*', etc.

*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

Average Packages Per Day:

Average weight:

Additional Notes or Special Instructions

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