

Package Delivery Service Alerts



- All carriers are having difficulty consistently meeting delivery SLAs due to market workforce quality and quantity issues combined with higher package volumes.
- Because FedEx is our contracted vendor, their delivery delays are more visible.
- Delivery delays can significantly impact critical items, especially if temperature sensitive, as items are not typically packaged for cooling much beyond anticipated arrival times.
- Carriers have many reimbursement restrictions and low reimbursement caps (often only up to \$100) for lost or delayed packages.



Mitigating Package Delivery Risks

(Balancing shipping costs vs. potential exposure loss)



- Ensure shipping addresses are succinct and clear (only include necessary items; clearly note Rm# or Ste#)
- Order time/temperature sensitive items earlier in the week for a larger delivery window and request that extra dry ice be added. Do not ship perishables for Friday delivery.
- Change delivery instructions for time/temperature sensitive items to ship via Priority delivery (next morning by 10:30am). Use only as needed due to additional costs.
- For perishable or high dollar items, request that vendor insure item or 'declare a value' with FedEx to avoid low carrier liability caps. Use only as needed due to additional costs.
- Purchase from vendors closer to Emory, if able (rather those on the West Coast).

