



SCHOOL OF MEDICINE

INDIANA UNIVERSITY

Krannert Institute of Cardiology – Business Administration

Standard Operating Procedure

Title: FedEx Shipping

Purpose: This SOP describes the appropriate process for shipping packages via FedEx

Applicable to: Krannert Staff

Authorized FedEx Users:

Only administrative staff members have access to create FedEx shipping labels.

Create a Shipment

To request a FedEx shipping label provide an administrative staff member all the following applicable information:

- Recipient Information - Name, complete address and phone number with area code
- Number of packages and total weight
- Declared value (if any) *There is an additional charge for this service and authorization must be obtained in advance from DAA or Division Chief.
- Service type: First Overnight, Priority Overnight, Standard Overnight, FedEx 2Day or FedEx Express Saver. If shipping via FedEx Ground or FedEx Freight additional shipping details must be discussed with administrative staff member.
- Package type: FedEx Envelope, Pak, Box or Tube. Other non-FedEx packaging must include dimensions.
- IU account number where charges should be applied
- Notification of shipment containing dry ice including weight
- Special services: Dangerous goods, COD or Hold at FedEx location. These services have additional questions that must be discussed with administrative staff member.
- FedEx delivery signature options: Deliver without signature, direct signature required or adult signature required.

Senders email address will be entered when creating the label to provide notification of ship, tendered, exception and delivery information.

Schedule a Package Pick-up

Place the FedEx package on the table located outside of the Business Office, E371.

- Schedule a pick-up either by calling 1-800-GO FEDEX or notifying administrative staff member to request assistance.
- If requesting assistance from administrative staff member for a same day shipment, notification must be received by 12:30 PM to allow for processing. If administrative staff member does not respond to the request by 1:00 PM, sender must contact FedEx directly (1-800-GO FEDEX) to request the pick-up.

- A same day shipment must be prepared and ready for pick-up no later than 1:00 PM as FedEx requires a 3 hour pick-up window.
- Packages must be scheduled for pick-up no later than 1:30 PM - 4:30 PM as the Noyes entrance locks at 5:00 PM.

Shippers email address will be entered to provide notification of pick-up.

****The shipper is responsible to ensure the package is picked up between the hours scheduled. If the package was not picked up it is the shipper's responsibility to contact FedEx (1-800-GO FEDEX).****

Resources

FedEx: <https://www.fedex.com/us/>