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**Mayo Supply Chain Management**

4-10 201 Building  
200 First Street SW  
Rochester, Minnesota 55905  
507-266-1366

December 30, 2008

Dear Supplier:

Mayo Clinic is continuing the effort to proactively manage freight expenditures. Our decision to make a change to our freight management processes associated with Mayo's inbound freight is based, in part, on market place variables along with the need to increase visibility and better control this facet of the supply chain.

Mayo Clinic appreciates your handling our freight needs and looks forward to your assistance during this transition. Working together can ensure our patients do not experience any disruption in service. Here is how you can help.

The first phase of our program will target all shipments to Mayo Clinic Arizona, Mayo Clinic Florida and Mayo Clinic Rochester. Please work with the appropriate individuals (Customer Service, Order Entry, Shipping, Accounts Receivable, Supply Chain, etc.) within your organization to ensure that beginning 1/1/2009, your organization ships to these Mayo Clinic facilities "**bill third party**". We ask that you no longer bill Mayo prepay and add for freight. We realize that even the best systems may require fine-tuning once put into operation; therefore, we will monitor activity with your company and work with you to make appropriate adjustments for shipments that occasionally fall outside our new program parameters.

As Mayo Clinic institutes the new freight management program, we ask your company to ensure the following:

- Mayo Clinic purchase order numbers are included in the reference field on the shipping documentation when a PO number is provided

**Please review the attached Mayo Facility Listing and Routing Guide that accompanies this letter.**

In the near future, FedEx as the third party will contact you to answer any questions about this transition. Should you have any immediate questions, please contact the following Mayo Customer Support numbers:

- Mayo Clinic Arizona phone#: (480) 342-0838
- Mayo Clinic Florida phone#: (904) 953-2210
- Mayo Clinic Rochester phone#: (507) 284-5512

You can also visit <https://www.mayoclinic.org/suppliers/> for additional information related to the freight program. You will receive instructions for other Mayo sites once we have completed this phase of the transition.

Regards,

Joe Dudas  
Mayo Clinic Supply Chain Management Director