

ATTENTION!
NEW ACCOUNT



**MAYO CLINIC INBOUND LOGISTICS PROGRAM
TRANSPORTATION ROUTING GUIDE/SHIPPING TERMS**

TO: Shipping Manager

SUBJECT: Updated Mayo Clinic Routing Instructions

EFFECTIVE DATE: November 1, 2013

This updated Mayo Clinic Transportation Routing Guide provides instructions for shipping products to participating Mayo Clinic locations. Mayo Clinic will not pay shipping charges for orders not shipped in accordance with this routing guide unless contractually required or prior authorization is granted. This includes direct from manufacturer drop shipments. Vendors currently shipping prepaid and add are expected to convert to Mayo Clinic's Inbound Logistics Program.

MAYO CLINIC INBOUND LOGISTICS PROGRAM PARTICIPANTS: Listed on pages 3 and 4 of this guide. For a complete list including addresses, please visit <http://www.mayoclinic.org/suppliers/resources.html> or contact Mayo Clinic Supply Chain Customer Support at 507-266-5551.

SHIPPING TERMS: FOB Destination; Small Package Shipments = Bill Third Party; Freight (LTL) Shipments = Bill Collect

PACKAGING REQUIREMENTS: All shipments containing a piece heavier than 75 pounds must be shipped on a skid and sent via FEDEX Freight (LTL) Economy. For multiple pieces being shipped on a skid, do not stack product more than 66 inches tall.

APPROVED TRANSPORTATION CARRIERS:

For Domestic Shipments

- **FEDEX Ground:** Vendor should bill 3rd party using account number (call 507-266-5551 for number), when each single piece/box is 75 pounds or less, and the total shipment is 300 pounds or less, and number of cartons is 20 or less. Express (expedited) services are authorized only when specifically requested by the buyer.
- **FEDEX Freight (LTL) Economy:**
 - When a single piece/box is more than 75 pounds, or
 - total shipment is more than 300 pounds, or
 - when order is more than 20 cartonsVendor should **Bill Collect** using bill to address of: **Mayo Clinic, 200 1st Street SW, Rochester, MN 55905-0001**. When Bill Collect is indicated on a Freight (LTL) shipment, an account number is not required. The use of Bill Collect still allows an option of shipping to a different Mayo Clinic location than the bill to location. Freight Priority (expedited) services are authorized only when specifically requested by the buyer.

For International Shipments

- Mayo Clinic's broker is FedEx Trade Networks.
- **FEDEX International Economy:** Vendor should bill 3rd party using account number (call 507-266-5551 for number), when each single piece/box is 75 pounds or less, and the total shipment is 500 pounds or less.
- **FEDEX International Economy Freight:** Vendor should bill 3rd party using account number (call 507-266-5551 for number), when a single piece/box is more than 75 pounds or the total shipment is more than 500 pounds.

DOCUMENTATION REQUIREMENTS: Mayo Clinic requires the purchase order number be clearly posted in the reference field of the air/freight waybill. The packing slip should be affixed to the outside of the package, and the

invoice sent to the address noted on the Purchase Order. Failure to include the PO number on all documents, including the air/freight waybill, will delay acceptance of delivery and/or payment of invoices.

PICKUP AND DELIVERY REQUIREMENTS:

- **Pickup:** Vendors are responsible for arranging the pickup of shipments. Any pickup charges are the responsibility of the vendor.
- **Delivery:** No weekend or after hours deliveries allowed unless agreements are made with buyer prior to shipment.

DECLARED VALUE: Mayo Clinic is self-insured and highly discourages vendors from assigning declared value on shipments shipped on the inbound logistics program.

COMPLIANCE: These instructions supersede all previous shipping instructions. All incoming shipments and invoices will be monitored, and any deviation from these instructions will result in a charge back of the shipping costs.

ACCOUNT CONFIDENTIALITY: FedEx account numbers are confidential and should only be communicated for the limited purpose of preparing FedEx shipments under these routing instructions. Do not post this information online or make it generally available beyond what is required for your company to follow the instructions. Mayo Clinic's transportation account numbers should be used for Mayo Clinic shipments only. These accounts are monitored for abuse and Mayo Clinic will not pay invoices for unauthorized charges associated with our accounts or credit line.

MAYO CUSTOMER SUPPORT: If you have any questions regarding anything within this Transportation Routing Guide/Shipping Terms document or if you need help with your Mayo Clinic order, please contact Mayo Clinic Supply Chain Customer Support at 1-507-266-5551.

FEDEX CUSTOMER SUPPORT:

- **Vendor Activation Team:** Help desk resource for vendors to call with any FedEx related questions and/or questions related to Mayo's inbound routing directive, call 1-866-883-9290. Operational M-F 8:00 – 5:00 CST
- **Small Package:** For customer support related items such as tracking, scheduling of pick-ups, and ordering of supplies, call 800.GOFEDEx at 1-800-463-3339. Shipping information is also available at <http://www.fedex.com/us/>.
- **Freight (LTL):** For customer support regarding an LTL shipment, call 1-866-393-4585 or call your local FedEx Freight Service Center. You can find your local FedEx Freight Service Center at <http://www.fedexfreight.fedex.com/locations.jsp>.

Sincerely,

James Francis
Assistant Treasurer
Chief Supply Officer

Special Request: We are collecting information to ensure shipping changes are communicated to the appropriate individual(s). Please send an e-mail to SCSLogistics@mayo.edu containing your shipping department's Contact Name, E-mail, Address and Telephone Number.

MAYO CLINIC INBOUND LOGISTICS PROGRAM PARTICIPANTS

<u>STATE-CITY</u>	<u>MAYO IDENTITY</u>	<u>WEB ADDRESS</u>
Arizona		
Phoenix	Mayo Clinic Arizona	http://www.mayoclinic.org/arizona/
Scottsdale	Mayo Clinic Arizona	http://www.mayoclinic.org/arizona/
Florida		
Jacksonville	Mayo Clinic Florida	http://www.mayoclinic.org/jacksonville/
Georgia		
Waycross	MCHS - Waycross	http://mayoclinichealthsystem.org/locations/waycross
Iowa		
Armstrong	MCHS – Fairmont	http://mayoclinichealthsystem.org/locations/armstrong
Decorah	Winneshiek Medical Center	http://www.winmedical.org/
Lake Mills	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/lake-mills
Waukon	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/waukon
Minnesota		
Adams	MCHS – Austin	http://mayoclinichealthsystem.org/locations/adams
Albert Lea	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/albert-lea
Alden	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/alden
Austin	MCHS – Austin	http://mayoclinichealthsystem.org/locations/austin
Belle Plaine	MCHS – New Prague	http://mayoclinichealthsystem.org/locations/belle-plaine
Blooming Prairie	MCHS – Austin	http://mayoclinichealthsystem.org/locations/blooming-prairie
Blue Earth	MCHS – Blue Earth	http://mayoclinichealthsystem.org/locations/blue-earth
Caledonia	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/caledonia
Cannon Falls	MCHS – Cannon Falls	http://mayoclinichealthsystem.org/locations/cannon-falls
Elko New Market	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/elko-new-market
Fairmont	MCHS – Fairmont	http://mayoclinichealthsystem.org/locations/fairmont
Faribault	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/faribault
Farmington	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/farmington
Janesville	MCHS – Waseca	http://mayoclinichealthsystem.org/locations/janesville
Kenyon	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/kenyon
Kiester	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/kiester
La Crescent	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/la-crescent
Lake City	MCHS – Lake City	http://mayoclinichealthsystem.org/locations/lake-city
Lake Crystal	MCHS – Lake Crystal	http://mayoclinichealthsystem.org/locations/lake-crystal
Lakeville	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/lakeville
Lamberton	MCHS – Springfield	http://mayoclinichealthsystem.org/locations/lamberton
Le Sueur	MCHS – Le Sueur	http://mayoclinichealthsystem.org/locations/le-sueur
LeRoy	MCHS – Austin	http://mayoclinichealthsystem.org/locations/leroy
Lonsdale	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/lonsdale
Mankato	MCHS – Mankato	http://mayoclinichealthsystem.org/locations/mankato
Montgomery	MCHS – New Prague	http://mayoclinichealthsystem.org/locations/montgomery

<u>STATE-CITY</u>	<u>MAYO IDENTITY</u>	<u>WEB ADDRESS</u>
Minnesota (continued)		
New Prague	MCHS – New Prague	http://mayoclinichealthsystem.org/locations/new-prague
New Richland	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/new-richland
Northfield	MCHS – Faribault	http://mayoclinichealthsystem.org/locations/northfield
Owatonna	MCHS – Owatonna	http://mayoclinichealthsystem.org/locations/owatonna
Plainview	MCHS – Lake City	http://mayoclinichealthsystem.org/locations/plainview
Red Wing	MCHS – Red Wing	http://mayoclinichealthsystem.org/locations/red-wing
Rochester	Mayo Clinic Rochester	http://www.mayoclinic.org/rochester/
Sherburn	MCHS – Fairmont	http://mayoclinichealthsystem.org/locations/sherburn
Springfield	MCHS – Springfield	http://mayoclinichealthsystem.org/locations/springfield
St. James	MCHS – St. James	http://mayoclinichealthsystem.org/locations/st-james
St. Peter	MCHS – St. Peter	http://mayoclinichealthsystem.org/locations/st-peter
Trimont	MCHS – St. James	http://mayoclinichealthsystem.org/locations/trimont
Truman	MCHS – Fairmont	http://mayoclinichealthsystem.org/locations/truman
Wabasha	MCHS – Lake City	http://mayoclinichealthsystem.org/locations/wabasha
Waseca	MCHS – Waseca	http://mayoclinichealthsystem.org/locations/waseca
Waterville	MCHS – Waseca	http://mayoclinichealthsystem.org/locations/waterville
Wells	MCHS – Albert Lea	http://mayoclinichealthsystem.org/locations/wells
Zumbrota	MCHS – Red Wing	http://mayoclinichealthsystem.org/locations/zumbrota
Wisconsin		
Alma	MCHS – Lake City	http://mayoclinichealthsystem.org/locations/alma
Arcadia	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/arcadia
Barron	MCHS – Northland	http://mayoclinichealthsystem.org/locations/barron
Bloomer	MCHS – Chippewa Valley	http://mayoclinichealthsystem.org/locations/bloomer
Cameron	MCHS – Northland	http://mayoclinichealthsystem.org/locations/cameron
Chetek	MCHS – Northland	http://mayoclinichealthsystem.org/locations/chetek
Chippewa Falls	MCHS – Chippewa Valley	http://mayoclinichealthsystem.org/locations/chippewa-falls
Colfax	MCHS – Chippewa Valley	http://mayoclinichealthsystem.org/locations/colfax
Eau Claire	MCHS – Eau Claire	http://mayoclinichealthsystem.org/locations/eau-claire
Ellsworth	MCHS – Red Wing	http://mayoclinichealthsystem.org/locations/ellsworth
Elmwood	MCHS – Red Cedar	http://mayoclinichealthsystem.org/locations/elmwood
Glenwood City	MCHS – Red Cedar	http://mayoclinichealthsystem.org/locations/glenwood-city
Holmen	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/holmen
La Crosse	MCSH – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/la-crosse
Menomonie	MCHS – Red Cedar	http://mayoclinichealthsystem.org/locations/menomonie
Mondovi	MCHS – Oakridge	http://mayoclinichealthsystem.org/locations/mondovi
Onalaska	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/onalaska
Osseo	MCHS – Oakridge	http://mayoclinichealthsystem.org/locations/osseo
Prairie du Chien	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/prairie-du-chien
Prairie Farm	MCHS – Northland	http://mayoclinichealthsystem.org/locations/prairie-farm
Rice Lake	MCHS – Northland	http://mayoclinichealthsystem.org/locations/rice-lake
Sparta	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/sparta
Tomah	MCHS – Franciscan Healthcare	http://mayoclinichealthsystem.org/locations/tomah