



University of Rochester Medical Center



CLASP Monthly Research Administrators

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Agenda



REVIEW

- Introductions – University of Rochester Medical Center & OptiFreight® Logistics teams
- What's new with OptiFreight® Logistics



DISCUSS

- Outbound Solutions
- FedEx



ALIGN

- Questions?
- Next steps

Outbound Solutions

A **comprehensive** and **flexible** suite of services, driven and supported by proprietary technology, **customized** to your specific needs.

With our custom solution we will...



Provide visibility to all outbound shipments through your OptiFreight® Logistics program



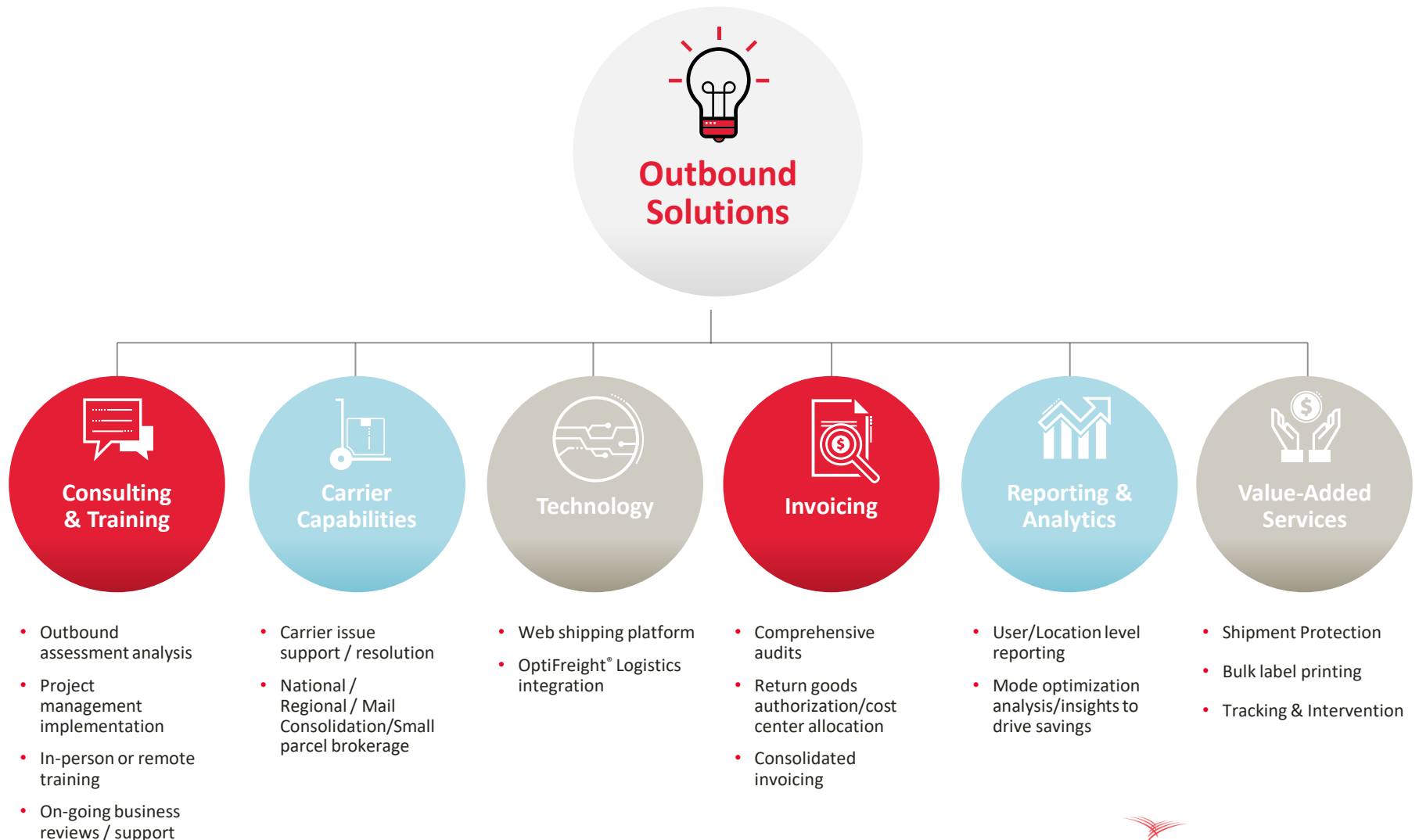
Provide upfront and ongoing training on shipping best practices to all stakeholders



Identify non-compliant shipping activity at the user level

OptiFreight® Logistics Outbound Solutions

SHIPMENTS CAN ORIGINATE FROM MANY LOCATIONS ACROSS THE CONTINUUM OF CARE



Shipping Advice Savings

CUSTOMER WEBSITE

The screenshot shows a web interface titled "Prepare shipment" with a "Help" link. It features three tabs: "Shipment" (active), "Rates", and "Print". There are three buttons: "Next" (red), "New", and "Save".

DELIVERY DATE	ZONE	SERVICE	TOTAL (USD) RATE	
You selected...				
<input checked="" type="radio"/> Mon, July 01, 2019 10:30 AM	02	FedEx Priority Overnight®	14.42	
Based on previous shipment history, OptiFreight® Logistics recommends...				
<input type="radio"/> 1 business day	2	FedEx Ground®	8.39	Save 42%
<i>FedEx® estimates same day delivery as the service you selected.</i>				
<input type="radio"/> Mon, July 01, 2019 3:00 PM	02	FedEx Standard Overnight®	14.28	Save 1%
<i>FedEx® estimates same day delivery as the service you selected.</i>				
Other options...				
<input type="radio"/> Wed, July 03, 2019 4:30 PM	02	FedEx Express Saver®	9.87	
<input type="radio"/> Tue, July 02, 2019 4:30 PM	02	FedEx 2Day®	10.50	
<input type="radio"/> Tue, July 02, 2019 10:30 AM	02	FedEx 2Day® A.M.	12.71	

- OptiFreight® Logistics shipping advice uses **historical outbound data to provide valuable service** level recommendations
- Current users average additional savings of **17% per package when advice is taken**
- 66% of all express packages can be **shipped using a lower cost service level and still arrive the same day**

Expertise and convenience to meet all your needs

As your organization grows, you need a provider who has **proven solutions across modes of transportation**



Small Parcel



Large Freight



Same Day



Residential Mail Consolidation



Regional Parcel Carrier



International



White Glove



Temp Controller



Hazardous

Shipment Protection



Stop overpaying for carrier coverage on your **high-value shipments**

OptiFreight® Logistics offers a **low-cost alternative for protecting your shipment**



H O W I T W O R K S

Shipment valued at \$1,000 costs up to \$10.50 with national carrier, **our broad protection costs only \$7.20 with Shipment Protection**

Simplified claims process

Proving carrier negligence is **no longer required**

Price	\$1.15 per \$100 of product protection
Response	30 days or less per claim*
Broad protection	Packages lost, damaged or delivered late rendering the product invalid.
Maximum protection offered	\$75,000
Minimum protection	No minimum requirement**

FedEx small parcel claims

Requirements:

FedEx requires damaged claims to be filed within **60 calendar days** from the shipment date for US and **21 calendar days** for international

Nondelivered or misdelivered claims must be filed within 9 months of the shipment date

Most claims are resolved within 5-7 business days after the claim and supporting documents (if claim will be over \$100) are received by FedEx, unless additional time for research is needed

The sender files the claim or a Letter of Authorization (LOA), is needed. This letter is obtained from the Sender on their letterhead and authorizes the recipient to file the claim. Without this letter FedEx could deny the claim or the check will go to the Sender per FedEx's policy

Best Receiving practices greatly increase success of claims

Filing and managing:

All new claims are filed online with FedEx directly at <http://www.fedex.com/us/fcl/pckgenvlp/online-claims/index.html>

This is an easy instructional step by step process for completing the electronic form and submission of needed documents

This allows for direct communication from FedEx regarding the processing of the claim

Claim status can be obtained by contacting FedEx claims department at claims.status@fedex.com or by calling 1.800.GO FedEx

Who to call when you need help

Account Managers Sara Zongrone – sara.Zongrone@cardinalhealth.com		Customer Care OptiFreightWebCustomerCare@cardinalhealth.com	
OptiFreight® Logistics Questions	<p>OptiFreight® Logistics program: adding new locations, additional cardinal services, kitting, courier services, mail consolidation, discussing OptiFreight® Logistics savings, large freight, rebates, reviewing & analyzing your invoices and shipping habits, vendor list updates</p> <p>OptiFreight® Logistics invoicing: A/R questions, credits, discussing invoices, rebilling a FedEx direct invoice through the OFL program</p>	<p>OptiFreight® Logistics address book: help or setup</p> <p>OptiFreight® Logistics reports: detailed activity reports, invoice requests</p> <p>OptiFreight® Logistics users: new users, edits of users, password resets, portal or FedEx training</p>	
	<p>FedEx Questions</p> <p>FedEx service: additional services and questions, larger scale issues</p>	<p>FedEx service: tracking down a lost or delayed package</p> <p>FedEx shipping: requesting copies of airbills, zone 2 maps</p> <p>FedEx supplies: ordering supplies</p> <p>FedEx address book: help or setup</p> <p>FedEx pickups: delivery exceptions, on-call pickups, scheduling pickups, or issues with pickups</p>	

A series of five thick, red, curved lines that sweep from the top left towards the bottom right, creating a dynamic, abstract background element.

Questions?

Thank you for joining us today.