



Procurement Services

Campus News Flash

August 2023

Dear UW Academy Campus Community

Dear UW Academy Campus Community,

We deeply appreciate your patience as Procurement Services, the Hypercare Team, the GHX team, and our suppliers are collaborating on a solution to address the delivery issues resulting from a combination of missing Location Customer Account Numbers in Workday, and the supplier's inability to "map" the correct delivery information onto their shipping label, often resulting in packages being delivered to the wrong locations and causing operational and financial impacts to our campus units. We hear your frustration loud and clear, and our team members and external partners have been working long hours and on weekends to find both an interim and a sustainable solution to this critical and complex issue.

I'd like to make an exciting update that after weeks of working with our largest Third-Party Round Trip catalog supplier, Thermo Fisher Scientific, we have successfully solved the puzzle by mapping the correct details onto their shipping label that includes the delivery street address, floor, room number, and an attention line showing the name of the shipping contact on the Workday requisition. This change will go into effect on Monday, 8/21/23, at 6 AM PDT!

We are optimistic that this solution will provide a template to fix similar issues with the other 15 Third-Party Round Trip catalog suppliers. I especially want to thank the team and leadership at Thermo Fisher Scientific for their unparalleled partnership and expertise in resolving this issue with us, and for their support as we work together to order replacements for any items that were spoiled or expired due to miss-delivery.

For this solution to be effective, we need the support of our UW 1861 and School of Medicine Requisition Requesters to follow the below instructions:

- Please continue to follow the instructions in the Requisition Job Aid PRO-J-05 for finding and selecting your deliver to/default ship to combination. This will ensure that the correct deliver to room and space information is on the shipping label, in addition to the address.
- New instruction: When creating a requisition for goods and services through Thermo Fisher Scientific, be sure to put the name of the correct recipient of the goods in the “Ship-to-Contact” section on your requisition line item as shown in Exhibit One. If you have multiple lines on your requisition, be sure to put the same “Ship-to-Contact” name on each line for consistency. This will allow the right name to be mapped onto the Attention line on the shipping label and ensure the package will go to the right person.

Exhibit One

The screenshot displays a Workday requisition form. At the top, there is an 'Internal Memo' field. Below it, the 'Goods' section is expanded, showing a table with one item. The table has columns for 'Extended Amount', 'Deliver-To', '*Ship-To Address', 'Ship-To Contact', 'Requested Delivery Date', 'Supplier', and 'Supplier I'. The 'Ship-To Contact' column is highlighted with a red box. The 'Deliver-To' field contains 'Seattle Campus > Magnuson Health Sciences Center J_1174 > Mag H.S.C./J Roof'. The '*Ship-To Address' field contains '1705 NE Pacific St Seattle, WA 98195 United States of America'. The 'Supplier' field contains 'FISHER SCIENTIFIC CO LLC'. A red error message '1 Error' is visible in the top right corner of the form.

Extended Amount	Deliver-To	*Ship-To Address	Ship-To Contact	Requested Delivery Date	Supplier	Supplier I
100.00	Seattle Campus > Magnuson Health Sciences Center J_1174 > Mag H.S.C./J Roof	1705 NE Pacific St Seattle, WA 98195 United States of America			FISHER SCIENTIFIC CO LLC	

We will provide constant updates to our campus community as we make progress toward resolving this critical issue with the remaining Third Party Suppliers as this work is already ongoing and continues on a daily basis.

Very Sincerely Yours,

Ray Hsu

Executive Director

UW Procurement Services

[PROCUREMENT SERVICES](#)

[UPDATE YOUR SUBSCRIPTIONS](#) | [UNSUBSCRIBE](#)

Customer Service: pcshelp@uw.edu

© 2023 University of Washington, Procurement Services, Box 354967, Seattle WA 98195