

# FedEx Announcement

## February 4, 2009

### STATE OF TENNESSEE CONTRACT FOR EXPRESS MAIL AND SMALL PACKAGE SHIPPING

FedEx Corporation has replaced UPS as the official State of Tennessee vendor for Express Mail and small Package Shipping. University of Tennessee FedEx Framework Order 6500000464 is established to record these expenses and take advantage of the State's mail and small package rates. The State of Tennessee contract with FedEx Corporation does not replace mail normally sent through the United States Postal Service.

The University of Tennessee is presently engaged in a RFP process to secure the best rates available and will be in a position to determine a vendor for this service in the next 45-60 days. During this period, departments should use the State contract with FedEx Corporation for the shipment of express mail and small packages.

If your department already has FedEx account numbers, you will automatically receive the rates provided by this contract. If your department does not have an active account contact FedEx Government Account Services by phone at 1-800-645-9424 or email at [govt@fedex.com](mailto:govt@fedex.com). Once you have an active account you should register at [www.fedex.com/us/](http://www.fedex.com/us/). If you need additional assistance, contact your local Purchasing Department.

For ease of payment, departments are encouraged to use their Departmental Procurement Card.

## FedEx Key Tips

### Customer Service

FedEx has a hotline to answer ***all*** (including opening or updating account numbers) your FedEx questions. They can be reached at **800.645.9424**. To open a **new** UT account number, call the Government Hotline (800.645.9424) or email the request to [govt@fedex.com](mailto:govt@fedex.com). If your department already has FedEx account numbers, you will automatically receive the rates provided by this contract. If you need additional assistance, contact your local Purchasing Department.

## Using [www.fedex.com](http://www.fedex.com)

Here are some quick instructions using [www.fedex.com/us](http://www.fedex.com/us) to create shipments for FedEx Express and FedEx Ground:

1. Once an account number is established by calling 800.645.9424, the account holder needs to create a login registration that includes a User ID and Password: Go to [www.fedex.com/us/](http://www.fedex.com/us/) and under New Customer Center click on Register for fedex.com.
2. Once the login registration is complete the account holder can create FedEx shipments online. Enter your User ID and Password on the main [www.fedex.com/us](http://www.fedex.com/us) page.
3. Under the Package/Envelope tab click on the SHIP tab and chose prepare shipment, if the prepare shipment page does not automatically come up.
4. There is an interactive help button on the far right of the screen near the top, same row as FedEx Ship Manager. Click on the Help button and there is a drop down list, chose interactive help guide. It will walk you through each section of the prepare shipment form.
5. Once all the information is filled in on the prepare shipment form, hit the Ship button at the bottom right and then when the shipping label comes up, hit the Print button, top left and affix it to the package.

Here is the link to our online Welcome to FedEx interactive document which can help navigate to other sections of our web site:

[http://images.fedex.com/us/newcustomer/pdf/WelcomeKit\\_3.pdf](http://images.fedex.com/us/newcustomer/pdf/WelcomeKit_3.pdf)

## Package Pickups

There are 3 ways you can tender a package to FedEx:

1. Call in for a Pickup for FedEx Express or FedEx Ground
  - a. We have same day call in pickups for FedEx Express
  - b. We have next day call in pickups for FedEx Ground
2. If your location averages 3 packages a day or more, you can establish a daily pick up for FedEx Express or FedEx Ground.  
To request a daily pick up you need to call 800.463.3339.
3. Drop off a package using Express only drop boxes or FedEx Office (formerly FedEx Kinkos). You can find drop off locations nearest you by going to [www.fedex.com](http://www.fedex.com) and selecting Find Locations ([http://www.fedex.com/Dropoff/start?locale=en\\_US](http://www.fedex.com/Dropoff/start?locale=en_US)) under the Ship Tab. FedEx will be placing drop boxes in appropriate locations on UT campuses in the very near future.

FedEx Express and FedEx Ground operate independently. FedEx Express couriers pick up and deliver only Express packages. FedEx Ground drivers pick up and deliver only Ground packages.

## **Managing Your Shipments**

You can track your packages online at [www.fedex.com](http://www.fedex.com) by selecting the Track tab to the right of the SHIP tab. You can track by Tracking Number or by Reference codes.

You can manage your entire shipments (outbound, inbound and third party) by signing up for FedEx Insight. This is a web-based tool that allows visibility to all your shipments. It is a wonderful tool that you can use to help manage your shipments.

To sign up for FedEx Insight, follow the instructions in this link

<https://www.fedex.com/insight/login/index.jsp>

FedEx Billing Online is an option to streamline your FedEx bills. You can benefit from the free, fast, and easy FedEx Billing Online for all invoicing, remittance and payment needs. Right from [fedex.com](http://fedex.com) you can view and settle all FedEx Express and FedEx Ground invoices. We use SSL encryption.

- View invoices and shipment detail
- Pay with a check or departmental procurement card.
- Create reports and complete administrative functions
- Question shipment charges
- Download invoice data