New York State Office of General Services, Procurement Services has established a statewide contract for Small Package Delivery Services by utilizing the NASPO/ValuePoint contract via piggyback with FedEx Corporate Services, Inc. The Small Package Delivery contract is intended to provide a procurement mechanism for State and Non-State Agencies to procure Delivery Services. Additionally, this contract may be utilized by political subdivisions, school districts and others authorized by law, as set forth in Section 2.16 – NON-STATE AGENCIES PARTICIPATION IN CENTRALIZED CONTRACTS. NYS authorized users must purchase from the NYS OGS Contract; Group 79011, Award 23267 as OGS contracts contain additional terms and conditions per NYS law.

**Startup of New Accounts**

DO NOT ATTEMPT TO OPEN A NEW ACCOUNT AT FedEx | Tracking, Shipping, and Locations.

When requesting a new account(s) to be established with FedEx, authorized users must complete and email the attached “New Account Setup Request” to: govtsupport@fedex.com. The FedEx New Accounts Setup Forms are located on the Contractor Information Page. There are 2 New Accounts Forms. Please utilize the New Accounts Form that corresponds with the number new account(s) that you are requesting.

When making the initial contact with FedEx for new accounts, it is imperative that FedEx be advised that the account must be setup based on all terms and conditions of this New York State contract. Additionally, at time of setup, the Authorized User must request that FedEx provide their contract number on all invoices.

Authorized Users shall confirm, in writing with FedEx, that their new or existing account has been set up under the NYS Award #23267, Contract #PS69557.

**FedEx Support Contact Information**

For invoicing or billing questions email FedEx Government Account Services at: govtsupport@fedex.com. Attach the proper FedEx New Account Form for setting up new accounts.

FedEx Customer Service: 1-800-GO-FEDEX or 1-800-463-3339
Call this number for supplies, pickups, and general questions for FedEx Express shipments.
FedEx Customer Service does not provide supplies for Ground shipments. Go to FedEx | Tracking, Shipping, and Locations for information. Note: Do Not Attempt to open your account using that website.

For assistance with online tools such as, shipping, reporting online and billing online.

FedEx International Help Desk 1-800-247-4747
For assistance with questions on international shipping.

Please have your account number on hand when you call.

For information regarding this contract, please contact OGS contract manager Brad Deforge at: Bradford.Deforge@ogs.ny.gov or 518-473-3876. Or contact OGS Customer Service: ogs.sm.customer.services@ogs.ny.gov or 518-474-6717

**NOTE:** LTL Freight is not within the scope of this contract and is therefore excluded.
FedEx Resources
June 13, 2022
Customer Resources

FedEx provides several support options for your shipping needs and inquiries. To engage the FedEx Virtual Assistant on fedex.com, simply click “Ask FedEx” in the bottom right corner and type your question.

Contact FedEx Customer Service at 1.800.463.3339 for additional support.

Please refer to the following table for a summary of tools and solutions:

<table>
<thead>
<tr>
<th>If you want to…</th>
<th>We have resources to help…</th>
<th>If you need additional support…</th>
</tr>
</thead>
</table>
| **FedEx Ship Manager at fedex.com** | • Create shipping labels online  
• Create a bill of lading online  
• Create shipment profiles  
• Set shipping defaults  
• View shipment history  
• Pull shipping reports | Access FedEx Ship Manager or keyword search “Ship Manager Online” on fedex.com.  
Watch the online demo of FedEx Ship Manager for additional information. | Contact Customer Service and say “technical support.” |
| **FedEx Compatible** | • Find software compatible with FedEx services  
• Create shipping labels  
• Create a bill of lading | Access FedEx Compatible Solutions or keyword search “FedEx Compatible” on fedex.com.  
Access the Global Directory of FedEx Compatible software products. | For technical support, customers using FedEx Compatible solutions can rely on their FedEx Compatible provider to:  
• Provide full support for the FedEx Compatible Solution.  
• Escalate any unresolved customer issue with FedEx functionality to FedEx Technical Support.  
• Work with you to provide annual software updates. |
| **FedEx Administration** | • Oversee employee shipments  
• Configure shipping options  
• Restrict services  
• Customize reference information  
• Reset a user’s password  
• Remove a current user | Access FedEx Administration on fedex.com to find out more.  
To enable FedEx Administration, click “Get Started.” | Contact Customer Service and say “technical support.” |
| **FedEx Mobile** | • Track/manage your shipments on the go  
• Create shipping labels from your phone  
• Find a FedEx location for pickup/drop off | Access FedEx Mobile or keyword search “FedEx Mobile” on fedex.com. | Engage the FedEx Virtual Assistant via the FedEx Mobile app. Simply click Support > Contact Us > Virtual Assistance under the menu.  
Or contact Customer Service and say “technical support.” |
<table>
<thead>
<tr>
<th>Address Checker</th>
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</thead>
<tbody>
<tr>
<td>• Obtain account-specific rates directly from your phone</td>
<td>Access FedEx Ship Manager or keyword search “Ship Manager” on fedex.com.</td>
<td>Contact Customer Service and say “technical support.”</td>
<td></td>
</tr>
<tr>
<td>• Verify your ship-to address is accurate</td>
<td>Click “Perform Detailed Address Check” in Section 2 to confirm entered address for accuracy.</td>
<td></td>
<td></td>
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<tr>
<td>• Determine whether your ship-to address is commercial or residential</td>
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<tr>
<th>Technical Support</th>
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<tbody>
<tr>
<td>• Resolve errors with FedEx automation</td>
<td>See our Step-by-Step Guide to resetting your password online.</td>
<td>Contact Customer Service and say “technical support.”</td>
<td></td>
</tr>
<tr>
<td>• Get help with a forgotten password/reset your password</td>
<td>Talk with a virtual assistant or access our Customer Support Center for key contacts across the globe.</td>
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<tr>
<td>• Find an administrator</td>
<td>Find additional support in the FedEx Help Center.</td>
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</table>

**International Shipping**

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>We have resources to help...</th>
<th>If you need additional support...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electronic Trade Documents (ETD)</strong></td>
<td>• Transmit customs documents electronically</td>
<td>Access Electronic Trade Documents or keyword search “ETD” on fedex.com.</td>
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<tr>
<td></td>
<td></td>
<td>Access our FAQs for additional support with Electronic Trade Documents.</td>
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<tr>
<td></td>
<td></td>
<td>Contact Customer Service at 1.800.463.3339, or for technical assistance, contact 1.877.339.2774.</td>
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<tr>
<th>Global Trade Manager (GTM)</th>
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<tbody>
<tr>
<td>• Get help with international documents</td>
<td>Access Global Trade Manager or keyword search “Global Trade Manager” on fedex.com.</td>
<td>Contact International Customer Service at 1.800.247.4747.</td>
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<tr>
<td>• Estimate duties and taxes</td>
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<tr>
<td>• Find harmonized codes</td>
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<td></td>
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<tr>
<td>• Obtain shipping advisories</td>
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</table>

**Common Solutions**

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>We have resources to help...</th>
<th>If you need additional support...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tracking</strong></td>
<td>• Check the status of a shipment</td>
<td>Access FedEx Advanced Tracking or keyword search “Advanced Tracking” on fedex.com.</td>
</tr>
<tr>
<td></td>
<td>• Set up alerts/shipment notification</td>
<td>To access the proof of delivery, click “Obtain Proof of Delivery” within the tracking details.</td>
</tr>
<tr>
<td></td>
<td>• Obtain proof of delivery</td>
<td>For additional support, contact Customer Service and say “track.”</td>
</tr>
<tr>
<td></td>
<td>• Obtain an image of the bill of lading</td>
<td>To change the address/reroute a package, dispute a delivery/shipment not received, or if your shipment shows no movement, contact Customer Service and say “representative.”</td>
</tr>
</tbody>
</table>
To access the bill of lading, click “View/Download PDF” under the Shipment Facts within tracking details.

Monitor shipment status and/or exceptions by setting up proactive email alerts. Access “Settings” in the top right corner of FedEx Advanced Tracking > Shipment Notifications. Set up single shipment notifications to alert the recipient of package status. Click “Get Status Updates” from the tracking details screen:

- Send the current status
- FedEx has received the package
- A delivery exception has occurred (potential delay)
- Estimated delivery updates
- Delivery has been made

Receive the latest Service Alerts to keep you informed of potential delays.

<table>
<thead>
<tr>
<th>Returns</th>
<th>Claims</th>
</tr>
</thead>
</table>
| • Issue a return label  
• Obtain drop-off and pickup options for return packages | Access [Return Label Options](https://fedex.com) or keyword search “Return Label” on [fedex.com](https://fedex.com).  
Access our [How To Guide](https://fedex.com) on creating a Return Label via [fedex.com](https://fedex.com). |
| Contact Customer Service and say “representative.” |
| • File a claim  
• Check the status of a claim  
• Add to your claim | Access [Claims Online](https://fedex.com) or keyword search “Claims” to start a claim and obtain step-by-step Instructions on how to file a claim.  
Obtain important tips for when filing a claim.  
Filing timelines:  
- Damaged/missing contents:  
  o 60 calendar days from the shipment date for U.S. packages  
  o 21 calendar days from the shipment date for international packages  
- Undelivered/lost shipments:  
  o Nine months from the shipment date |
<p>| If you need additional assistance or to dispute a claim, contact Customer Service and say “claims.” |</p>
<table>
<thead>
<tr>
<th>Reporting</th>
<th>Invoicing</th>
<th>Payment</th>
<th>Pickups and Drop-offs</th>
</tr>
</thead>
</table>
| - Run account-specific reports  
- Analyze shipping patterns and/or trends | - Register to receive online billing  
- Obtain a copy of an invoice  
- Dispute a charge on your invoice  
- Request a billing adjustment  
- View account aging  
- Update credit card on file | - Avoid late fees and collections issues that can result from submitting payments incorrectly  
- Ensure your payments are applied as quickly as possible | **If you want to...**  
- Schedule a new pickup  
- View or edit a previously scheduled pickup  
- Cancel a pickup  
- View pickup history **We have resources to help...**  
- Access **FedEx Reporting Online** or keyword search “Reporting” on fedex.com and click “Manage Reports.”  
- Access **FedEx Billing Online** or keyword search “Billing” on fedex.com.  
- See our **Step-by-Step Guide** on how to use Billing Online Account Summary.  
- See our **FedEx Billing Online Demo** for key functionality and support.  
- Request a **FedEx Freight Billing Adjustment** online at fedex.com.  
- For checks, pay by:  
  - Mailing the check and FedEx invoice stub to the P.O. box listed on the invoice.  
  - Providing remittance advice via **Electronic Data Interchange (EDI)** (FedEx Express and FedEx Ground only).  
- For EFT*, pay by using:  
  - **FedEx Billing Online.**  
  - **FedEx Freight Billing Online.**  
  - **EDI.**  
- For credit cards, pay by using:  
  - **FedEx Billing Online.**  
  - **FedEx Freight Billing Online.**  
  - **EDI** (FedEx Express and FedEx Ground only).  
- If you need additional support...  
  - Contact Customer Service and say “technical support.”  
  - For additional support, contact Customer Service and say “billing.”  
  - For FedEx Express and FedEx Ground, send an email to: remittanceresearch@fedex.com, and for FedEx Freight: arcoa@fedex.com and include the following:  
  - For checks:  
    - If the check clears and the invoice remains open, provide a copy of the cleared check with the check number, date, amount, customer name, and details.  
  - For EFT:  
    - If the EFT clears and the invoice remains open, provide the EFT date, amount, customer name, and details.  
  - For credit cards, if the invoice remains open:  
    - Send an email with a subject line that includes the phrase “CC Research,” FedEx account number, and customer name.  
    - In the email body, include proof of payment and the last four digits of the credit card used. |

**To set up a regularly scheduled pickup, or if you need additional assistance, contact Customer Service and say “pickup.”**
<table>
<thead>
<tr>
<th>Find a Pickup/Drop-off Location</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Find FedEx drop-off locations and view pickup status and pickup history. See our <a href="#">Step-by-Step Guide</a> on how to schedule and Manage pickups with FedEx. Find the nearest <a href="#">Drop-off Location</a>.</td>
<td>• If you want to... We have resources to help... If you need additional support...</td>
</tr>
<tr>
<td>• Drop off a package for FedEx pickup • Eliminate pickup fees • Have a package held for pickup • Eliminate residential fees on a shipment</td>
<td>• Order FedEx Express supplies and/or thermal shipping labels • Check the status of your order • Get packaging support</td>
</tr>
<tr>
<td>Find a Pickup/Drop-off Location</td>
<td>Ordering Supplies, Packaging Support</td>
</tr>
<tr>
<td>• Find a Pickup/Drop-off Location</td>
<td>Supplies</td>
</tr>
<tr>
<td>• If you want to... We have resources to help... If you need additional support...</td>
<td>• Order FedEx Express supplies and/or thermal shipping labels • Check the status of your order • Get packaging support</td>
</tr>
</tbody>
</table>
| • Access [Packing and Shipping Supplies](#) or keyword search “Supplies” on [fedex.com](http://fedex.com). Allow 3-5 business days for delivery. Track the status of your supply order or view previous orders by accessing the “My Orders” tab within [Packing and Shipping Supplies](#). Obtain [packing resources](#) for FedEx Express and FedEx Ground. Obtain [packing resources](#) for FedEx Freight. | • Have concerns with supply allocation or need to expedite your order? Contact Customer Service and say “shipping supplies.” Have your order number ready.