

## How to Use the Small Package Delivery Contract Award 23267 - PS69557 Updated July 22, 2022

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 Accounts Form" to: [govtsupport@fedex.com](mailto:govtsupport@fedex.com). If you have an existing account with FedEx, you must still complete the "New Accounts Form". Please indicate on the form that you have an existing account so the terms and conditions for New York State are ported in. The FedEx New Accounts 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 of 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.**

New Account Requests are processed in 3 to 5 business days. You will receive an email confirmation from FedEx when your new or existing account has been set up under the NYS Award #23267, Contract #PS69557. Once your account is created, you may access your account online at [www.FedEx.com](http://www.FedEx.com). FedEx does not include their contract number on their invoices. It is recommended you add the contract number as a reference on the Billing Details section of your online account. See below.

### FedEx Support Contact Information

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

#### FedEx Customer Service: 1-800-GO-FEDEX or 1-800-463-3339

Call this number to order supplies, setup recurring/on-demand pickups, and general questions for FedEx Express shipments. Shipping supplies are provided, free of charge, for FedEx Express shipments only. FedEx provides letters, packs, and document boxes. Please be aware these supplies are only for FedEx Express and cannot be used for FedEx Ground shipments. See page 9 of this document for guidance on ordering Packing and Shipping Supplies online at FedEx.com.

**23267\_HowToUse**

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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.

**FedEx Technical Support: 1-877-339-2774**

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.

For all other questions, including account setup questions, please contact Lacie Wade at 901-661-0416 or [lacie.wade@fedex.com](mailto:lacie.wade@fedex.com). Please have your account number on hand when you call.

FedEx provides software and small printers to process packages for high volume Authorized Users only. FedEx does not provide computers or scales for shipping.

Authorized Users can use FedEx.com to print shipping labels. When processing packages at FedEx.com, do not choose FedEx One Rate-these are not the discounted New York State rates. Please check the standard rate for the New York State discounts to be applied.

Label pouches (part number 158396) for affixing printed labels can be ordered for free online at FedEx.com or by calling 1-800-GO-FEDEX.

Use the links below as a customer resource for information and tips, as well as user-friendly packing basics for your shipments:

[Packing services and shipping supplies | FedEx](#)

[How to pack basics & guides | FedEx](#)

**Drop Box Information**

FedEx drop box locations can be found utilizing the FedEx drop box location tool at the following link:

[Find FedEx Drop Box locations](#)

Authorized Users interested in the possibility of having a FedEx drop box placed in their building/facility should contact their building management/facilities management team prior to reaching out to FedEx, as building management/facilities management approval is required. Additionally, FedEx requires a Drop Box Agreement to be completed and signed by the requesting entity, which must be obtained directly from FedEx. OGS Procurement does not execute agreements outside of the contract award on behalf of Authorized Users. All requests must go through an Authorized User's building or facilities management team.

For information regarding this contract, please contact OGS contract manager Bradford Deforge at:

[Bradford.Deforge@ogs.ny.gov](mailto:Bradford.Deforge@ogs.ny.gov) or 518-473-3876 OR contact OGS Customer Service at:

[ogs.sm.customer.services@ogs.ny.gov](mailto: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.**



## Customer Resources



FedEx provides several support options for your shipping needs and inquiries. To engage the FedEx Virtual Assistant on [fedex.com](https://www.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:

Shipping Automation			
	If you want to...	We have resources to help...	If you need additional support...
<b>FedEx Ship Manager at <a href="https://www.fedex.com">fedex.com</a></b>	<ul style="list-style-type: none"> <li>• Create shipping labels online</li> <li>• Create a bill of lading online</li> <li>• Create shipment profiles</li> <li>• Set shipping defaults</li> <li>• View shipment history</li> <li>• Pull shipping reports</li> </ul>	<p>Access <a href="#">FedEx Ship Manager</a> or keyword search “Ship Manager Online” on <a href="https://www.fedex.com">fedex.com</a>.</p> <p>Watch the <a href="#">online demo</a> of FedEx Ship Manager for additional information.</p>	Contact Customer Service and say “technical support.”
<b>FedEx Compatible</b>	<ul style="list-style-type: none"> <li>• Find software compatible with FedEx services</li> <li>• Create shipping labels</li> <li>• Create a bill of lading</li> </ul>	<p>Access <a href="#">FedEx Compatible Solutions</a> or keyword search “FedEx Compatible” on <a href="https://www.fedex.com">fedex.com</a>.</p> <p>Access the <a href="#">Global Directory</a> of FedEx Compatible software products.</p>	<p>For technical support, customers using FedEx Compatible solutions can rely on their FedEx Compatible provider to:</p> <ul style="list-style-type: none"> <li>• Provide full support for the FedEx Compatible Solution.</li> <li>• Escalate any unresolved customer issue with FedEx functionality to FedEx Technical Support.</li> <li>• Work with you to provide annual software updates.</li> </ul>
<b>FedEx Administration</b>	<ul style="list-style-type: none"> <li>• Oversee employee shipments</li> <li>• Configure shipping options</li> <li>• Restrict services</li> <li>• Customize reference information</li> <li>• Reset a user’s password</li> <li>• Remove a current user</li> </ul>	<p>Access <a href="#">FedEx Administration</a> on <a href="https://www.fedex.com">fedex.com</a> to find out more.</p> <p>To enable FedEx Administration, click “Get Started.”</p>	Contact Customer Service and say “technical support.”
<b>FedEx Mobile</b>	<ul style="list-style-type: none"> <li>• Track/manage your shipments on the go</li> <li>• Create shipping labels from your phone</li> <li>• Find a FedEx location for pickup/drop off</li> </ul>	<p>Access <a href="#">FedEx Mobile</a> or keyword search “FedEx Mobile” on <a href="https://www.fedex.com">fedex.com</a>.</p>	<p>Engage the FedEx Virtual Assistant via the FedEx Mobile app. Simply click Support &gt; Contact Us &gt; Virtual Assistance under the menu.</p> <p>Or contact Customer Service and say “technical support.”</p>

	<ul style="list-style-type: none"> <li>Obtain account-specific rates directly from your phone</li> </ul>		
<b>Address Checker</b>	<ul style="list-style-type: none"> <li>Verify your ship-to address is accurate</li> <li>Determine whether your ship-to address is commercial or residential</li> </ul>	<p>Access <a href="#">FedEx Ship Manager</a> or keyword search “Ship Manager” on <a href="#">fedex.com</a>.</p> <p>Click “Perform Detailed Address Check” in Section 2 to confirm entered address for accuracy.</p>	Contact Customer Service and say “technical support.”
<b>Technical Support</b>	<ul style="list-style-type: none"> <li>Resolve errors with FedEx automation</li> <li>Get help with a forgotten password/reset your password</li> <li>Find an administrator</li> </ul>	<p>See our <a href="#">Step-by-Step Guide</a> to resetting your password online.</p> <p>Talk with a <a href="#">virtual assistant</a> or access our <a href="#">Customer Support Center</a> for key contacts across the globe.</p> <p>Find additional support in the <a href="#">FedEx Help Center</a>.</p>	Contact Customer Service and say “technical support.”

**International Shipping**

	If you want to...	We have resources to help...	If you need additional support...
<b>Electronic Trade Documents (ETD)</b>	<ul style="list-style-type: none"> <li>Transmit customs documents electronically</li> </ul>	<p>Access <a href="#">Electronic Trade Documents</a> or keyword search “ETD” on <a href="#">fedex.com</a>.</p> <p>Access our <a href="#">FAQs</a> for additional support with Electronic Trade Documents.</p>	Contact Customer Service at 1.800.463.3339, or for technical assistance, contact 1.877.339.2774.
<b>Global Trade Manager (GTM)</b>	<ul style="list-style-type: none"> <li>Get help with international documents</li> <li>Estimate duties and taxes</li> <li>Find harmonized codes</li> <li>Obtain shipping advisories</li> </ul>	<p>Access <a href="#">Global Trade Manager</a> or keyword search “Global Trade Manager” on <a href="#">fedex.com</a>.</p>	Contact International Customer Service at 1.800.247.4747.

**Common Solutions**

	If you want to...	We have resources to help...	If you need additional support...
<b>Tracking</b>	<ul style="list-style-type: none"> <li>Check the status of a shipment</li> <li>Set up alerts/shipment notification</li> <li>Obtain proof of delivery</li> <li>Obtain an image of the bill of lading</li> </ul>	<p>Access <a href="#">FedEx Advanced Tracking</a> or keyword search “Advanced Tracking” on <a href="#">fedex.com</a>.</p> <p>To access the proof of delivery, click “Obtain Proof of Delivery” within the tracking details.</p>	<p>For additional support, contact Customer Service and say “track.”</p> <p>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”.</p>

		<p>To access the bill of lading, click "View/Download PDF" under the Shipment Facts within tracking details.</p> <p>Monitor shipment status and/or exceptions by setting up proactive email alerts. Access "Settings" in the top right corner of <a href="#">FedEx Advanced Tracking</a> &gt; Shipment Notifications. Set up single shipment notifications to alert the recipient of package status. Click "Get Status Updates" from the tracking details screen:</p> <ul style="list-style-type: none"> <li>• Send the current status</li> <li>• FedEx has received the package</li> <li>• A delivery exception has occurred (potential delay)</li> <li>• Estimated delivery updates</li> <li>• Delivery has been made</li> </ul> <p>Receive the latest <a href="#">Service Alerts</a> to keep you informed of potential delays.</p>	
<p><b>Returns</b></p>	<ul style="list-style-type: none"> <li>• Issue a return label</li> <li>• Obtain drop-off and pickup options for return packages</li> </ul>	<p>Access <a href="#">Return Label Options</a> or keyword search "Return Label" on <a href="#">fedex.com</a>.</p> <p>Access our <a href="#">How To Guide</a> on creating a Return Label via <a href="#">fedex.com</a>.</p>	<p>Contact Customer Service and say "representative."</p>
<p><b>Claims</b></p>	<ul style="list-style-type: none"> <li>• File a claim</li> <li>• Check the status of a claim</li> <li>• Add to your claim</li> </ul>	<p>Access <a href="#">Claims Online</a> or keyword search "Claims" to start a claim and obtain step-by-step Instructions on how to file a claim.</p> <p>Obtain <a href="#">important tips</a> for when filing a claim.</p> <p>Filing timelines:</p> <ul style="list-style-type: none"> <li>• Damaged/missing contents:             <ul style="list-style-type: none"> <li>○ 60 calendar days from the shipment date for U.S. packages</li> <li>○ 21 calendar days from the shipment date for international packages</li> </ul> </li> <li>• Undelivered/lost shipments:             <ul style="list-style-type: none"> <li>○ Nine months from the shipment date</li> </ul> </li> </ul>	<p>If you need additional assistance or to dispute a claim, contact Customer Service and say "claims."</p>

<p><b>Reporting</b></p>	<ul style="list-style-type: none"> <li>• Run account-specific reports</li> <li>• Analyze shipping patterns and/or trends</li> </ul>	<p>Access <a href="#">FedEx Reporting Online</a> or keyword search "Reporting" on <a href="#">fedex.com</a> and click "Manage Reports."</p>	<p>Contact Customer Service and say "technical support."</p>
<p><b>Invoicing</b></p>	<ul style="list-style-type: none"> <li>• Register to receive online billing</li> <li>• Obtain a copy of an invoice</li> <li>• Dispute a charge on your invoice</li> <li>• Request a billing adjustment</li> <li>• View account aging</li> <li>• Update credit card on file</li> </ul>	<p>Access <a href="#">FedEx Billing Online</a> or keyword search "Billing" on <a href="#">fedex.com</a>.</p> <p>See our <a href="#">Step-by-Step Guide</a> on how to use Billing Online Account Summary.</p> <p>See our <a href="#">FedEx Billing Online Demo</a> for key functionality and support.</p> <p>Request a <a href="#">FedEx Freight Billing Adjustment</a> online at <a href="#">fedex.com</a>.</p>	<p>For additional support, contact Customer Service and say "billing."</p>
<p><b>Payment</b></p>	<ul style="list-style-type: none"> <li>• Avoid late fees and collections issues that can result from submitting payments incorrectly</li> <li>• Ensure your payments are applied as quickly as possible</li> </ul>	<p>For checks, pay by:</p> <ul style="list-style-type: none"> <li>• Mailing the check and FedEx invoice stub to the P.O. box listed on the invoice.</li> <li>• Providing remittance advice via <a href="#">Electronic Data Interchange (EDI)</a> (FedEx Express and FedEx Ground only).</li> </ul> <p>For EFT*, pay by using:</p> <ul style="list-style-type: none"> <li>• <a href="#">FedEx Billing Online</a>.</li> <li>• <a href="#">FedEx Freight Billing Online</a>.</li> <li>• <a href="#">EDI</a>.</li> </ul> <p>* Ensure you have one electronic address for FedEx Express and FedEx Ground, and another for FedEx Freight payments.</p> <p>For credit cards, pay by using:</p> <ul style="list-style-type: none"> <li>• <a href="#">FedEx Billing Online</a>.</li> <li>• <a href="#">FedEx Freight Billing Online</a>.</li> <li>• <a href="#">EDI</a> (FedEx Express and FedEx Ground only).</li> </ul>	<p>For FedEx Express and FedEx Ground, send an email to: <a href="mailto:remittanceresearch@fedex.com">remittanceresearch@fedex.com</a>, and for FedEx Freight: <a href="mailto:arcoa@fedex.com">arcoa@fedex.com</a> and include the following:</p> <p>For checks:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>For EFT:</p> <ul style="list-style-type: none"> <li>• If the EFT clears and the invoice remains open, provide the EFT date, amount, customer name, and details.</li> </ul> <p>For credit cards, if the invoice remains open:</p> <ul style="list-style-type: none"> <li>• Send an email with a subject line that includes the phrase "CC Research," FedEx account number, and customer name.</li> <li>• In the email body, include proof of payment and the last four digits of the credit card used.</li> </ul>

**Pickups and Drop-offs**

	If you want to...	We have resources to help...	If you need additional support...
<p><b>Pickups</b></p>	<ul style="list-style-type: none"> <li>• Schedule a new pickup</li> <li>• View or edit a previously scheduled pickup</li> <li>• Cancel a pickup</li> <li>• View pickup history</li> </ul>	<p>Access <a href="#">Schedule and Manage Pickups</a> or keyword search "Pickup" on <a href="#">fedex.com</a>.</p> <p>Click the "My Pickups" tab to edit a pickup, cancel a pickup,</p>	<p>To set up a regularly scheduled pickup, or if you need additional assistance, contact Customer Service and say "pickup."</p>

	<ul style="list-style-type: none"> <li>Find FedEx drop-off locations</li> </ul>	<p>and view pickup status and pickup history.</p> <p>See our <a href="#">Step-by-Step Guide</a> on how to schedule and Manage pickups with FedEx.</p> <p>Find the nearest <a href="#">Drop-off Location</a>.</p>	
<b>Find a Pickup/Drop-off Location</b>	<ul style="list-style-type: none"> <li>Drop off a package for FedEx pickup</li> <li>Eliminate pickup fees</li> <li>Have a package held for pickup</li> <li>Eliminate residential fees on a shipment</li> </ul>	<p>Access <a href="#">FedEx Hold at Location</a> or keyword search "hold at location" on <a href="#">fedex.com</a>.</p> <p>Access <a href="#">Find a location</a> to have your package either dropped off or held for pickup. Select "Hold at location" under the "More" option. Enter the address for a complete list of Hold at Location options.</p>	Contact Customer Service and say "representative."

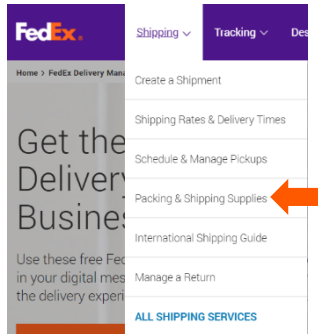
**Supplies**

	<b>If you want to...</b>	<b>We have resources to help...</b>	<b>If you need additional support...</b>
<b>Ordering Supplies, Packaging Support</b>	<ul style="list-style-type: none"> <li>Order FedEx Express supplies and/or thermal shipping labels</li> <li>Check the status of your order</li> <li>Get packaging support</li> </ul>	<p>Access <a href="#">Packing and Shipping Supplies</a> or keyword search "Supplies" on <a href="#">fedex.com</a>. Allow 3-5 business days for delivery.</p> <p>Track the status of your supply order or view previous orders by accessing the "My Orders" tab within <a href="#">Packing and Shipping Supplies</a>.</p> <p>Obtain <a href="#">packing resources</a> for FedEx Express and FedEx Ground.</p> <p>Obtain <a href="#">packing resources</a> for FedEx Freight.</p>	<p>Have concerns with supply allocation or need to expedite your order? Contact Customer Service and say "shipping supplies."</p> <p>Have your order number ready.</p>

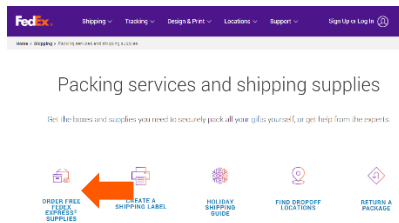


## Packing & Shipping Supplies Online Ordering Guide

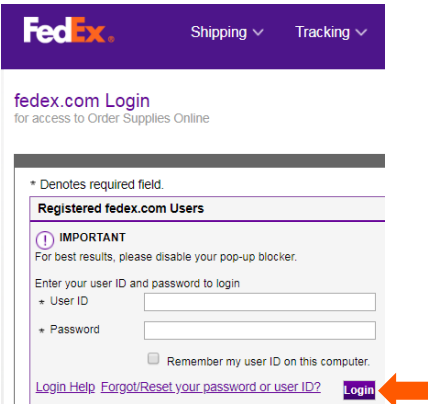
1. Select the “Shipping” menu on the fedex.com homepage and select “Packing & Shipping Supplies”



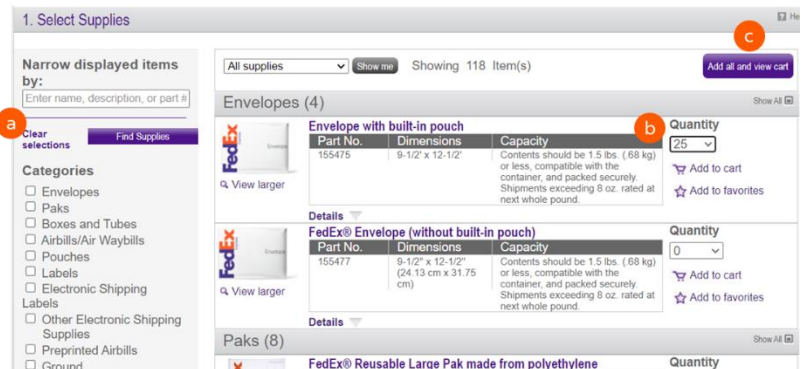
2. On the “Packing Services and Shipping Supplies” page, select the “Order Free FedEx Express Supplies” link



3. On the “fedex.com Login” page, enter your fedex.com User ID and Password and click “Login”



4. On the “Order Supplies” page, select the needed supplies in the “1. Select Supplies” section
  - a. You may either scroll down on the page to locate the needed supplies or use the filters on the left-hand side to sort by “Categories” or “Specific needs”
  - b. Select the quantity desired from the “Quantity” drop-down menu of the supply desired to add the item to your cart



- c. Once all supply items are selected and added to your cart, select the “Add all and view cart” button

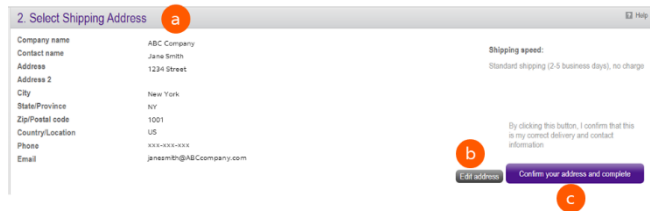
5. On the “Supplies Cart” screen, review your order for accuracy

- a. Select “Edit” or “Remove” as necessary if corrections are needed  
 b. Select the “Continue shopping” link to go back to the “Order Supplies” page if additional supplies are needed  
 c. Once you verify the “Supplies Cart” click the “Proceed with order” button



6. In the “Select Shipping Address” section:

- a. Verify your shipping address  
 b. Select “Edit address”, if needed, to edit the shipping address  
 c. Select the “Confirm your address and complete” button to complete your order



7. In the “Review/Submit Order” section:

- a. Name this Order – You have the option to name the order so you can easily locate it later  
 b. Clear and cancel the order  
 c. Select the “Submit order>” button to complete your supplies order



## ADDITIONAL RESOURCES

- View the [Order Supplies: Supplies Cart Help Guide](#)
- Visit the [FedEx Learning Center](#) for more resources
- Call FedEx Customer Service at 1.800.GoFedEx (1.800.463.3339) and say “Supplies”