



FedEx Key Tips

Most Important First Steps

1. You ***MUST*** call 800.645.9424 to open a NEW FedEx account number for this contract. No existing account numbers will be transitioned. You must open a new number to take advantage of this exciting new FedEx contract.
2. Once a new account number is established, create a user id and password on www.fedex.com to begin creating online shipments/labels.

Customer Service

We have a Government Hotline to answer ***all*** your FedEx questions. They can be reached at **800.645.9424**. You can also email questions to govt@fedex.com.

Using www.fedex.com

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

1. Once an account number is established the account holder needs to create a login registration that includes a User ID and Password:
Go to 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 shipments online. Enter your User ID and Password on the main 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 place it on 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

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 1 package 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 and selecting Find Locations (http://www.fedex.com/Dropoff/start?locale=en_US) under the Ship Tab

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 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 signup 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 you can view and settle all FedEx Express and FedEx Ground invoices. We use SSL encryption.

- View invoices and shipment detail
- Schedule Electronic Funds Transfer payments or pay with a check
- Create reports and complete administrative functions
- Question shipment charges
- Download invoice data

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