

# **Ordering Instructions**

## **Statewide Contract**

### **PKGSVS17 – Small Package Delivery Services**

#### **(NASPO ValuePoint Master Agreement No. MA454)**

**Ordering Requirements** – An Agency must use this contract for courier services to a maximum of 150 pounds LTL (less than truck load) per package for small package delivery. For shipping weights above the maximum weight of 150 pounds per package, please follow normal State Purchasing procedures.

**Special Instructions**– Agencies must obtain a confirmation of every order and this must be retained for order less than \$10,000.00. For orders over \$10,000.00 a quote shall be submitted as an attachment and processed as a CDO (central delivery order) through the Purchasing Division. Agencies must submit a copy of the quote or order confirmation with every invoice to ensure payment.

**Approvals Required**- See below.

See the **List of Buyer Assignments** located at the Purchasing Division website (Agency Resource Center) for the centralized buyer assigned to this contract.

#### **Agency and/or Vendor Contact Information:**

Sales Professionals responsible for West Virginia State Government:

Melissa Hatchell

Sales Executive, Business Inside Sales Government, FedEx Corporate Services, Inc.

**Tel: - 901-397.2911**

Email: [mahatchell@fedex.com](mailto:mahatchell@fedex.com)

#### **Type of Delivery Order –**

- A. For orders over \$10,000.00 a quote shall be submitted as an attachment and processed as a CDO through the Purchasing Division. Agency must submit a copy of the quote or order confirmation with every invoice to ensure payment.
- B. Agencies should indicate the master agreement number MA 065 on all orders or quotes.
- C. All prices include shipping cost and no minimum order is required for free shipping.

**How to submit the completed order to the Vendor** – To place orders, Agencies may utilize this contract via internet, phone and fax.

The instructions are noted below:

- 1) You MUST call 800.645.9424 to open a NEW FedEx account number for this contract. No existing account numbers will be transitioned.
- 2) Once a new account number is established, create a user ID and PASSWORD on [www.fedex.com](http://www.fedex.com) to begin creating online shipments/labels.
- 3) Customer Service Government Hotline has been established to answer ALL your FedEx questions at 800.645.9424 or email to [govt@fedex.com](mailto:govt@fedex.com)
- 4) Additional help in using [www.fedex.com](http://www.fedex.com) as well as tips on Package Pickups and Managing Your Shipments can be viewed under the Usage Summary link listed on the Statewide Contracts Page along with the Statewide Contract and any Change Orders.

**POLITICAL SUBDIVISIONS:** Contact vendor to confirm that contract pricing is available.