

Ordering Instructions

Statewide Contract

(Non-Mandatory use by Agencies)

PKGSVS21 – Small Package Delivery Services

(NASPO ValuePoint Master Agreement No. MA454)

Ordering Requirements – An Agency should use this contract for small package delivery services.

Special Instructions– Agencies should obtain confirmation of every order and this should be retained for all orders. Agency should submit a copy of a quote or order confirmation with every invoice to ensure payment.

Approvals Required- None.

Vendor Contact Information:

Sales Professionals responsible for West Virginia State Government:

Erin Cook, Senior Sales Executive-Government Sales

Erin Cook Tel: - 901-633-6283

Email: daguanella@fedex.com

Erin.cook@fedex.com

All operational issues - U.S. Customer Service 866.477.7529 / 800.463.3339

International Customer Service 800-247-4747

Billing Questions and New Account setup - Government Account Service

- Govtsupport@fedex.com

FedEx Technology Support: 877.339.2774

FedEx Freight Service 866.393.4585

Type of Delivery Order –

- A. An ADO should be processed for any orders.
- B. Agencies must indicate the master agreement number MA 454 on all orders or quotes.
- C. All prices include shipping cost and no minimum order is required for free shipping.

Purchase Orders go to Govtsupport@fedex.com

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 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
- 4) Additional help in using 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.

Purchase Orders go to Govtsupport@fedex.com

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