



**Manager:** Christalyn Thomas  
**Effective Date:** 11/28/2021 – 11/27/2026  
**Number:** #MA454 (NASPO)  
**Commodity:** Shipping Services

**Contact Information:**

David Guanella  
daguanello@fedex.com

Erin Cook  
901-633-6283  
erin.cook@fedex.com

Download new account form:  
[https://auburn.edu/administration/business-finance/pbs/\\_assets/doc/fedex-form.xlsx](https://auburn.edu/administration/business-finance/pbs/_assets/doc/fedex-form.xlsx)

**To set up a new FedEx account number, please follow these steps:**

- Complete all sections of the attached form
- Once completed, email form to [govtsupport@fedex.com](mailto:govtsupport@fedex.com)
- Once [govtsupport@fedex.com](mailto:govtsupport@fedex.com) sets up the account number, they will email it back to you as well as other support documentation to help you get started

**FedEx Support Channels**

**Contact [govtsupport@fedex.com](mailto:govtsupport@fedex.com) for:**

- Opening a new Government account or updating an existing account number
- Invoice questions, concerns such as unauthorized charges or charges that don't belong
- Requesting an invoice copy
- Asking about a charge on your invoice
- Rebilling a charge or removing a charge from your invoice

**FedEx Customer Service @ 800.463.3339 for:**

- Tracking a domestic package
- Putting a trace on a domestic package (in case of mis delivery or other issue)
- Anything related to Claims
  - File a claim
- Pick up issues including missed pick-ups or modification of current pick-up schedule
- Supply order questions or concerns

**International Customer Service 800.247.4747**

- Tracking and Tracing an international package
- [RCG@FedEx.com](mailto:RCG@FedEx.com) Regulatory Department for inquires related to customs documentation

**Tech Support 877.339.2774 (Always get a case number)**

- Anything related to shipping on a FedEx automation system
- If you are locked out of your account
- If you need to update the shipping administrator
- If you need help shipping a package
- Questions on FedEx Billing Online, FedEx Reporting Online

**FedEx Freight Service 800-332-0807**

All questions or concerns related to FedEx Freight

## **Frequently Asked Questions**

### **What is the process to set up my AU Purchasing Card to pay for shipping charges associated with my FedEx account number?**

Once you have received the e-mail notification from FedEx stating your account has been activated with the program pricing, please call FedEx at 1-800-622-1147 to connect the AU Purchasing Card to the account number.

### **Who do I contact if I have a problem logging into the web site or placing an order?**

Contact Tech Support at 877-339-2774.

### **Who should I contact with general questions about the contract?**

Call Christalyn Thomas at 334-844-3711 or send an e-mail to [cmc0122@auburn.edu](mailto:cmc0122@auburn.edu).

### **After I submit my application, how long does it take to activate my account with the FedEx contract pricing?**

FedEx will receive your application for review the next business day after applying. You will then be notified via e-mail that your account has been activated in 4-7 business days. Within 10 days after account activation, you will receive a "Welcome Packet" from FedEx detailing Services and Support. Note: The conversion of multiple FedEx accounts at once could result in a delay of account activation beyond the 4-7 business day window.

### **I have multiple current FedEx account numbers to convert with many new users to "sign up" for the program. Is there a process using the on-line application to accept more than one account number conversion at the time?**

Once you have selected "Transfer of Existing Account" on the application, complete the profile information, then enter the 9-digit FedEx account number, and click the "Add" tab next to the box. Whether you are entering one account number or many, the "Add" button must be clicked to proceed. After clicking "Add", you can enter the next account number and repeat as necessary. After all account numbers are entered, complete the final portion of the application, and submit.

### **My current Shipping Service vendor charges my institution for a pick-up service. Will this fee be charged under AU'S contract?**

For Express and Ground service, pick up fees are waived under this contract.

### **What is FedEx Ground?**

FedEx Ground is the FedEx answer for reliable, cost-effective delivery of your ground packages with the consistent handling and professional attention you expect from FedEx. FedEx Ground delivers packages to 100% of business addresses in the U.S., Canada, and Puerto Rico, and to every residential address in the U.S. with FedEx Home Delivery Service.

### **Can I find out how much my shipment will cost?**

For FedEx Express and FedEx Ground shipments, your quote is based on rates associated with your FedEx account number. Once your account has been set up and activated with the agreement pricing, you will see estimated rates based on contract pricing.

*Note: The rate estimate and actual shipping charges may vary for International shipments.*

### **How do I schedule a pickup?**

Just go to Pick up at [www.fedex.com](http://www.fedex.com) or call 1-800-GoFedEx/1-800-463-3339.

### **How do I track my package en route and verify delivery?**

Simply visit our Tracking page at [www.fedex.com](http://www.fedex.com). Then go to Signature Proof to see proof of delivery. Ground delivery signatures are available by midnight on the day of delivery.

### **Can I get a copy of my FedEx Express Airbill?**

Please contact the FedEx Revenue Services department at 1.800.622.1147 to request a copy of your Airbill.

**How do I order FedEx Express supplies?**

You can order supplies online at [www.fedex.com](http://www.fedex.com) or call 1-800-645-9424.

**Can I ship heavy boxes with FedEx Ground?**

Yes. FedEx Ground packages can weigh up to 150 lbs each and up to 130 inches in length plus girth. The limit for FedEx Home Delivery packages is 70 lbs.

For FedEx Ground shipments, the following services are available:

- COD - The COD amount paid on delivery is sent to the shipper through the U.S. Postal Service within 10 days of collection.
- Hazardous Materials (U.S. only) - Package contains hazardous materials.
- Non-Standard Packaging - Check this option if your package:
  1. Measures greater than 60 inches in length but equal to less than 108 inches
  2. Is not fully encased in an outer shipping container is encased in an outer shipping container made of wood or metal.
- Return Label (U.S. only) - Select this option to print a return label. Then complete the Return Label screen.
- Delivery Signature Option - Select from two FedEx Delivery Options: Direct signature required, and Adult signature required.

**What is the phone number for technical support regarding functions residing on FedEx.com (i.e. Tracking, Rates, etc.)?**

For technical support regarding FedEx.com, call 1-877-FDX Assist (1-877-339-2774).

**Are we required to purchase from the Preferred Vendor contract?**

Yes, you are required to purchase from the Preferred Vendor Contract. This vendor has been designated as the "Preferred Vendor" for AU for this particular commodity as the result of a competitive bid process. In general, making purchases outside the contract shouldn't be necessary. We understand from time to time there may be a justifiable reason to purchase off contract through a different vendor. If that need arises, since you are potentially violating the bid law, please attach a note of justification to the voucher/purchasing card recon. In some cases, PBS may follow up with you, in other cases, the Preferred Vendor may follow up with you.

Please contact Christalyn Thomas in PBS at [cmc0122@auburn.edu](mailto:cmc0122@auburn.edu) or call 844-3711 if you have any additional questions.