Manager: Kyle Long
Effective Date: 2/25/2026– 1/28/2030
Number: #090121-UPS (Sourcewell)
Commodity: Shipping Services

Contact Information:
Jennifer Wesley
jwesley@ups.com
334-200-9649

Frequently Asked Questions

How do I sign up for/ begin using UPS?
You can complete the new account setup sheet and forward to the linked UPS email address. Then go to UPS.com and create username and password. If you have questions regarding setup, contact Jennifer Wesley, jwesley@ups.com

What is the process to set up my AU Purchasing Card to pay for shipping charges associated with my UPS account number?
You can enter your payment card information into the UPS Billing Center online. Call 1-800-811-1648 or contact Jennifer Wesley, jwesley@ups.com for additional assistance.

Who do I contact if I have a problem logging into the website or placing an order?
Call Jennifer Wesley, AU's account representative at 334-200-9649, or send Jennifer an email to jwesley@ups.com.

After I submit my application, how long does it take to activate my account with the UPS contract pricing?
Requests can take up to two weeks, but it is possible that request made prior to Wednesday may have access the following Monday.

I have multiple current UPS 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?
If you need to setup multiple users for an account, please contact Jennifer Wesley, jwesley@ups.com.

My current Shipping Service vendor charges my institution for a pickup service. Will this fee be charged under AU'S contract?
Pick up fees are waived under this contract.

Can I find out how much my shipment will cost?
You can be setup to see your negotiated rates within ups.com or many other shipping interfaces. If you need to complete setup for negotiated rates, please contact Jennifer Wesley, jwesley@ups.com.

How do I schedule a pickup?
Visit wwwapps.ups.com/pickup/schedule?loc=en_US or call 1-800-PICKUPS (1-800-742-5877)

How do I track my package en route and verify delivery?
Visit www.ups.com/WebTracking/track?loc=en_US

How do I order UPS supplies?
Visit https://www.ups.com/lasso/login?returnto=https://www.ups.com/osa/orderSupplies?loc=en_US

Can I ship heavy Boxes with UPS?
Yes. UPS packages can be up to 150 lbs., but they can't exceed 108 inches in length or a total of 165 inches in length and girth combined.

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 Kyle Long in PBS at 334-844-3633 or send an e-mail to kdl0033@auburn.edu, if you have any additional questions.