

FedEx Onboarding New Accounts Process

Account Creation and Registration

- First create a new account. Each unique shipping address needs its own FedEx 9-digit account. Fill out the new account form and send to govtsuport@fedex.com, please copy lacie.wade@fedex in the email (please allow 7-10 days for the account to be created). Government support will send you the account number and the steps to register the account at FedEx.com to produce a label and ship.
- Once your account is registered, reach out to Lacie Wade if you need a printer (minimum 3 packages per day) and/or FedEx ship manager software installed on your PCs. A case will need to be submitted for this by Lacie.
- You can order FedEx Express supplies, which are free, at FedEx.com. FedEx does not provide any supplies for FedEx Ground shipments and FedEx Express supplies cannot be used to ship FedEx Ground shipments. Please see the attached for a video on how to order supplies.

Ready to Ship

Single Pickup

- For a single pick up, call 800-463-3339 or schedule online at FedEx.com at the time of shipment processing. Express is picked up on the same day, Ground on the following day. FedEx Onsite and drop boxes are available to drop off a package. These can be found by zip code at FedEx.com under the locations tab.

Daily pickup

- If you need daily pickups, which require a minimum 1 package per, day per service, Express or Ground, we need the below information to submit daily pickup request in the system. Please send information to Lacie Wade at lacie.wade@fedex
 - Account number
 - Express or Ground or both? FedEx Express and Ground are separate operating companies, so they will pickups independent of each other.
 - Name, phone number and email address of shipping contact that will confirm the pickup request with the local dispatch coordinator. Dispatch will call this person to confirm the pickup time and location.

- A two-hour window is necessary for when you want to the driver to come- any time after 12 pm
- The exact location the driver needs to go: mailroom, receiving, is there a room number?
- An average number of packages you will have to pick up. It does not have to be exact. They ask this to determine what size truck they will need to have for the pickup.

Post Shipping Support

Please see the customer resource guide attached in addition to the resources below.

Support Channels

FedEx Customer Service @ 800.463.3339 for

- Tracking a domestic package
- Open a trace on a domestic package (in case of mis-delivery or other issue)
- Pick up issues including missed pickups or modification of current pickup schedule.
- Supply order questions or concerns
- Anything related to Claims.
- File a claim <https://www.fedex.com/en-us/customer-support/claims.html>

International Customer Service 800.247.4747

- Tracking and Tracing an international package
- RCG@FedEx.com Regulatory Department for inquires related to customs documentation.

Online 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

Contact GOVTSUPPORT@FedEx.com for:

- Opening a new Government account
- Invoice questions
- Requesting an invoice copy
- Asking about a charge on your invoice
- Rebilling a charge or removing a charge from your invoice