



SWC# 380 Small Package Delivery Service
Contract Information and Usage Instructions

Contract Period:

This contract is effective February 26, 2022, to November 27, 2026

Summary/Background Information:

This contract includes ground, express, and international mail delivery for packages up to 150 pounds and multi-weight ground shipments that are over 100 pounds. The contract consists of a catalog rate sheet for each shipment zone, package weight, and service type and a catalog for accessorial fees (special delivery or packaging services). This contract is a cooperative contract through NASPO ValuePoint. See the usage instructions below for information on how to set up an account, process, and track shipments, and for tips on how to save time and money through the contract.

State Contract Administrator:

Kelly Bekele
Category Specialist
Central Procurement Office
(615) 253-1637
Kelly.Bekele@tn.gov

Vendor Contact Information:

Federal Express Corporation (FedEx)
Edison Contract #73558

Government Hotline: 1-800-645-9424

Contract Representative:

Bobby Bledsoe
State Government Worldwide Account Manager
3650 Hacks Cross Road, Bldg E, 3rd Floor
Memphis, TN 38125
rdbledsoe@fedex.com
901-219-6964

Emergency Call Procedures: Please contact the 24/7 customer service line at 1-800-GO-FedEx or 1-800-463-3339



Usage Instructions:

Note: Your department/division may already have an account number to use.

1. To create a new account:

- (1) Complete the attached spreadsheet (embedded link on last page) and email the completed form to govtsupport@fedex.com.
- (2) You will receive an account number by email 24-48 hours after sending the correct, completed form.

2. To create a FedEx.com shipping profile:

- (1) Go to www.fedex.com/us and click on "Open an Account" under the "Sign In" menu in the top banner.
- (2) Scroll down until you can choose the option to "Activate Online Access".

You will use the account number you received from the Government Support email.

Already have an account number?

Link your account number (found at the top right of your invoice) to access billing, reporting, and more.

[ACTIVATE ONLINE ACCESS](#)

- (3) Complete the registration form and make sure the "use my account online" option is selected.

Note: You may create multiple fedex.com user accounts per FedEx account number.

3. Shipping a package:

To ship using fedex.com:

Login to your account at www.fedex.com/us.

- (1) Click "Shipping" in top banner
- (2) Choose "Create a Shipment".
- (3) Complete the "Create a Shipment" Form.

Box 1. Your address information will display on your profile.

Click "Edit" if you need to change the address.

Box 2. Enter the recipient's mailing address. For the fastest way to ship, choose a contact from your address book under "Contact Name". Please click "Perform detailed address check" to verify the shipping address.

Box 3. Enter the package information. Be sure to select the service and package type to fit your package needs.

Box 4. Billing Details, select the appropriate account number.

Optional items. Special Services, Pickup/Drop-off, Shipment notifications, Rates & Transit Times can be used to help manage your shipment. Click one of the "Edit" buttons to choose other options like adding a signature requirement. The contract rates for these special services can be found in the contract "Service Guide Accessorial Rates" available on the supplier portal.

- Click “Calculate” under “Rates & Transit Times”, you’ll be shown a list of prices and delivery dates to choose from to determine cost and delivery speed. Select the appropriate options and verify your shipment information.
Note: Online rates may not reflect our contract rates. Your invoices will reflect the contract rates. To check contract rates, use the contract Shipping Rates file and the Service Guide Accessorial Rates (see step 5 for more info).
- Box 5. Complete your Shipment. If you are ready to print your packing slip, then click “Ship”. If you need to save and come back to the shipment, click “Save for Later”.
 - For additional help, click [Create a Shipping Label Online](#).

Service Type	Guaranteed Delivery Time
First Overnight (FO)	Next day by 8:30 am
Priority Overnight (PO)	Next day by 10:30 am
Standard Overnight (SO)	Next day by 3:00 pm
2 Day AM (E2A)	2 nd day by 10:30 am
2 Day (E2)	2 nd day by 4:30 pm
Express Saver (XS)	3 rd day by 4:30 pm
Ground	1-5 business days
Home Delivery (residential ground shipments)	1-5 business days (includes Sat.)

4. Package Pickups:

Note: All pickup charges are waived under the contract. You should not see pickup charges on your invoices.

- (1) You may schedule regular pickups (i.e., weekly, or daily based on shipping needs) with our FedEx representative or call 800.463.3339.
- (2) To schedule a package pickup online:
 - Click “Schedule and Manage Pickups” under “Shipping” on the fedex.com homepage.
 - Confirm or update your account information and address under Pickup Address.
 - Specify your pickup details, i.e. number of packages, ready time, or special instructions. Email notifications can be set up to automatically send shipment information to you and your recipients.
 - To view, edit, or cancel a pickup go to “My Pickups.” For additional help, click [Schedule and Manage Pickups](#).

5. Determining Shipment Cost under Contract:

- (1) Identify the shipment zone (zones are based on locations and the number of miles a package is traveling).
 - You can use FedEx's online rate tool to determine a zone at <http://www.fedex.com/ratetools/RateToolsMain.do>.
- (2) Determine the package weight.
- (3) Use the Contract Pricing found in the contract Shipping Rates file (available on the [supplier portal](#)).
 - Identify your shipment method (i.e. ground, express Priority Overnight (PO), home delivery).
 - Using the matrix, find the zone in the top header row and the package weight in the side header row.
- (4) There may also be accessorial fees (i.e. dry ice, signature delivery required). The contract document "Service Guide Accessorial Rates" shows all possible accessorial fees and the cost.
 - Please note that pick-up fees are completely waived under this contract and the fuel surcharge is capped at 7% of the shipment cost.
- (5) Example Scenario: Shipping a 5lb. package from Nashville to Knoxville as a ground shipment.
 - Identifying zone – Use the online rate tool and enter origination Nashville zip code (37243) and find the destination Knoxville zip code (37902) on the Zone Locator sheet (the destination zip is often listed by the first 3 digits).
 - Identifying Shipment Rate – Go to the Ground Rates page. Then use the matrix to find the shipment rate. The zone (top header) is Zone 3 and the weight (side header) is 5lbs. The shipment rate of \$3.84 is highlighted.

Continental US Ground OB/3P/IB/RB Net Rates

Wgt/Zone	2	3	4	5	6	7	8
1	3.63	3.64	3.65	3.67	3.70	3.75	3.86
2	3.64	3.65	3.70	3.83	4.04	4.04	4.04
3	3.65	3.67	4.03	4.04	4.04	4.09	4.40
4	3.67	3.69	4.04	4.04	4.20	4.32	4.70
5	3.68	3.84	4.04	4.10	4.37	4.53	4.97
6	3.69	3.96	4.04	4.10	4.41	4.57	4.99

6. Ordering Supplies:

You can order shipping supplies online at www.fedex.com/us under the "Shipping" tab and "Packing and Shipping Supplies". FedEx Express shipping supplies items, such as envelopes, packs, labels, etc. are free with your contract account, however FedEx does not offer free packaging (boxes) for FedEx Ground services.

7. Money-Saving & Time-Saving Tips:

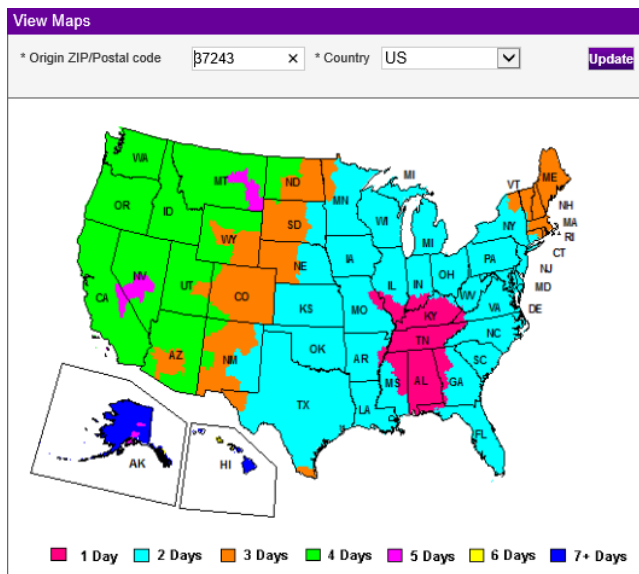
(1) Use FedEx.Com vs. Air Bills:

FedEx.com has many benefits over paper air bill shipping because it verifies addresses and allows you to save addresses for future shipments. Hand-written air bills, on the other hand, leave more room for error – i.e., the address or account number may be incorrect, the delivery person may be unable to read your handwriting. These errors on air bills may lead to an address correction fee, that costs \$18/correction, or your package may be returned to you for correction which may delay shipment.

(2) Use Ground Delivery:

Ground shipments may be delivered overnight. You can use the Ground Service Maps tool online <http://www.fedex.com/grd/maps/ShowMapEntry.do> to see how quickly your package will be delivered using ground-based on your origination zip code. When you do not need an express guaranteed delivery time, then use ground for lower rates and the same or similar shipping speeds.

Commented [CH1]: Is this fee accurate?



(3) Create an Address Book Online:

You can create an address book to save your most frequently utilized recipient addresses. To add addresses to your address book, select "Address Book" under your log-in profile icon. You can import/export your addresses and place them in groups.

(4) Money-Back Guarantee:

If you ship a package and it does not reach its destination in the guaranteed timeframe (i.e., Standard Overnight is guaranteed by 10:30am the next day), then the State can get money-back for that shipment. You can confirm delivery time with the package tracking number. To request an invoice adjustment due to money-back guarantee, please call 800.622.1147. There are some events where the money-back guarantee is waived but the agent can help with an explanation of those events.

8. Electronic Billing:

You can receive, manage, dispute, and pay invoices electronically. This will both save paper and time by no longer having to scan invoices to upload in Edison. You will need to set-up online billing using your account number and FedEx User account. To learn more visit fedex.com/fbo.

To link a P Card, please call FedEx Revenue Services at 1-800-622-1147

9. Inbound Shipping:

You can use our FedEx contract and rates on shipments that are incoming to your agency. If your agency is responsible for paying shipment on items, you can have the company you are ordering the item from use your FedEx account to pull in our competitive contract rates. For more information on this process, please contact the Contract Administrator listed above.

Requisition and Purchase Order Generation:

There are several resources on CPO's TeamTN webpage that are helpful on the "CPO Job Aid" and "Webinar" pages regarding requisitions, purchase orders, and purchasing without item IDs.

Billing and Payment Instructions:

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the state agency billing address provided or through online billing if selected by the End User. Once the agency is in possession of the invoice the timeframe for payment begins and the agency will then follow their normal procedures for invoice payment.

Asset and Inventory Management: N/A



CLICK HERE FOR NEW ACCOUNT FORM: