**SMALL PACKAGE DELIVERY SERVICES CONTRACT**

**Between**

**The State of Louisiana and FedEx Corporate Services, Inc.**

# Contract Overview:

* Small Package Delivery Services, only, covering inbound and outbound intrastate, interstate domestic express, ground and international services.
* 100% waiver of all pick up fees
* 7% Fuel Surcharge cap for FedEx Express and Ground
* All other surcharges listed on page 126+ of [FedEx Service Guide](https://www.fedex.com/en-us/service-guide.html)

State of Louisiana Contract Number: 4400022998 Vendor Number: 710427007-03

Vendor Name and Address: Federal Express Corporation

900 7th Street NW Ste 500

Washington, DC 20001 State Contract Account Setup: Govtsupport@fedex.com

Vendor Contact: David Guanella Erin Cook

Phone Number: 469.939.0578

901.633.6283

Fax Number: 866.370.2491

E-mail Address: daguanella@fedex.com erin.cook@fedex.com

Effective Dates: December 22, 2021 through November 27, 2026

Prices: [MULTIPLE NATIONAL CARRIER PRICING - 2025](https://www.naspovaluepoint.org/portfolio/small-package-delivery-services/fedex-corporate-services-inc-as-agent-for-federal-express-corporation-and-fedex-ground-package-system-inc/)

State Procurement Contact: Emaly Tran 225-342-4860

emaly.tran@la.gov

**Support Channels:**

* U.S. Customer Service - 866.477.7529 / 800.463.3339
* International Customer Service 800.247.4747
* FedEx Technology Support: 877.339.2774
* FedEx Freight Service 866.393.4585

**Billing:**

**GOVTSUPPORT@FedEx.com**

* Opening a new Government account
* Invoice questions, concerns such as unauthorized charges
* Requesting an invoice copy
* Asking about a charge on your invoice
* Rebilling a charge or removing a charge from your invoice
* Update account name, address, etc.

**FedEx Billing Online:**

* **fbosupport@fedex.com** **833.812.1383**
* Update billing online admin person
* Reset admin person on FedEx billing online

**FedEx Customer Service:**
**800.463.3339/866.477.7529**

* **ALWAYS GET A CASE NUMBER**
* Tracking a domestic package
* Research pickup or delivery of domestic package
* Claims – any related to claims
* File a claim [File a Claim](https://www.fedex.com/en-us/customer-support/claims.html)
* Pick up or delivery issues
* Missed pickup or modification of current pick up schedule
* Supply order questions or concerns

**International Customer Service**

**800.247.4747**

* Questions regarding shipping to international locations
* Tracking and Tracing an international package
* **ALWAYS GET A CASE NUMBER**
* RCG@FedEx.com Regulatory Dept. for inquires related to customs documentation

**FedEx Technology 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
* **Tech assist with FedEx.com, Billing Online**

**Fraud**

* Your FedEx account number has been compromised
* Unauthorized shipments on your account.
* Call 800.584.2681- create a fraud case

**Frequently Asked Questions:**

1. How do I set up a FedEx account number?

To request an excel spreadsheet a new account, send an email to govtsupport@fedex.com

1. How do I verify my account is linked to the State of Louisiana contract?

Govtsupport@fedex.com or reconcile invoice to pricing here

1. What technology is available?
	* [Shipping](http://www.fedex.com/en-us/shipping.html)
	* Billing
	* [Advanced Tracking](http://www.fedex.com/en-us/tracking/advanced.html)
	* [General Customer Support Information](http://www.fedex.com/en-us/customer-support.html)
	* 800.463.3339 / 866.477.7529
2. What is the technical support phone number? 877.339.2774
3. How do I schedule an on call pickup or a daily pickup?

Call 1.800.463.3339 or schedule online at

[Schedule a One-Time Pickup or Recurring Pickups | FedEx](https://www.fedex.com/en-us/shipping/schedule-manage-pickups.html)

1. Where can I drop off a FedEx package?

Find the nearest location

1. How do I pay via P-card?

You must call FedEx billing at 1.800.622.1147 and give them your P-card over the phone. You can also use your credit card for payment @ FedEx Billing Online.

1. How do I order supplies?

Call 1-800-463-3339 or [Order Online](http://www.fedex.com/us/pckgenvlp/fcl/ship/supplies/index.html)

1. How do I determine the zone?

Go online at [Rate Tools](http://www.fedex.com/ratetools/RateToolsMain.do?link=2)

1. Can I continue to issue a purchase order for the service?

Yes

1. How can an agency obtain a report of their usage?

The [Reporting Online (ROL) tool](https://www.fedex.com/en-us/reporting-online.html) is available at no additional charge