



Department of the Interior BPA D13PA00008

Shipping Instructions

Contract Shipping and Opening New Accounts

New shipping options accompany the new contract. Quickly review the following procedures to bring yourself up-to-date with recent changes.

First--Be sure you have a FedEx Government account.

Without a FedEx Government account, you can't receive Government contract rates!

Here's how to open your account.

Simply call **1.800.645.9424** to set up an account.

Second--Decide on the service.

How urgent is your shipment? What is its weight, and what size is it? Do you require Saturday delivery, or does the shipment contain dangerous goods? With those criteria in mind, refer to the descriptions of FedEx contract services listed below.

Third--Package the shipment properly.

We'll be glad to test your packaging, upon request, and recommend improvements. And of course, free FedEx packaging is available for many items.

Fourth--Prepare the shipping documents.

FedEx Ship Manager® at fedex.com

FedEx® electronic shipping tools simplify your shipping process and paperwork by:

- Providing online airbills, Commercial Invoices, and other customs documentation.
- Preventing delays caused by inaccurate or incomplete documentation.
- Saving you time so you can focus on more important matters.

Fifth--Ship it fast!

Your shipment is ready to go. Drop off the package at a convenient FedEx World Service Center®, FedEx Office location, FedEx® Drop Box, or FedEx Authorized ShipCenter®. You may also include your package with others that your FedEx Courier is scheduled to pick up, or call **1.800.Go.FedEx 1.800.463.3339** for desktop pick up.



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Highlights

Domestic Express, Express Freight, Puerto Rico & Ground Packaging Services

U.S. Delivery Services	FedEx Service	Service Description
Same Day		
Same Day Delivery Customized urgent delivery services	SameDay®	Door-to-door delivery within hours depending upon availability, 24 hours a day, 365 days a year. Available throughout all 50 states.
Next Day		
Express next-day delivery-early a.m.	First Overnight®	Delivery by 8, 8:30, 9 or 10 a.m. the next business day, depending on the destination. Available throughout all states (Hawaii service is outbound only).
Express next-day delivery mid-to late morning	Priority Overnight®	Delivery by 10:30 a.m. the next business day to most areas; by noon, 4:30 p.m. or 5 p.m. in remote areas. Available throughout all 50 states. Also available on Saturday.
Express next-day delivery afternoon	Standard Overnight®	Delivery by 3 p.m. the next business day to most areas, by 4:30 p.m. to some rural areas. Available throughout all 50 states (except certain areas of Alaska and outbound only from Hawaii).
2Day		
Express two-day delivery morning	2Day® A.M.	Delivery by 10:30 a.m., second-business day to most U.S. addresses; by noon to rural areas.
Express two-day delivery	2Day®	Delivery by 4:30 p.m. in 2 business days to most areas, by 7 p.m. to residences. Available throughout all 50 states. Also available on Saturday.
3Day		
Express three-day delivery	Express Saver®	Delivery by 4:30 p.m. in 3 business days to most areas, by 7 p.m. to residences. Available throughout all states except Alaska and Hawaii.
Express Freight		
Express freight 1-2, and-day services within Continental US.	1Day® Freight	Next-business-day delivery by 10:30 a.m. for most shipments and by noon for many others. Saturday pickup and delivery also available, with delivery by noon, 1:30 p.m. or 6 p.m.
	2Day® Freight	Second-business-day delivery by noon for most shipments and by 3 p.m. in many other areas. Saturday pickup and delivery also available, with delivery by 1:30 or 6 p.m.
	3Day® Freight	Third-business-day delivery by 3 p.m. for most shipments. Saturday pickup also available in many major markets.
Ground		
Ground delivery (commercial and residential)	Ground®	Day-definite delivery to every U.S. business address in 1 to 5 business days in the contiguous U.S., and in 3 to 7 business days to and from Alaska and Hawaii. Monday through Friday delivery is by the end of the business day.
	Home Delivery®	Delivery in 1 to 5 business days in the contiguous U.S. and 3 to 7 business days to and from Alaska and Hawaii. Deliveries are made between 9 a.m. and 8 p.m. Deliveries are made Tuesday through Saturday.



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Automation

FedEx Ship Manager at fedex.com

Using a PC with Internet access, all users under the BPA can streamline various aspects of the shipping process right from your desktop. FedEx Ship Manager at fedex.com also has a Shipping Administration feature that allows you to centrally manage shipments that are processed by multiple individuals from different locations.

How it works for you

No matter what you ship or where, fedex.com can improve the transaction by streamlining the process with versatile tools. For robust service and solutions to boost your business, fedex.com delivers:

- From the home page, track the status of up to 30 FedEx Express®, FedEx Ground®, FedEx Home Delivery®, FedEx Freight® and other shipments (even FedEx Office orders) from origin to destination. Complete dozens of tracking tasks, including searching by date, location or recipient, and see a detailed history of all your FedEx shipments.
- When you've got a task to complete fast and don't want to drill down for details, use our Quick Access options in the left navigation area to schedule a pickup, order shipping supplies, update your address book, and more.
- Use FedEx Ship Manager® to create shipping labels for U.S. and international document, package and freight shipments; confirm addresses in the U.S., Canada and Puerto Rico; compare and choose services; schedule shipment pickups; set up automatic shipment email notifications; and more.

How it helps you

Efficiently work your way. With fedex.com, you can manage and maximize shipping data your bureau relies on; plus, you can tailor the experience so you'll always get what works for you:

- My FedEx® is the fedex.com home page you create through customization, offering quick, easy access to the shipping information you want and use the most.
- FedEx® Reporting Online enables you to request, download and print reports for any shipment you've processed in the past 24 months. Get single reports in a snap, or schedule periodic reports based on invoiced data.
- FedEx® Billing Online Plus is a free, easy and secure way to view, print and save PDF versions of your invoices; dispute charges and request adjustments; and make payments electronically.



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Billing Options

FedEx Express and FedEx Ground offer three billing options: Bill Sender, Bill Recipient, and Bill Third Party. The billing account number must be in good credit standing.

The account number used to arrange pickup of the shipment may be different than the one billed.

4. Billing Details Help Hide	4. Billing Details Help Hide	4. Billing Details Help Hide
* Bill transportation to <input type="text" value="MyAccount-501"/>	* Bill transportation to <input type="text" value="Recipient"/>	* Bill transportation to <input type="text" value="Third party"/>
Your reference <input type="text"/>	* Account no. <input type="text" value="123456789"/>	* Account no. <input type="text" value="123456789"/>
<input type="text"/>	Your reference <input type="text"/>	Your reference <input type="text"/>
More reference fields Add an account	More reference fields Add an account	More reference fields Add an account

Bill Sender: means charges will be billed to the sender. The sender's FedEx account number must appear on the shipping label.

Bill Recipient: means charges will be billed to the recipient. In order to choose the Bill Recipient option, the recipient's FedEx account number must be inputted into the shipper's electronic shipping system.

Bill Third Party: means charges will be billed to someone other than the sender or recipient. Charges for the shipments within the U.S. may only be billed to a third-party in the U.S. In order to choose this billing option, the FedEx account number of the third party must be entered into the shipper's electronic shipping system at the time it is tendered.

Shipments can be tracked using:

FedEx ShipManager@fedex.com

Calling 1.800.GoFedEx (800.463.3339)

Send email tracking request to track@fedex.com.

Download and use the free software for wireless products such as personal digital assistants (PDA's)



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Support

FedEx is dedicated to serving all DOI bureaus with a team of resources lead by your Worldwide Account Manager, Catherine Sanders. While Catherine will serve as DOI’s primary point of contact for contract related matters, all DOI locations can also depend on local operations and IT professionals for daily issues, such as special pickup time requests or software training.

Support for DOI	Telephone Numbers
Catherine Sanders	202.682.2357
U.S. Customer Service	1.800.Go.FedEx® (800.463.3339)
Government Revenue Services	1.800.645.9424
Automation	1.877.339.2774



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