

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

Contract Period:

This is a three-year and eleven-month contract running from December 27, to November 27, 2021.

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). The 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:

Laitin Beecham
Category Specialist
Central Procurement Office
(615) 291- 5794
Laitin.Beecham@tn.gov

Vendor Contact Information:

Federal Express Corporation (FedEx)
Edison Contract #57269
Vendor #74979

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 government hotline at 1-800-645-9424 if you have an immediate need.

Usage Instructions:

1. To create a new account:

- (1) Contact the Government Hotline at 1-800-645-9424 to create an account and link it to the State of Tennessee contract. Please reference the State of Tennessee contract SWC 380, Edison Contract ID 57269.
- (2) You will receive an account number.

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

2. To create a FedEx.com account:

- (1) Go to www.fedex.com/us and click on "Create Account" under "Sign In" in the top banner.
- (2) Click on the option to "Link your account". You will use the account number you received from the Government Hotline.
- (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:

- (1) Login to your account at www.fedex.com/us. Choose "Create a Shipment".
- (2) Complete the "Create a Shipment" Form.
 - Box 1. Your address information will display from 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 shipping address.
 - Box 3. Enter the package information. Be sure to select the service and package type to fit your package needs.
 - Service Type – method (e.g. express or ground) and timeframe of delivery

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

- Box 4. Billing Details, select the appropriate account number.
- Optional items. Special Services, Pickup/Drop-off, Shipment notifications and 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](#).

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 using the Government Hotline.

(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	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>
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” or using the Government Hotline. FedEx shipping supplies, such as envelopes, paks, labels, etc. are free with your contract account.

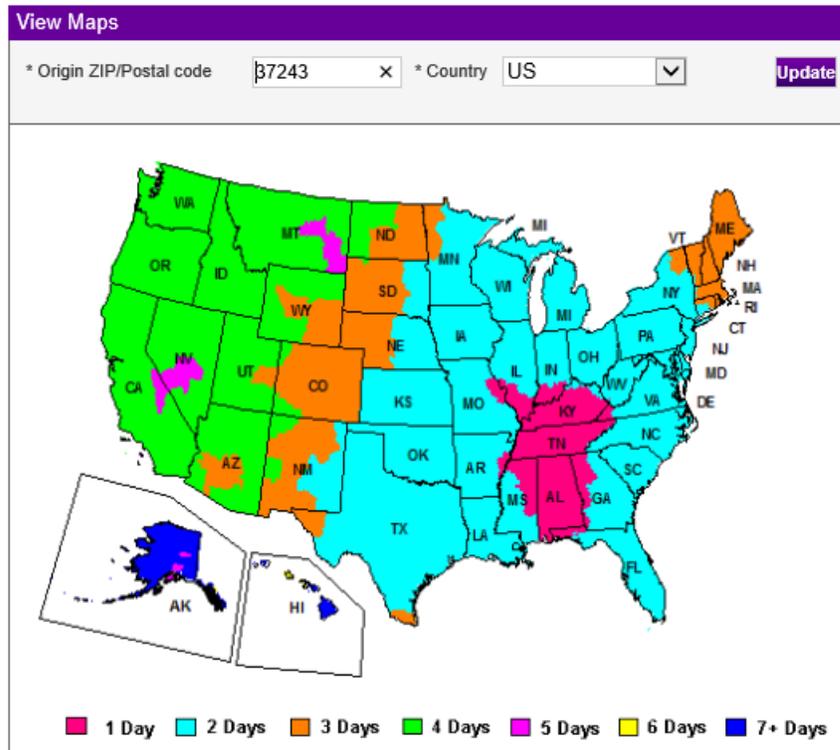
7. Money-Saving & Time-Saving Tips:

(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 personnel may be unable to read your hand-writing. These errors on air bills may lead to an address correction fee, which costs \$14/correction, or your package may be returned to you for correction delaying your 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.



(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. Contact the Government Hotline or our FedEx representative with any money-back guarantee claims.

(5) 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.

(6) 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 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