

**FedEx Account Q&A**

Q: I have a FedEx account number, is it linked to BGSU's preferred rates?

A: Yes. To verify your account has been linked contact Joselyn Henderson at 816-554-6609 or [jchenderson1@fedex.com](mailto:jchenderson1@fedex.com).

Q: I do not have a FedEx account or my account is not linked to BGSU's preferred rates. How do I open a new FedEx account that will be linked to the preferred rates?

A: Complete the new account request form and email to [govsupport@fedex.com](mailto:govsupport@fedex.com) with copies to: [jchenderson1@fedex.com](mailto:jchenderson1@fedex.com) and [purchasing@bgsu.edu](mailto:purchasing@bgsu.edu)

Q: How do I prepare a shipping label for FedEx?

A: Shipping labels can be prepared online at FedEx.com.

To get started view an online demo at: <http://www.fedex.com/us/demo/shipfast/>

Don't need to view the online demo? Log in to FedEx Ship Manager at:

<http://www.fedex.com/us/ship/index.html>

Q: How do I get my package picked up by FedEx?

A: 1: Request a desk top pick-up when you create your label on FedEx Ship Manager. If requesting desk top pickup be sure to use your physical address on campus.

2: Drop off your Express packages in a FedEx Drop Box located on Campus.

Q: How do I order FedEx shipping supplies?

A: Shipping supplies can be ordered at FedEx.com.

To get started go to: <http://www.fedex.com/us/fcl/pckgenvlp/ordersupplies/>

Supplies are typically delivered in 2 to 3 business days.

Q: How do I pay my FedEx bill using my P-Card?

A: You can manage online payments to your account at FedEx.com.

To set up automatic payments, call the Billing Dept at 800-622-1147 to load your Pcard to your account.

Q: How do I run reports that will help me manage my account?

A: Reports can be prepared online at FedEx.com. To get started view an online training demo at: <https://www.fedex.com/us/demo/fro/start.html>

Q: Where can I find rate and transit times for my shipment?

A: <https://www.fedex.com/ratefinder/home?cc=US&language=en&locl=express> or on FedEx Ship Manager when creating a shipment label.



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Q: Do the discounts apply to the inbound shipments I receive from my vendors when they ship to me using my FedEx account number?

A: Yes, the discounts apply to both inbound and outbound shipping methods. Be sure to use your departments correct campus address when requesting inbound shipments from your suppliers.

Q: How do I track my FedEx package?

A: You can track your packages online at [www.FedEx.com](http://www.FedEx.com) or by contacting FedEx Customer Service at 800-463-3339.

Q: How do I update the address and contact information associated with my FedEx account?

A: Call the FedEx billing department at 800-622-1147. It is helpful to have a current FedEx invoice when you call.