

# BGSU and FedEx

## Get the answers to your questions here...

**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 either Joselyn Henderson at 816-554-6609  
[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: If you need to set up a new FedEx account you can do so by visiting:

<https://www.eandi.org/fedex/application.aspx>

Here you can submit an online application. Processing will take approximately 3 to 5 business days

**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 Manger 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 pickup 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 package's 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 online using my P-Card?**

A: You can manage your account at FedEx.com or by calling FedEx Billing at 800-622-1147. To get started view an online demo at <http://www.fedex.com/us/account/fbo/de mo/start.html>

**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&loclid=express>

or on FedEx ShipManager when creating a shipment label

**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

