

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

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 gov@fedex.com with copies to:
jchenderson1@fedex.com and 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 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 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

