FedEx®/E&I Contract FAQ’s

Getting Started

Q. Where can I view the FedEx rate schedules and details of this program?

A. First, go to the E&I Cooperative website; www.eandi.org Once there, enter your Log In ID and Password. If you are a first time visitor to the site or have forgotten your Log In info, please click on “Not Registered Yet?” and request an ID and Password. You will need to be “logged in” to access the FedEx contract information. Once logged in, select FedEx Corporation in the listing below. This will take you to the FedEx overview page. At the top of the page, select “Discount-How to Order” and you will then see contract detail including the shipping rate documents.

Q. How do I sign up for/begin using the E&I/FedEx program?

A. Complete the brief application to create a new FedEx account number or to convert an existing FedEx account number.

Q. After I submit my application, how long does it take to activate my account with the E&I/FedEx contract pricing?

A. FedEx will receive your application for review the next business day after applying. You will then be notified via e-mail that your account has been activated in roughly 4 - 7 business days. Within 10 days after account activation, you will receive a “Welcome Packet” from FedEx detailing Services and Support.

NOTE: The conversion of multiple FedEx accounts at once could result in a delay of account activation beyond the 4 – 7 business day window.

Q. I have multiple current FedEx account numbers to convert with many new users to “sign up” for the E&I program. Is there a process using the on-line application to accept more than one account number conversion at a time?

A. Once you have selected “Transfer of Existing Account” on the application, complete the profile information, then enter the 9 digit FedEx account number and click the
“Add” tab next to the box. Whether you are entering one account number or many, the “Add” button must be clicked to proceed. After clicking “Add”, you can enter the next account number and repeat as necessary. After all account numbers are entered, complete the final portion of the application and submit.

Q. I would like to use a Credit/Procurement card to pay for shipping charges associated with my FedEx account number. What is the process to set this up?

A. Once you have received the E-mail notification from FedEx stating your account has been activated with the E&I program pricing, please call FedEx at 1.800.622.1147 to connect the Credit/Procurement Card to the account number.

Q. Does the E&I FedEx program provide for freight service in addition to the express and ground package service?

A. Yes it does, and applies to any palletized freight in excess of 150lbs. To take advantage of the LTL (Less than Truckload) Inbound and Outbound Freight program, please submit the application which can be found on E&I’s web site. Once an account is established, please call 800-218-5058 for a rate quote.

Q. My current Package Delivery Service charges my institution for pick up service. Does the E&I/FedEx program provide a “break” in this category?

A. For both Express and Ground Service, weekly scheduled pick up fees are waived under this contract (does not apply to same day and next day on-call pick-up service).

Q. I understand that this program includes a member rebate. How much is that rebate and how is it distributed back to my institution?

A. The E&I/FedEx program allows for a 2.0% rebate back to your institution. This rebate is provided directly from E&I and is calculated quarterly based on FedEx invoicing for that previous period. This rebate is sent to your institution and to the attention of the E&I Member of Record (MOR).

Q. What is the Fuel Surcharge percentage associated with the E & I / FedEx contract and how is it calculated?

A. The fuel surcharge percentage for FedEx Express services is subject to monthly adjustment based on a rounded average of the U.S. Gulf Coast (USGC) spot price for a gallon of kerosene-type jet fuel. The fuel surcharge percentage for FedEx Ground services is subject to monthly adjustment based on a rounded average of National
U.S. on-highway price for a gallon of diesel fuel. For current percentages reflecting both Express Package and Ground Service please visit www.fedex.com.

The fuel surcharge for the E&I FedEx program is capped at a maximum of 15%.

**Shipping Packages**

**Q. What is FedEx Ground?**

**A.** FedEx Ground is the FedEx answer for reliable, cost-effective delivery of your ground packages - with the consistent handling and professional attention you expect from FedEx. FedEx Ground delivers packages to 100% of business addresses in the U.S., Canada and Puerto Rico, and to every residential address in the U.S. with FedEx Home Delivery service.

**Q. How can I ship a FedEx domestic, international or ground package?**

**A.** If you are shipping a package within the U.S. or Canada, click the Ship tab at the top of the screen using www.fedex.com. Use the resulting Shipment details screen to complete the shipment information. When all required information for the shipping label is complete, you can request a courtesy rate quote to preview shipping charges, cancel the shipment, or generate the shipping label, which is printed from your browser on a laser printer.

**Q. Can I find out how much my shipment will cost?**

**A.** FedEx Ship Manager allows you to get a rate estimate for a shipment before you send the shipment information to FedEx for processing. You can also display rate quotes automatically for all shipments when you enter minimum shipping information. Rate quotes appear at the bottom of the Shipment details screen.

*NOTE: The rate estimate and actual shipping charge may vary for International shipments. For FedEx Express and FedEx Ground shipments, your quote is based on rates associated with your FedEx account number. Once your account has been set up and activated with the E&I agreement pricing, you will see estimated rates based on contract pricing. In either case, the rate you receive may be different from the actual charges for your shipment. Differences may be based on the actual weight, dimensions and other factors. For details on how shipping charges are calculated, consult the FedEx Service Guide at www.fedex.com.*

**Q. How do I schedule a pickup?**
A. Just go to Pickup at www.fedex.com or call 1.800.GoFedEx 1.800.463.3339.

FedEx®/E&I Contract FAQ’s  cont’d

Q. How do I track my package en route and verify delivery?
A. Simply visit our Tracking page at www.fedex.com. Then go to Signature Proof to see proof of delivery. Ground delivery signatures are available by midnight on the day of delivery.

Q. Can I get a copy of my FedEx Express airbill?
A. Please contact the FedEx Revenue Services department at 1.800.622.1147 to request a copy of your airbill.

Q. How do I order FedEx Express supplies?
A. You can order supplies online at www.fedex.com, or call 1.800.645.9424.

Q. What are the current FedEx® Delivery Signature Options?
A. The FedEx® Delivery Signature Options are as follows:

- Deliver without signature – Authorizes FedEx to deliver your shipment without the recipient signing for it. When you select this option, you waive your right to hold FedEx responsible for any resulting claims. (Not available for FedEx Express® Freight Services.)
- Direct Signature Required (DSR) – FedEx obtains a signature from someone at the delivery address and reattempts delivery if no one is available to sign for the package. Available for residential and nonresidential deliveries. Direct Signature Required replaces FedEx Express Signature Required, FedEx Ground® Auto P.O.D., FedEx Home Delivery Auto P.O.D. and FedEx Signature Home DeliverySM services.
- Indirect Signature Required (ISR) – FedEx obtains a signature in one of three ways: (1) from someone at the delivery address; (2) from a neighbor, building manager or other person at a neighboring address; or (3) the recipient can leave a signed FedEx Door Tag authorizing release of the package without anyone present. Available for residential deliveries only.
- Adult Signature Required (ASR) – FedEx obtains a signature from someone at the delivery address who is at least 21 years old and who has government-issued photo identification as proof of age. FedEx reattempts delivery if no eligible recipient is available to sign for the package. Available for residential
and nonresidential deliveries. Required for alcohol shipments.

FedEx®/E&I Contract FAQ’s cont’d

• You may still authorize a FedEx Express shipment to be left without a signature at a nonresidential address by selecting Deliver without signature. When you select this option, you waive your right to hold FedEx responsible for any resulting claims.

Refer to the FedEx Service Guide at fedex.com for more information.

Q. Can I ship heavy boxes with FedEx Ground?

A. Yes. FedEx Ground packages can weigh up to 150 lbs each and up to 130 inches in length plus girth. The limit for FedEx Home Delivery packages is 70 lbs.

Q. What special services are available with domestic shipments?

A. To display special services for FedEx Express®, FedEx Express® Freight Services, FedEx Ground® and FedEx Home Delivery® shipments, click the Options tab. FedEx Ship Manager displays only the special services that are available for your shipment.

For FedEx Express shipments, the following special services are available:

• Hold at Location – Enter the FedEx station address where you want the package held. FedEx will contact the recipient when the package arrives.

• Return Label (U.S. only) – To print a return label, select this option and complete the Return label screen.

• Saturday Pickup – Pick up a package on Saturday if Saturday service is available for the shipment.

• Saturday Delivery – Deliver a package on Saturday if Saturday service is available for the shipment.

• Delivery Signature Options (U.S. only) – Select from four FedEx Delivery Signature Options: Deliver without signature, Direct signature required, Indirect signature required and Adult signature required. Alcohol shipments require Adult signature required.

For FedEx Ground shipments, the following special services are available:

• COD – The COD amount paid on delivery is sent to the shipper through the U.S. Postal Service within 10 days of date of collection.
• Hazardous Materials (U.S. only) – Package contains hazardous materials.

FedEx®/E&I Contract FAQ’s cont’d

• Non-Standard Packaging – Check this option if your package: 1) measures greater than 60 inches in length but equal to or less than 108 inches in length; 2) is not fully encased in an outer shipping container; or 3) is encased in an outer shipping container made of metal or wood.

• Return Label (U.S. only) – Select this option to print a return label. Then complete the Return label screen.

• Delivery Signature Options – Select from two FedEx Delivery Signature Options: Direct signature required and Adult signature required.

Q. What special services are available with domestic shipments? (Cont’d)

A. For FedEx Home Delivery shipments (U.S. only), the following special services are available:

• Appointment Delivery – Schedule delivery on the date and time that recipient indicates.

• Date Certain Delivery – Schedule delivery on a certain date Tuesday through Saturday. Click the Delivery Date calendar box and select the delivery date.

• Evening Delivery – Schedule delivery between 5:00 p.m. and 8:00 p.m.

• Return Label (U.S. only) – To print a return label, select this option and complete the Return label screen.

• Non-Standard Packaging – Check this option if your package: 1) measures greater than 60 inches in length but equal to or less than 108 inches in length; 2) is not fully encased in an outer shipping container; or 3) is encased in an outer shipping container made of metal or wood.

• Delivery Signature Options – Select from four FedEx Delivery Signature Options: Deliver without signature, Direct Signature Required, Indirect Signature Required and Adult Signature Required.

Q. What else should I know about using FedEx Home Delivery?

A. FedEx Home Delivery is the only service of its kind dedicated to residential
customers. It gives you the flexibility to tailor delivery to when it's most convenient for your recipient, by choosing delivery in the evening, on a specific day, or even by appointment. Plus, extended hours (9:00 am-8:00 pm) and Saturday delivery are standard features of service.

Q. What is the phone number for technical support regarding functions residing on fedex.com (i.e. Tracking, Rates, etc.)?

A. For technical support regarding fedex.com, call 1.877.FDX ASSIST (1.877.339.2774).

Q. How can I pay for my shipments?

A. FedEx provides you with the flexibility to choose from a number of convenient payment options:

- Bill to your FedEx Account Number, which must be tied to the E&I contract through FedEx.

- Charge to the following credit cards: American Express®, Carte Blanche®, Diners Club®, Discover Card®, MasterCard®, Optima® and Visa®. Please call 1.800.622.1147 to connect your credit card to your FedEx account number.

- Use the FedEx® Billing Online option

- FedEx Electronic Data Interchange (EDI)