Express Delivery
FAQs

This document was last updated September 1, 2010.

Express Delivery – General

Which express delivery supplier does the university want us to use?
UPS is the university’s strategic supplier for express delivery and ground services. Departments should use UPS or Print, Copy, Mail whenever possible. FedEx is approved for Category A Hazardous Materials, delivery service for next-day 8:00 a.m. (note: UPS has 8:30 a.m. next-day service), and domestic and international shipping services which are not provided by UPS.

We have received a paper invoice for a valid shipment. How do I pay it?
You should first make sure that you have not paid this invoice already. If you have not paid it and it is your shipment, use your P-Card to pay the invoice.

We have received a paper invoice that is not for our department. What should I do with it?
If your account is on the invoice and it is not a valid shipment, you need to correct this invoice before your account is put on credit hold. Call (800) GO-FEDEX and say “billing” or enter options 5, 5, and 2. Speak with a FedEx Customer Service Representative and ask that this invoice be removed from your account.

If your account is not listed on the invoice and if you can determine what department it is for, send it to the correct department for their handling.

Can we use non-PO vouchers to pay FedEx invoices?
No. P-Card is the method used to pay FedEx paper invoices. This includes “bill recipient” and “past due” invoices.

How should my unit handle a difficult, or complex, or large single shipment?
Contact your Procurement Services procurement agent for assistance, or call Customer Service at (734) 764-8212, option 1.

FedEx is sending us multiple “Past Due” and “Final Payment” notices. We are also receiving calls from collection agencies. What should we do?
You should:
1. Make sure that this is your shipment
2. Verify that you have not already paid this invoice
3. Contact FedEx directly. Call (800) GO-FEDEX and say “billing” or enter options 5, 5, and 2. Speak with a FedEx Customer Service Representative. If you need to pay the invoice, arrange to pay for it directly to FedEx with your P-Card. If it is not your invoice, ask that it be removed from your account.

Note: If this is a persistent problem, the university recommends that you use UPS. Using collection agencies and issuing past due notices are not acceptable practices with strategic suppliers.
Do I have to use a P-Card to pay my department’s FedEx invoices?
Yes.

Why must we use a P-Card instead of a ShortCode with FedEx?
FedEx notified the university that FedEx will no longer accept “ShortCodes” for delivery services. The university had to look for an alternative payment method. After careful consideration, the U-M P-Card was selected as it offers the university the greatest protection against shipping interruptions, paying incorrect charges, and inundating the campus with paper invoices.

Note: UPS accepts ShortCodes. The P-Card should not be used with UPS.

My department does not want me to have a P-Card. What are my options?
UPS is the University’s strategic supplier for express delivery and UPS accepts ShortCodes. You can also contact Print Copy Mail for delivery assistance.

How do I apply for a P-Card?
Instructions are posted at http://procurement.umich.edu/card-programs/purchasing-card-pcard/application-training

Our shipping costs are greater than my monthly P-Card limit. What should I do?
You have the following options:
- You can request an increase in your monthly P-Card limit on a permanent basis or a temporary increase to cover a one-time large shipment. Complete the P-Card Limit Change Form.
- You can switch to UPS and use ShortCodes
- You can switch to Print Copy Mail

My P-Card has been charged for an Airbill that is not ours. What should I do?
Complete the following two steps:
1. Follow the instructions for disputing erroneous P-Card charges at http://procurement.umich.edu/card-programs/purchasing-card-pcard/responsibilities (see Assistance).
2. Next, visit the FedEx account management website at the following link to dispute the charge(s): https://www.fedex.com/servlet/InvoiceServlet?link=4&jsp_name=adjustment&orig_country=US&language=english

I believe my P-Card is being charged incorrectly for FedEx Airbills on a regular basis. How can I stop this or prevent the need for me to request credits?
FedEx Billing Online Plus may be your solution. Billing Online Plus allows you to dispute invoices before they are charged to your P-Card. Note: using Billing Online Plus requires two reconciliation processes:
1. You first access Billing Online Plus at FedEx.com to reconcile and pay invoices online using your P-Card.
2. You must also follow standard U-M procedures and reconcile your P-Card transactions monthly in Concur (if you are a Concur user) or in M-Pathways (if your unit is not yet using Concur).

Note: See the FedEx Billing Online section in this document for more information about FedEx Billing Online.
New FedEx Account (Using the P-Card)

Do I have to get a new FedEx account?
Yes. All FedEx accounts that use ShortCodes will be closed. If you need to ship packages or express letters, you have the following options: UPS, Print Copy Mail, the US Postal Service, or obtain a new FedEx account using a P-Card.

Why do I need a new FedEx account? Why can’t I use my existing account?
To safeguard university departments against double billings, lost discounts, and interrupted services, all departments that wish to use FedEx must obtain a new FedEx account that is set up with a P-Card and cancel their ShortCode FedEx accounts.

How do I get a new FedEx account number?
You can apply for a new account by phone (800-Go-FedEx) or online (www.fedex.com/us) (A job aid on how to apply for a new FedEx Account is available on the FedEx Contract page.)

How do I register my new FedEx account with E&I for discount pricing?
Register your new FedEx account with E&I here: https://www.eandi.org/fedex/application_goblue.aspx (A job aid on how to register with E&I is available on the FedEx Contract page.)

What if I do not register my new FedEx account with E&I?
If you fail to register your new FedEx account, you will lose the U-M discount rate. You can expect to pay 50% higher prices than the current U-M account.

What if FedEx will not give me a new account because my building is on credit hold?
If you are told that your building address is on “credit hold,” call Joe Kohler, FedEx Corporate Account Manager and leave a detailed message at (800) 448-9961, Box 0358. Mr. Kohler will return your call and provide assistance with getting your new account.

Why is my building on credit hold and how can I get it removed from credit hold?
When there are past due invoices for any FedEx account in a building, the entire building (street address) is placed on credit hold and new accounts are not issued. Only FedEx can remove their credit hold on the building address. Contact Joe Kohler (see question above) for assistance.

Current FedEx Account (Using ShortCodes)

How do I close my ShortCode FedEx account?
If you need to close an account that is billed to a PCard please call (800) GO-FEDEX (800-463-3339).

What if I keep using my ShortCode account?
An 8% processing fee will be added to each FedEx invoice. A $25 correction fee may also be applied if the shipment fails to have a valid ShortCode and a valid FedEx account number.

What is the last date that I should ship using FedEx and ShortCodes?
You should stop shipping as soon as possible. At minimum you should stop shipping on May 30, 2010. This will provide 30 days for FedEx to invoice any outstanding shipments.
What is the last date that my ShortCode account is valid?
For most departments June 30, 2010 is the last day their FedEx ShortCode account is valid. FedEx will shutdown ShortCode FedEx accounts on July 1, 2010. Some departments with special needs may be left open for a while longer.

FedEx Billing Online

Why should I register for FedEx Billing Online?
FedEx Billing Online enables you to quickly and effectively manage your FedEx account without unnecessary paperwork. It helps you save time because you can avoid shuffling papers, searching for stray invoices and licking envelopes. You can view invoices and shipments, print invoice PDFs, search, download data using templates, and dispute charges.

How long does the registration process take?
The FedEx site walks you through step-by-step. Registration should take less than 10 minutes to complete.

How do I get copies of Airbills, invoices, usage reports?
This information is available electronically through Billing Online.

How long can I get information regarding closed invoices?
Invoice information is available in Billing Online for 90 days after the scheduled payment date.

Can I use FedEx Billing Online immediately?
For your added security, FedEx designed the system so that registration and activation are separate. When you complete the registration process, FedEx will verify your information and send you a password via e-mail within 72 hours.

How do I request a billing adjustment (late delivery or erroneous charges)?

What are the environmental or sustainability benefits of using FedEx Billing Online?
Using FedEx Billing Online reduces the environmental impact of paper invoices.

FedEx Profile Questions

Why are you recommending that I set up a new profile?
Procurement Services is advising you to create a new profile because:

- Changing profiles, deleting old accounts, and adding new accounts to your profile are not intuitive on the FedEx.com site.
- If you do not add your new account and delete your old account(s) correctly, your account could be moved to “cash only status,” paper invoices, and/or missing an invoice payment, causing your account and building to be put on credit hold.

What must I do if I prefer to keep my current profile?
Call (800) GO-FEDEX and ask for Technical Assistance.