



**SMALL PACKAGE DELIVERY SERVICES CONTRACT**  
**Between**  
**The State of Louisiana and FedEx Corporate Services, Inc.**

**Overview/Summary:**

- Small Package Delivery Services, only, covering inbound and outbound intrastate, interstate domestic express, ground and international services.
- 100% waiver of all pick up fees
- 7% Fuel Surcharge cap for FedEx Express and Ground

State of Louisiana Contract Number: 4400022998

Vendor Number: 710427007-03

Vendor Name and Address: Federal Express Corporation  
900 7<sup>th</sup> Street NW Ste 500  
Washington, DC 20001

State Contract Account Setup: [Govtsupport@fedex.com](mailto:Govtsupport@fedex.com)

Vendor Contact: David Guanella  
Melissa Hatchell

Phone Number: 469.939.0578  
901.397.2911

Fax Number: 866.370.2491

E-mail Address: [daguanella@fedex.com](mailto:daguanella@fedex.com)  
[mahatchell@fedex.com](mailto:mahatchell@fedex.com)

Effective Dates: December 22, 2021 through November 27, 2026

Prices: See attached

State Procurement Contact: Sonya Thomas  
225-342-5650  
[sonya.thomas@la.gov](mailto:sonya.thomas@la.gov)

12/22/2021

## Frequently Asked Questions:

1. How do I set up a FedEx account number?

To request an excel spreadsheet a new account, send an email to [govtsupport@fedex.com](mailto:govtsupport@fedex.com)

2. How do I verify my account is linked to the State of Louisiana contract?

[Govtsupport@fedex.com](mailto:Govtsupport@fedex.com) or reconcile invoice to pricing here

3. What technology is available?

- Shipping- <https://www.fedex.com/en-us/shipping.html>
- Billing- <https://www.fedex.com/en-us/billing-online.html>
- Advanced tracking- <https://www.fedex.com/en-us/tracking/advanced.html>
- General- <https://www.fedex.com/en-us/customer-support.html> 800.463.3339

4. What is the technical support phone number?

1.877.339.2774

5. How do I schedule an on call pickup or a daily pickup?

Call 1.800.463.3339 or schedule online at <http://www.fedex.com/us/pckgenvlp/fcl/ship/pickup/index.html>

6. Where can I drop off a FedEx package?

Go online at [http://www.fedex.com/Dropoff/start?locale=en\\_US](http://www.fedex.com/Dropoff/start?locale=en_US) to find the nearest location.

7. How do I pay via P-card?

You must call FedEx billing at 1.800.622.1147 and give them your P-card over the phone. You can also use your credit card for payment @ FedEx Billing Online.

8. How do I order supplies?

Call 1-800-463-3339 or order online at <http://www.fedex.com/us/pckgenvlp/fcl/ship/supplies/index.html>

9. How do I determine the zone?

Go online at <http://www.fedex.com/ratetools/RateToolsMain.do?link=2>

10. Can I continue to issue a purchase order for the service?

Yes

11. How can an agency obtain a report of their usage?

The Reporting on Line (ROL) tool is available at no additional charge at <https://www.fedex.com/en-us/reporting-online.html>