How to Setup a New FedEx Account Number via Toll Free Number

1. Before you begin, make sure you have the following:
   a. An established P-Card with the appropriate limits for your monthly spend. If you need to establish a new P-Card or adjust the limit on your current card you visit [http://www.finance.umich.edu/procurement/pcards](http://www.finance.umich.edu/procurement/pcards) for application forms and instructions.
   
   b. The P-Card holder name exactly as it appears on the P-Card.
   
   c. The address associated with your P-Card (this is the address on the card stock received with your P-Card). Your new FedEx account address (billing address) must match your P-Card address.

   **Questions?** If you have P-Card related questions or need assistance determining your P-Card address, contact Procurement Services at 734-764-8212 option 1 or 2.

2. Call 1-800-GO-FedEx (1-800-463-3339). At the voice prompt use options 5, 5, and 1 or say “New Account Setup”. If you are a current FedEx customer, identify yourself as an existing FedEx customer within University of Michigan (they may ask for your existing FedEx account number).

3. Tell the FedEx customer service agent that you want to setup a new account and have it billed to your university credit card.

4. The FedEx customer service agent will assist you in establishing the new account number.
   
   **Note:** If the FedEx agent is unable to establish a new account call Joe Kohler, Corporate Account Manager, for assistance at 800-448-9961 Box 0358 or email Joe at jpkohler@fedex.com.

5. After you have your new account number, you must register your new FedEx account through the E&I Cooperative Purchasing registration web site to qualify for discount rates: [https://www.eandi.org/fedex/application_goblue.aspx](https://www.eandi.org/fedex/application_goblue.aspx).

   **DO NOT USE YOUR NEW ACCOUNT YET.** You must wait until you receive the confirmation email from FedEx informing you that your account has been linked to the E&I contract. This may take 2-5 days depending upon the number of departments registering their accounts. If you use your account before it is linked to E&I, FedEx will charge full list rate which is approximately 50% more than your current rates.

6. After you have registered with E&I, the next step is to register for FedEx Billing Online. Billing Online gives you access to all of your shipping details, copies of invoices, and usage reports. You will need your FedEx Account Number and P-Card to set up your Billing Online account. A job aid for establishing your Billing Online account is available on the FedEx contract web page: [http://www.finance.umich.edu/procurement/howtobuy/universitycontracts/fedex](http://www.finance.umich.edu/procurement/howtobuy/universitycontracts/fedex)

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