Submitting the Request

Departments can submit a request to create a new FedEx account by completing and submitting the FedEx Government New Account Request form. Follow these steps to access, download, complete, and submit the form:

1. Open your internet browser and navigate to the Finance and Budget eCommerce webpage.

    Result: The document will download and appear at the designated location. This location will vary depending on the type of internet browser you are using.

2. Open the downloaded file.

    Result: The Excel file FedEx Account Request form will appear.

3. Complete the pink Customer Information section and column X.

    Note: Use one line for each account request.

4. Save the completed form to a designated location on your computer.

5. Email the saved file as an attachment to govtsupport@fedex.com.

    Result: You will receive an email confirmation four to seven days after submitting the request. The message will also include the department's new FedEx account number and additional information.

Linking the Account Prior to Use

After you receive the confirmation email you must link the account prior to use. Follow these steps to link the account:

1. Open your internet browser and navigate to FedEx.com.

2. Click the **Sign Up or Log In** link.

3. Click the **Create Account** link.

    Result: You will be redirected to the Create an Account page.

4. Click the **Open Account** link.

    Result: You will be redirected to the FedEx.com Registration online form.

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5. Completed the required and other necessary fields on the fedex.com Registration online form. Be sure to complete the following:

    • Select the **Use my account online** radio button in the Confirm Your Selected Account Option section.

    • Mark the check box to agree to the **Terms and Conditions**.

6. Click the **Continue** button.

7. Enter the **FedEx account number** that is shown in the confirmation email that was received.

8. Review and confirm the billing address.

9. Click the **Continue** button.

    Result: The process of linking your account is complete.

Additional Questions

If you have additional questions, please contact:

eProcurement and Materials Management

104 Airport Drive, Suite 2504

Campus Bos 1100

Phone: 919-962-0739

Email: eprovendors@unc.edu

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