



# How to Use This Contract

## Courier Services (78102200-21-NASPO-ACS)

Contractor information, pricing, and contract documents are located on the contract webpage at [https://www.dms.myflorida.com/business\\_operations/state\\_purchasing/state\\_contracts\\_and\\_agreements/alternate\\_contract\\_source/courier\\_services2](https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/alternate_contract_source/courier_services2).

### State Agencies

- The State of Florida's online procurement system, MyFloridaMarketPlace (MFMP), is the preferred method for placing orders and making payments for this contract:
  - Contact the contractor(s) directly **via email** to create an account; contractor contact information is accessible from the contract webpage. Customers will use the contractor's website to create shipping labels and may order shipping supplies and schedule pick-ups online; the contractor(s) may provide training and/or technical assistance regarding online tools that are available to the customer.
  - State agencies may create a blanket requisition/purchase order to use this contract, then contact the contractor directly to request a quote and/or place an order when needed; contractor contact information is accessible from the contract webpage.
  - Create a requisition/purchase order in [MFMP](#); for additional information, open the [MFMP Buyer Guide](#) and go to the *REQUISITIONS* section.
  - **CATALOG TYPE:** None - Create a requisition using non-catalog items. In the 'Supplier' field, locate the contractor using the FEIN provided on the contract webpage; in the 'State Contract ID' field, locate the contract using the contract number shown above.
  - **COMMODITY CODE:** Select the most appropriate eight-digit commodity code under 78102200; the current list of commodity codes activated in MFMP is located at [https://www.dms.myflorida.com/business\\_operations/state\\_purchasing/myfloridamarketplace/commodity\\_codes](https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace/commodity_codes).
  - **METHOD OF PROCUREMENT:** C - Alternate Contract Source
- Please use the appropriate contractor's FEIN, as provided on the contract webpage, when making payments in the Florida Accounting Information Resource (FLAIR); also, please use the appropriate contractor's FEIN when recording purchasing card (PCard) payments in FLAIR.

## Eligible Users

- Eligible users, as defined by [Rule 60A-1.001, Florida Administrative Code](#), may contact the contractor(s) directly **via email** to create an account; contractor contact information is accessible from the contract webpage. Customers will use the contractor's website to create shipping labels and may order shipping supplies and schedule pick-ups online; the contractor(s) may provide training and/or technical assistance regarding online tools that are available to the customer.

## Frequently Asked Questions

- Does the contractor provide free shipping supplies?
  - The contractor(s) may offer free supplies based on the type of shipment (e.g. ground, air, or international); otherwise, customers are required to use their own packaging. Customers may log in to the contractor's website to order shipping supplies online.
- Can I drop off shipments at a drop box or authorized shipping outlet?
  - Yes, customers may drop off shipments at a drop box or authorized shipping outlet at no additional cost; however, please note that the customer must create a shipping label using the contractor's website and affix it to the package prior to drop-off.
- Can I purchase from a vendor outside of this contract if they offer better pricing?
  - State agencies are encouraged to use alternate contract sources for the added savings and convenience that may be realized; however, agencies are not required to purchase commodities and contractual services from alternate contract sources. If an alternate contract source is not utilized, agencies must follow proper procurement methods.
- What should I do if I have an issue with the contractor?
  - If you are unable to resolve an issue with a contractor, you may contact the contract manager listed on the contract webpages to explore additional options. These options include: complete a vendor performance survey online to document the issue, work with the contract manager to elevate the issue with the contractor representatives, or submit a vendor complaint that requires a formal response from the contractor.

## Contact Information

- If you have any questions or require assistance specific to this contract (e.g. pricing, contract requirements, etc.), please contact the contract manager listed on the contract webpage.
- If you have any questions or require assistance specific to MFMP (e.g. system access, purchase orders, catalogs, etc.), please visit the Division of State Purchasing's MFMP webpage located at [https://www.dms.myflorida.com/business\\_operations/state\\_purchasing/myfloridamarketplace](https://www.dms.myflorida.com/business_operations/state_purchasing/myfloridamarketplace).