

Domestic Delivery Services Solution Frequently Asked Questions Updated July 20, 2011

DDS Facts and General Information FAQs

What is the Domestic Delivery Services (DDS) solution?

DDS is a full service Federal Strategic Sourcing Initiative (FSSI) solution providing agencies with a range of delivery options as well as streamlined acquisition, data analytics, and dedicated customer service. Any Federal agency is eligible to use the DDS solution.

Who is the DDS vendor?

United Parcel Service (UPS) was awarded the DDS Best Value Blanket Purchase Agreement (BPA).

United Parcel Service
316 Pennsylvania Avenue, SE
Suite 500
Washington, DC 20003
Telephone: (202) 675-4223
DUNS: 128729373

GSA Schedule Contract No. GS-23F-0282L
Domestic Delivery Services 2nd Generation BPA No. GS-33F-BQV08
Domestic Delivery Services 2nd Generation Task Order No. QPN BQW 0070

What delivery services are available through DDS?

DDS provides agencies with a wide range of UPS express and ground delivery services between the Continental United States and to Alaska, Hawaii and Puerto Rico. Pickup and Delivery Services include:

- Same Day delivery
- Next Day early morning delivery (before 8:30 AM to most locations)
- Next Day mid morning delivery (before 10:30 AM to most locations)
- Next Day afternoon delivery (before 3:00 pm to most locations)
- Second Day and Third Day delivery
- Ground delivery
- Heavyweight delivery

Is international delivery service offered through DDS?

International delivery service is outside the scope of DDS. GSA delegated authority to the Department of Defense (DoD) to procure on behalf of Federal civilian agencies express international small package and heavyweight service up to 300 lbs. For more information on DoD's multiple award Worldwide Express (WWX) contracts, rates, and how to setup accounts, visit <http://www.gsa.gov/portal/content/103923>.

What are the benefits of the DDS solution to my agency?

- Rates are significantly lower than the already reduced Multiple Award Schedule prices
- No fuel surcharges for express & ground parcel services
- Deeply discounted rates for other surcharges/accessorials
- Dedicated UPS and GSA customer service teams
- Access to detailed spend and savings reports which can be used to demonstrate progress towards meeting OMB's cost savings targets
- Access to analysis including shipping trends and recommendations to further minimize costs

What are the benefits of the DDS solution to the Federal government?

- Eliminates duplicate acquisition activities and redundant contract vehicles across agencies
- Enables the Federal government to collect detailed shipping data to improve our negotiating position for future acquisitions
- Allows government shipping experts to share best practices and lessons learned with colleagues in other agencies

Will utilization of the DDS solution help the government reduce its carbon footprint?

Yes! UPS is dedicated to Greening the delivery process. By shipping packages via DDS, your agency is in good standing for reducing scope 3 emissions. Specifically:

- UPS can conduct a precise Carbon Footprint Analysis for each of your shipments
- UPS can provide options to help agencies offset the carbon impact of their shipping
- UPS has verified its analysis calculation and offsetting methods with third parties

What is the contract structure of the DDS solution?

DDS is a best value single award Blanket Purchase Agreement (BPA) and single Task Order issued under the BPA on behalf of the Federal government. This structure allows agencies to join the solution without conducting individual acquisitions.

What is the Period of Performance (PoP) for the BPA and Task Order?

The PoP for the BPA is October 1, 2009 – September 30, 2010, with four one-year options.

The PoP for the Task Order is February 5, 2010 – September 30, 2010, with four one-year options.

DDS Transition FAQs

Which agencies are eligible to participate in the DDS program?

Government agencies are eligible to participate, regardless of whether or not an agency participated in the original DDS program.

GSA Order ADM 4800.2G, Eligibility to Use GSA Sources of Supply and Services, provides detailed information regarding those agencies and organizations that have been determined to be eligible to use GSA Schedule contracts. The GSA Order also provides definitive guidelines concerning eligibility requirements and limitations for a variety of other GSA sources of supply and services. To download a copy of this GSA Order, visit: <http://www.gsa.gov/portal/content/104212>.

How can an agency understand the savings DDS will provide?

GSA will conduct a pricing analysis for your agency which details the savings of DDS based on your agency's unique shipping pattern. Contact Stevie Graham (stevie.graham@gsa.gov) to request an analysis. DDS participating agencies' principal points of contact have access to their agency spend, savings, and ontime performance via DDS Dashboard Reporting Online.

How can agencies join the DDS program?

1. Sign and return the [sign-up letter](#) posted on the DDS web portal indicating your intent to participate in the program (template provided by GSA)
2. GSA will issue a Task Order modification and notify you of the effective start date
3. Your agency would then obligate funding and issue a funding document to UPS
4. UPS will work with you to set up user accounts, drop boxes, and distribute shipping supplies to your office(s)

When was the Task Order issued and how often will it be updated to include new agencies when they sign up?

The Master Task Order QPN BQW 0070 was issued on February 5, 2010 and will be modified frequently as sign-up letters are received by GSA.

When will the original DDS program (DDS1) and associated shipping rates expire?

The DDS1 BPA and Task Order with FedEx expired on September 30, 2010.

Will agencies be charged any integration fee to transition to DDS2?

No, UPS and GSA will transition each agency to the DDS2 solution without any imposition of additional charges.

What type of training is available for customers to get acclimated to UPS?

Training on UPS technologies and procedures is available free of charge via multiple methods (webinar, by telephone, tutorials, in-person, etc.) Agencies should contact their UPS representative to schedule a training session.

New training tutorials are available! Below are the links to tutorials and the UPS Service Guide. In addition, there are user guides within the appropriate solution tab.

Shipping

<http://www.completeview.ups.com/GSA/apps/Shipping.aspx>

UPS CampusShip Admin Tutorial
UPS CampusShip User Tutorial
UPS Internet Shipping Tutorial

Tracking

<http://www.completeview.ups.com/GSA/apps/Tracking.aspx>

Quantum View Manage Demo

Billing Center

<http://www.completeview.ups.com/GSA/apps/RatesTransitTimesBilling.aspx>

UPS Billing Center Tutorial

Service Guide

<http://www.completeview.ups.com/GSA/apps/ServiceGuide.aspx>

Is UPS prepared to handle transition activities for those agencies carrying a large number of individual accounts?

Yes, UPS has put in place a large team which will handle the transition of all agencies.

UPS Service FAQs

What time will shipments be picked up by UPS each day?

UPS will work with each agency to establish a set pickup time for those agencies requiring daily pickups.

Will UPS provide drop boxes at the various locations it services?

UPS will work with agencies to identify locations that should receive drop boxes (pending approval from property management). Agencies should contact their UPS representative to request a drop box.

Does UPS have an on-line service for tracking pick-ups and deliveries?

Yes, customers can use UPS's Quantum View tool (available through www.ups.com) to track shipments.

Can I print UPS labels from my office printer?

Yes, customers can print labels from their office printers. Customers can also request a UPS label printer through their UPS representative.

Can UPS provide pre-printed labels?

UPS can provide pre-printed labels but encourages customers to utilize their easy to use on-line label printing tools.

Will agencies be responsible for a Fuel Surcharge?

There are no Fuel Surcharges for express & ground parcel shipments from the continental 48 states. Fuel Surcharges will be incurred for Same Day and Heavyweight shipments and shipments originating from Alaska, Hawaii and Puerto Rico.

What are my pick-up service options when shipping with UPS?

UPS will work with agencies to find solutions to minimize or even eliminate pickup fees. Options include:

- Consolidating all agency shipments within a building to a single pickup point
- Consolidating the shipments of multiple agencies who share a building to a single pickup point
- Using UPS' various no-charge pickup options. For instance, agencies can simply hand a package to a UPS driver making a delivery and incur no pickup charge. Similarly, customers can drop packages at local UPS stores or facilities or at a UPS drop box. UPS will work with agencies to determine where drop boxes should be installed to minimize pickup fees and enhance agency convenience.
- UPS offers an on-call pickup service which can be utilized by locations with only occasional shipments that are not near a UPS drop box or other pickup location. The charge for this service is per pickup (not per package).
- UPS is committed to work with agencies to minimize all costs and ensure DDS lowers the government's total cost of ownership.

What are UPS billing options?

UPS offers multiple billing options, and will work with each agency to identify the method of billing which is most convenient. Some options include:

- UPS Paper Bill – Invoice delivered to customer location once per week
- UPS P-Card – Payment made automatically via customer's government purchase card
- UPS Billing Data File - Electronic flat or XML file delivered via an email link or downloaded from the customer's myups.com ID on the web
- UPS Billing Center - Billing portal on UPS.com for customers who need to view their invoices online

Who should I contact with additional UPS service questions or support?

Please contact your UPS point of contact. UPS POC information can be found on the GSA web portal at www.gsa.gov/dds.

As a strategic customer, your Strategic Customer Support Team will provide solutions for all your customer service matters.

You have three ways to access priority support after you receive a UPS account number:

1. myups.com – find detailed information concerning tracking, billing, claim status and other support inquires.
2. strategicsupport@ups.com – simply email your Strategic Customer Support Team.
3. 1.800.877.1497 – call to speak to a Strategic Customer Support Team member (have your UPS account number handy).

Post-Transition FAQs

How should agency locations cancel their scheduled pickups with the first generation DDS vendor?

To cancel pickups, customers can call 1-800-GO FEDEX (1-800-463-3339) and say "representative" to request pickup cancellation. Customers can also contact their FedEx point of contact.

How can agency locations remove the automation devices installed by the first generation DDS vendor?

To remove FedEx automation devices, customers can call the FedEx Technical Support Department at (877) 339-2774 and request removal of devices. Customers can also contact their FedEx point of contact.

What should agencies do with FedEx supplies?

Call 1-800-GO FEDEX (1-800-463-3339) to arrange for a FedEx Courier to pick up supplies. Agencies should shred preprinted airbills with FedEx account numbers to avoid misuse.

What will happen with FedEx Drop Boxes?

FedEx Drop Boxes will automatically be removed by FedEx as they become non-productive.

Should my agency clean the hard drive on FedEx loaned computers to ensure that proprietary information remains confidential?

GSA recommends that agencies safely remove data from hard drives before returning devices to FedEx. In addition, FedEx will sanitize and reimage returned hard drives before they are re-deployed.

Where is additional information about the Domestic Delivery Services program?

Information about DDS is posted on the GSA web portal at www.gsa.gov/dds.

GSA Point of Contact:

Stevie Graham, GSA Federal Acquisition Service, Office of Travel & Transportation Services, stevie.graham@gsa.gov, (703) 605-5569.