FedEx Service Advantage - Shipment in Transit

Domestic Shipment Preparation	International Shipment Preparation	Shipment Status and Response	When and How to Call FedEx Customer Service

Domestic Shipment Preparation

Get Started Fast - Online

- Open an Account
- Order Supplies
- Schedule A Pickup
- Find A FedEx Location

Access Rates

1. Domestic or International Rates Online
2. Use FedEx Desktop Customer Tool (FXCT) for rating - batch. Inquire with your Account Executive.

Use Correct Packaging

Pack like a Pro: FedEx Packaging Specialists; Packages >150lbs

Improve Recipient Deliveries

1. Correct addresses help prevent mis-deliveries and incorrect address surcharges:
   - FedEx Address Book: Check recipient addresses
   - Always select Perform Detailed Address; check in all FedEx shipping tools
   - FedEx Reporting Online Address Correction Detail Report
2. Know business recipients' operating hours to avoid mis-deliveries such as : recipient not in
3. Increase residential recipient's awareness of incoming shipments:
   - Include a valid, recipient home number; FedEx automatically calls the recipients for all FedEx Express and FedEx Ground Signature Shipments prior to delivery
   - Select email notifications for recipients in FedEx shipping tools

International Shipment Preparation

International Shipping Resources

- Domestic or International Rates
- FedEx Customer Support:
  1.800.GoFedEx 1.800.463.3339
  SAY International Services
- FedEx Online and Phone Resources
- Expedited FXE Freight Services
  Call 1.800.398.0625

Four-Step Shipping Checklist

1. **Determine if you can ship your commodity.** Countries have shipping restrictions into and from their country. Use FedEx Country Profiles
2. **Complete all necessary forms.**
   - International Air Way Bill: Use a FedEx shipping device
   - Other International Forms:
     - FedEx Global Trade Manager: to help you identify and select paperwork needed.
     - FedEx Electronic Trade Documents: to process customs documentation electronically.
     - Most Commonly Used International Documents
3. **Provide information that is consistent, complete and write legibly.**
   - Keep your information consistent across all documents and check spelling
   - List each commodity separately. Include what it is made of, how it will be used and the commodity's country of origin/manufacture/grown.
   - Provide phone number or fax information for the sender and consignee
4. **Provide accurate Customs Value.** The value drives the duties and/or taxes. FedEx Global Trade Manager helps estimate duties/taxes upfront. Also see: FedEx Transit Times, Metric Converter, Currency Converter, World Times

Shipment Status and Response

Improve Visibility to Shipments in Transit and/or Exceptions

1. Use reference fields when preparing a shipment; reference info flows into FedEx tracking tools and helps Customers pinpoint shipments.
2. Sign up to use a FedEx tracking tool. FedEx has solutions for small and large customers. Inquire with your Account Executive.
3. Understand how to identify exceptions in your FedEx tracking tool. In FedEx InSight®, use the filter function to drill into the status results called Delivery Exceptions.
4. View PODs using FedEx InSight®; use the filter function to drill into the status results called Delivered.
5. Customize views in your FedEx tracking tool. Call 1.800.GoFedEx 1.800.463.3339. SAY Technical Support or inquire with your Account Executive.
6. Set up shipper exception notifications; this provides a visible trigger to delays and a heads-up in case you need to call FedEx with information such as a correct address, clearance information or a request for recovery.
7. National Service Disruption: Sign up for emails for visibility to delivery impacts
8. Track shipments, batch up to 1,500,with FedEx Desktop Customer Tool (FXCT). Inquire with your Account Executive.

When and How to Call FedEx Customer Service

Most Common Reasons to call FedEx Customer Service
Provide a tracking number or reference number.

- Address Correction
- Reattempt
- Re-route
- Damaged Package to initiate a claim
- Stop Shipment
- Close or open a new account; press option 5
- Missed Pickup
- Miss-Delivery
- Dispute duty and taxes: Have backup documentation ready or call 1.800.622.1147, option 5, then 1.
- Delayed package – exceptions: If package is temp and/or time sensitive, advise the FedEx representative including temp thresholds.
- Missing Package: Provide the following: part/model/serial/reference numbers, any package markers – logo, color or size
- Missing POD/SPOD Information: For priority shipments, wait until it is after 12:00 pm in recipient time zone for delivery to occur; if SPODS>=18 months, please request Customer Advocacy Team for assistance.

Access FedEx Customer Support and Government Billing Support

- Online Customer Support Center
- For support, 24 hours per day, call 1.800.GoFedEx 1.800.463.3339
- If you have an aligned Customer Support Team, PRESS 9 and enter FedEx account # or assigned pin # to access.
- For Government Billing support, call 1-800.645.9424 (7 am – 6 pm CST) or fax 1-800.548.3020
  Email address: govt@fedex.com