



Presentation Agenda
LSUHSC Business Managers Meeting
September 7, 2006

Welcome

Introduction of Transition Team members

Brief overview of FedEx services

Demo of FedEx Shipmanager or how to ship a package online

Demo of Billing Online and how to run the monthly report

Overview of Claims Online

Presentation of FedEx supplies

Overview of Supplies Online

Packaging Tips

Closing

FedEx Ship Manager® at fedex.com

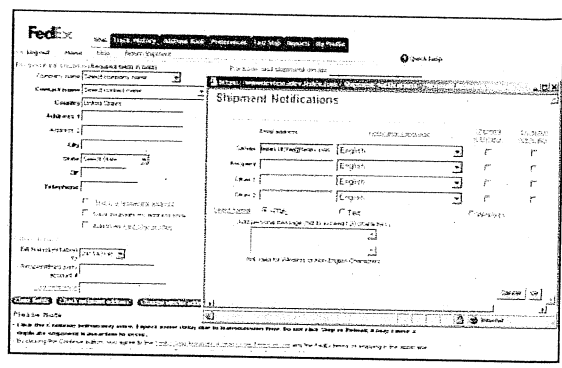
Making shipment processing and document preparation fast and easy.

FedEx Ship Manager at fedex.com is an innovative shipping solution featured on fedex.com. From virtually any computer with Internet access, you can prepare shipping labels and documents, request pickups, track shipment status, get rate quotes, and much more. With FedEx Ship Manager at fedex.com, you can generate a shipping label in mere moments from just one screen and in a few simple steps.

What You Can Do Here

FedEx Ship Manager at fedex.com can help you process shipments to the U.S. and more than 220 countries and territories. Any time of day, take advantage of FedEx Ship Manager at fedex.com to:

- Prepare and print U.S. and international shipping labels for FedEx Express®, FedEx Express® Freight, FedEx Ground® and FedEx Home Delivery® shipments. If you frequently ship the same type of package to the same recipient, use the Fast Ship Profile feature to make label preparation even faster. All the shipment information is saved, including service type, packaging, weight and declared value. FedEx Ship Manager at fedex.com will store up to 300 Fast Ship profiles for you.
- Prepare return shipping labels that can be printed and included with outbound shipments, e-mail your customer a return shipping label, or request that a courier or driver deliver a return shipping label.
- Store up to 2,000 frequently used contact names and addresses in your FedEx Ship Manager® Address Book. With this feature you can also store up to 20 different sender profiles and ship a package to a group of up to 10 recipients using the group address book option.
- Customize your FedEx Ship Manager at fedex.com experience by using the Preferences screen, which provides multiple options for customizing features and screens, such as:
 - Entering shipping information ahead of time for pending shipments and setting up a reminder to print the shipping labels.



- Setting up additional handling charges for your FedEx Ship Manager at fedex.com account.
- Importing Electronic Export Information (EEI) data from FedEx Export AgentFileSM
- Entering default shipping information to select the FedEx® service and packaging option you use most often.
- Shipping up to 25 packages on the same day to the same recipient with the same FedEx service.
- Use the Options screen to select special services and options, such as:
 - Requiring a signature at delivery
 - Requesting collect-on-delivery (C.O.D.) service
 - Requesting a pickup
 - Scheduling Saturday delivery
 - Supplying reference information

• Select multiple e-mail notifications while processing a FedEx Express or FedEx Ground shipment:

- **Shipment notification:** The shipment is on its way.
- **Exception notification:** A critical shipping event has affected the shipment.
- **Delivery notification:** The shipment has been delivered.

E-mail notifications are available in multiple languages and in HTML, text and wireless formats.

- Use FedEx® Address Checker to verify the street name and number before you ship. (For U.S. and Puerto Rico destination shipments only.)
- Use rate quote functionality to get courtesy rate quotes — both account-specific and standard list rate — for FedEx Express and FedEx Ground shipments.
- Track your package status online, from origin to destination, and e-mail detailed tracking results to up to three recipients. Enhanced detailed tracking results allow you to see exactly where your shipment is and its estimated delivery time.
- View a complete history of all your FedEx shipments. Search results by date, location or recipient.
- Use Report Manager to create, download and print reports for any shipment you have processed in the past 45 days. Reports can be downloaded in CSV format.
- Use My Profile to view all the accounts you've registered with FedEx Ship Manager and the services associated with them, as well as update your contact and account information.
- Use Quick help to search for commonly asked questions, chat online with an agent or submit a question via e-mail (U.S. only).

Simplifying International Document Preparation

FedEx Ship Manager at fedex.com helps take the guesswork out of shipping internationally. For example, when you select any country other than the U.S., the shipping screen automatically reflects only international

services available for your destination. In addition, you can get direct access to important FedEx® Global Trade Manager tools and resources while completing your international shipping label. They include:

- Find International Documents
- Estimated Duties and Taxes
- Denied Party Screening
- Harmonized System Code Lookup
- Product Profiles

And the help doesn't stop with label preparation. If your shipment contains dutiable commodities that require a Commercial Invoice or Pro Forma Invoice, you can have FedEx Ship Manager at fedex.com create one for you based on the shipment information you enter while completing your shipping label. While online at FedEx Ship Manager at fedex.com, you can also file EEI directly with the U.S. Census Bureau's AES*Direct* Web site.

Gaining Centralized Control

With the Shipping Administration feature of FedEx Ship Manager at fedex.com, your company can centrally manage and control all of its shipments and related costs. Shipping Administration gives a single administrator, or a group of users who have been given administrative privileges, inside access to the shipping system used by fellow employees — be it across departments or across locations. It does this by giving administrators the following user controls:

- The ability to set up reference field control(s) on up to four references for billing and charge-back purposes, and to configure, mandate and validate the reference information entered into those fields.
- The ability to permit or restrict FedEx services, options and customized shipping features to users at the department level, user level, or both.
- The ability to set up a central address book with up to 15,000 recipients that can be shared companywide.
- The ability to create and save customized and detailed shipping reports.
- The ability to import users, departments, references and account information from their desktop.

With the Shipping Administration feature of FedEx Ship Manager at fedex.com, your company enjoys the best of both worlds: increased office efficiency through decentralized shipping, yet centralized cost control through enhanced reporting and shipment-status tracking.

Managing Returns

If your company has returns — whether they be repairs, upgrades, exchanges or replacements — FedEx has a flexible portfolio of return solutions that can help simplify your U.S. returns and, in the process, provide exceptional customer service, reduce cycle times, lower operating costs and improve control of the returns process. And best of all, these handy return options can be accessed directly from FedEx Ship Manager at fedex.com.

- **FedEx Print Return Label.** Use FedEx Ship Manager at fedex.com to print a return label and include it in the original shipment to your customer or in separate correspondence. The printed label has no expiration date, costs nothing unless it is used and includes a Return Materials Authorization (RMA) reference for easy shipment-status tracking. To use, your customer simply prepares the package for shipping, applies the return label and tenders the package to FedEx via regular scheduled pickup, on-call pickup or drop-off at a FedEx location. These labels can be used with the following services: FedEx First Overnight®, FedEx Priority Overnight®, FedEx Standard Overnight®, FedEx 2Day® and FedEx Ground®.
- **FedEx E-Mail Return Label.** Use FedEx Ship Manager at fedex.com to e-mail your customer a password-protected fedex.com URL that they can access to print a return label directly from their computer. The e-mail label has no expiration date, costs nothing unless it is used and includes an RMA reference for easy shipment-status tracking. To use, your customer simply prepares the package for shipping, applies the return label and tenders the package to FedEx via regular scheduled pickup, on-call pickup or drop-off at a FedEx location. These labels can be used with the following services: FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day and FedEx Ground.

- **FedEx Express Tag®** Use FedEx Ship Manager at fedex.com to request a FedEx Express courier be dispatched to your customer's location with a return label. All that's required of your customer is that they have the package ready for shipping, then the courier applies the label and returns the package to your facility. Supports the following services: FedEx Priority Overnight, FedEx Standard Overnight and FedEx 2Day.
- **FedEx Ground® Call Tag.** Use FedEx Ship Manager at fedex.com to request a FedEx Ground driver be dispatched to your customer's location to deliver a return label. All that's required of your customer is that they prepare the package for shipping, then the driver applies the label and returns the package to your facility. These labels can be used with FedEx Ground and FedEx Home Delivery services.

Flexible System Requirements

All you need to begin shipping via FedEx Ship Manager at fedex.com:

- A FedEx account number. If you do not have a FedEx account number, you can register for one online at fedex.com.
- A laser, inkjet or thermal printer.

Recommended browsers are Microsoft® Internet Explorer 6.0 or Netscape Navigator® 7.0 or higher.

Please contact your FedEx account executive for more information on how you can save time and improve productivity with FedEx Ship Manager at fedex.com.

FedEx Ship Manager at fedex.com: Where the Business of Shipping Gets Done®

Netscape Navigator is a registered trademark of Netscape Communications Corporation in the United States and/or other countries.

Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries.



[US Home](#)

[Information Center](#) | [Customer Support](#) | [Feedback](#)

[Español](#)

Search

Package / Envelope Services	Office / Print Services	Freight Services	Expedited Services
Ship	Track	Manage My Account	International Tools

FedEx Ship Manager® at fedex.com login

Registered fedex.com Users

ⓘ IMPORTANT

For best results, please disable your pop-up blocker.

Enter your user ID and password to login

User ID:

Password:

Remember my user ID on this computer.

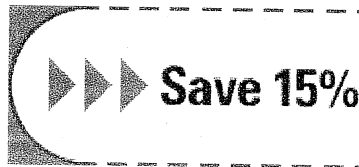
[Login Help](#) [Forgot your password or user ID?](#)

New fedex.com Users

Sign Up Now!

Access and customize many fedex.com online services with single user ID and password. [Learn more...](#)

Passkey users [login here](#)



[What's new](#)



Ship Track/History Address Book Preferences Fast Ship Reports My Profile

<< Log out Home Ship Return Shipment



Recipient information (Required fields in bold)

Company name Select company name

Contact name Select contact name

Country United States

Address 1

Address 2

City

State Select State

ZIP

Telephone

- This is a residential address
- Save in/update my address book
- Add to my Fast Ship profiles

Package and shipment details

Service type Select FedEx service

Package type Select packaging

Number of packages 1

Estimated weight lbs

Dimensions Choose dimensions

Declared value US Dollars

Shipment Notifications

	Email address	Notification type		
		Ship	Exception	Del
Sender	kkfirmn@fedex.com English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recipient	English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Send additional notifications		Edit		
Select format:		HTML	Text	Wireless

Billing details

Bill transportation to [REDACTED]

Recipient/third party account #

Your reference

Add personal message
(Up to 120 English-only characters)

More shipment details

Ship date Today

- Process return label
- Link outbound and return tracki

Go to options

Clear fields **Check recipient address** **Change sender address** **Get courtesy rate**



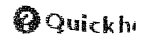
Please Note

- Click the Continue button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicated shipment transaction to occur.
- By clicking the Continue button, you agree to the [FedEx Ship Manager at fedex.com Terms of Use](#) and the FedEx terms of shipping in the applicable [FedEx Service Guide](#) and the [Shipper's Terms and Conditions for FedEx Express international shipments](#).
- By clicking the Continue button, you agree that this shipment does not contain undeclared Dangerous Goods. If you are uncertain of whether your shipment contains Dangerous Goods, see the [Dangerous Goods Help](#) section for more information. To ship FedEx Express Dangerous Goods, you must choose the Go to options button and select "Dangerous Goods" in the Special services section.



- Ship
- Track/History
- Address Book
- Preferences
- Fast Ship
- Reports
- My Profile

<< Log out Home Ship



Special services

Saturday pickup

Saturday delivery

COD (Collect on Delivery) Edit

Hold at FedEx location Edit

FedEx Express reference information

Your reference --

P.O. number

Invoice number

Department number

FedEx® Delivery Signature Options

Signature type Select signature type

Shipping Options

Pickup/Drop-off

Will use scheduled pickup at my location

Will drop off at FedEx location Find location

Will contact FedEx to request pickup Schedule pickup

FedEx InSight™ (a shipment visibility application) [Learn more.](#)

Block shipment data
(will prohibit the recipient and third party payer from viewing information about this shipment)

Shipment contents Edit
(shipment level detail for InSight customers only)

[Clear fields](#) [Get courtesy rate](#)

[Back](#) [Continue](#)

Please Note

- Click the Continue button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.
- By clicking the Continue button, you agree to the [FedEx Ship Manager at fedex.com Terms of Use](#) and the FedEx terms of shipping in the applicable [FedEx Service Guide](#) and the [Shipper's Terms and Conditions for FedEx Express international shipments](#).



- Ship
- Track/History
- Address Book
- Preferences
- Fast Ship
- Reports
- My Profile

<< [Log out](#) [Home](#)



Shipping history

The following list contains shipments you have processed using FedEx Ship Manager at fedex.com in the past 45 days. You can sort or modify the results, or you can select a shipment to track, view details, copy to Fast Ship, cancel or reprint.

Display shipments for past days Sort history by Sort Entries per page

Page 1 of 1

<input type="checkbox"/>	Ship date <input checked="" type="checkbox"/>	Company	Contact name	Destination	Tracking number
<input type="checkbox"/>	Sep 06 2006		Louis Gerard	108 Holmes Place Winterhaven FL 33884 US	790551377402
<input type="checkbox"/>	Sep 06 2006	Adams & Reese	Morris Greene	701 Poydras Street New Orleans LA 70139 US	792843296382

Page 1 of 1

- [Copy to Fast Ship profiles](#)
- [Cancel shipment](#)
- [Download](#)
- [Track shipment](#)
- [View shipment details](#)

[Reprint](#)

Track another shipment

Enter any combination of up to 30 FedEx tracking numbers (one per line). To track by reference number or RMA number, enter a reference number or an RMA number for shipments processed on your FedEx Ship Manager at fedex.com user ID.

Track by

Additional tracking options

Date range Start Start Date End End Date

Track by recipient [Select recipient](#)

Track exceptions only

[Track](#)

[Track](#)

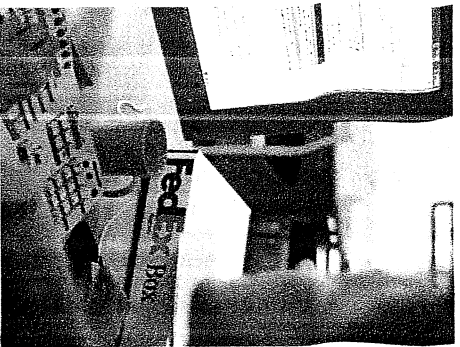
Finished shipping FedEx Ground for the day?

- [Ground end of day close](#)
- Print additional manifest

Please Note

Reprint function is not available for FedEx Ground shipments.

Do not use Fast Ship when you want to use a special feature like Saturday Pickup, Saturday Delivery, Dangerous Goods, or Dry Ice. For a complete list, see the [Fast Ship Help](#) section.



Registering for FedEX[®] Billing Online is easy

- Go to fedex.com/us/account/fbo and click on Register for FedEX Billing Online
- If you're a registered fedex.com user, just enter your fedex.com user ID and password
- If you're a new fedex.com user, you'll need to register by clicking on the Sign Up Now link.
- Once registered, log in with your fedex.com user ID and password
- Once you log in, your account summary page will automatically appear



Credit card customers

View credit card data

- The Account Summary screen automatically provides your current account status with FedEx
- Your account summary contains an overview of recent shipping activity that has been billed to your credit card in the last 30 days and is organized by FedEx Express, FedEx Ground and "FedEx Other" charges
- The table information can be sorted by tracking ID, shipment date or total charged
- If you need additional information about a particular shipment, click on the tracking ID in the table, and all of the details about a particular shipment will appear on the screen

- Individual shipments can be disputed from this screen by clicking on the Dispute button
- Disputed invoices and their status can be checked at any time by clicking on the In Dispute tab



Labels

FedEx FedEx.com

FedEx Billing Online

Account Summary | Invoices | Billing History | Account Download | Payments | Message Center

Billing History

Account Summary: 4504-1640-1
 Primary Account: 4504-1640-1
 Total Balance Due: \$ 0.00

Message: You have no new messages. You have no messages in the Message Center.

Print 1 - 25 of 25

Tracking ID	Date	Line of Service	Account	Status	Total Dollars
430270603214	08/27/2005	FedEx Int Priority	4504-1640-1	Paid CC	174.33
430270603211	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	31.00
430270603202	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.01
430270603190	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	38.00
430270603184	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	35.78
430270603173	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
430270603161	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
430270603153	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	34.03
430270603142	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	18.70
430270603138	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	33.31
430270603132	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	34.59
430270603124	08/27/2005	FedEx Int Priority	4504-1640-1	Paid CC	28.53
430270603117	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	174.33
430270603112	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
430270603105	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	39.81
430270603101	08/27/2005	FedEx Int Priority	4504-1640-1	Paid CC	31.06
430270603093	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	174.33
430270603082	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
430270603074	08/27/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	39.81



FedEx.com Home

Logout

- Account Summary
- In Delivery
- Billing History
- Search/Download
- Preferences
- Message Center

Billing History

Account Summary: **4504-1640-1** Messages

Primary Account: **4504-1640-1**
Total Balance Due: **\$ 0.00**
1 You have no new messages.
You have no messages in the Message Center.

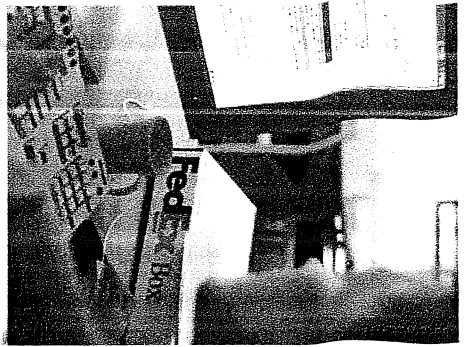
Last 90 days of Credit Card Billing Activity

FedEx Express Charges FedEx Retail & Services

Tracking ID	Date	Type of Service	Account	Status	Total Billed
4392206089044	08/20/2005	FedEx Ina Priority	4504-1640-1	Paid CC	174.33
4392206089011	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	31.06
4392206089022	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.61
4392206089000	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	38.00
4392206089044	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	36.28
4392206089033	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
4392206089041	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
4392206089052	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	34.03
4392206089061	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	18.28
4392206089056	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	33.31
4392206089056	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	34.59
4392206089095	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	28.53
4392206089074	08/24/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	174.33
4392206089479	08/23/2005	FedEx Ina Priority	4504-1640-1	Paid CC	29.61
4392206089017	08/15/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.61
4392206089006	08/15/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	31.06
4392206077501	08/15/2005	FedEx Ina Priority	4504-1640-1	Paid CC	174.33
4392206089020	08/15/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	35.28
4392206077976	08/15/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	29.81
4392206077940	08/15/2005	FedEx Priority Overnight	4504-1640-1	Paid CC	18.28

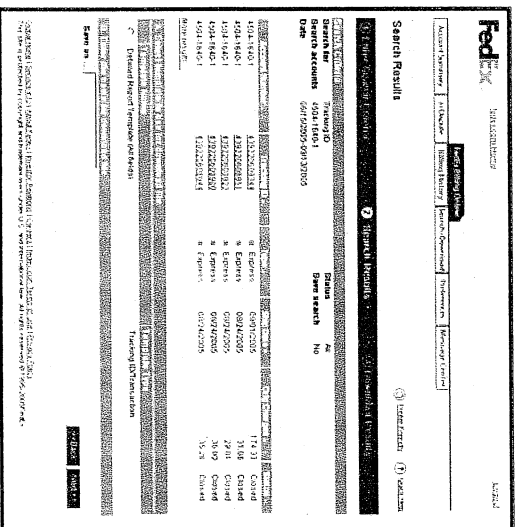
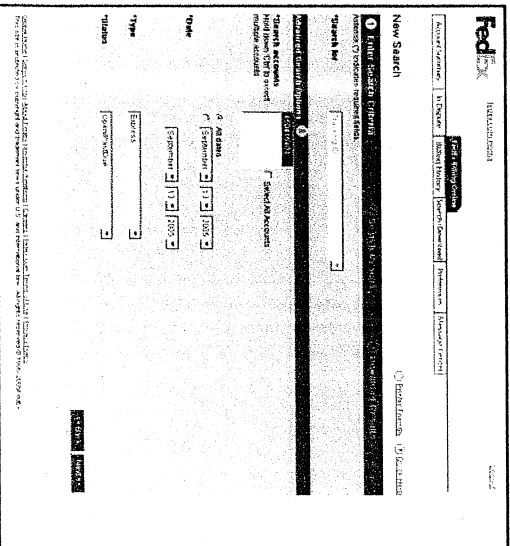
Items 1 - 25 of 25





Credit card customers

- Create reports
 - Click on the Search/Download tab to search for specific shipments
 - Search by the tracking ID number or by your own assigned reference
 - Advanced Search
 - Your results will be displayed online and can be printed and downloaded for your use





FedEx Billing Online

Account Summary	In Dispute	Billing History	Search/Download	Preferences	Message Center
-----------------	------------	-----------------	-----------------	-------------	----------------

FedEx Billing Online
New Search

Printer Friendly Quick

- Enter Search Criteria
- Search Results
- Download Results

Asterisk (*) indicates required fields.

*Search for

Advanced Search Options

*Search accounts
 Hold down 'Ctrl' to select multiple accounts
 Select All Accounts

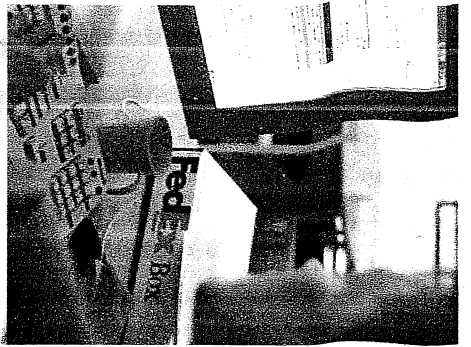
*Date
 All dates
 September 6 2006

*Date
 September 6 2006

*Type

*Status





FedEx

Business Hours

Account

FedEx.com Online

- Account Summary
- Invoice
- Bill of Lading
- Search/Download
- Preferences
- Message Center

Search Results

- 1 Enter Search Criteria
- 2 Search Results**
- 3 Download Results

- Print Results
- Export Results

Search for Tracking ID
 Search accounts 45041840-1
 Date 06/13/2005-06/13/2005

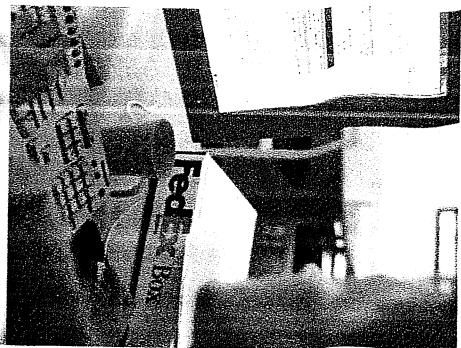
Status All
 Save search No

Tracking ID	Package ID	Package Type	Weight	Dimensions	Volume	Volume Weight	Volume Weight Ratio
45041840-1	4392200000145	Express	0.0001/2005	174.33	0.0000		
45041840-1	4392200000011	Express	0.0024/2005	31.05	0.0000		
45041840-1	4392200000022	Express	0.0024/2005	32.01	0.0000		
45041840-1	4392200000010	Express	0.0024/2005	36.09	0.0000		
45041840-1	4392200000019	Express	0.0024/2005	35.28	0.0000		

Print Results
 Download Results
 Print Results
 Download Results

© 2005 FedEx. All rights reserved. FedEx, the FedEx logo, and the FedEx brandmark are trademarks of FedEx Corporation. All other trademarks are the property of their respective owners.

FedEx



FedEx Monthly Report Steps to Generate Report

- Open Microsoft Excel
- Export Data from Billing Online
 - Click Save to desktop
- Open new Excel spreadsheet
 - File
 - Open
 - Desktop
 - All Files .txt
 - Highlight named file
- Wizard opens
 - Change to delimited
 - Click Next
 - Data Preview – check Tab, check semicolon
 - Click Next
 - Click Finish
- Highlight entire spreadsheet (go to box in uppermost left hand corner and click)
- Format - Columns – Autofit select
- Click on or highlight Column G
- Format – Cells – Number – decimal to 0 places
- File
 - Save As
 - Name your report

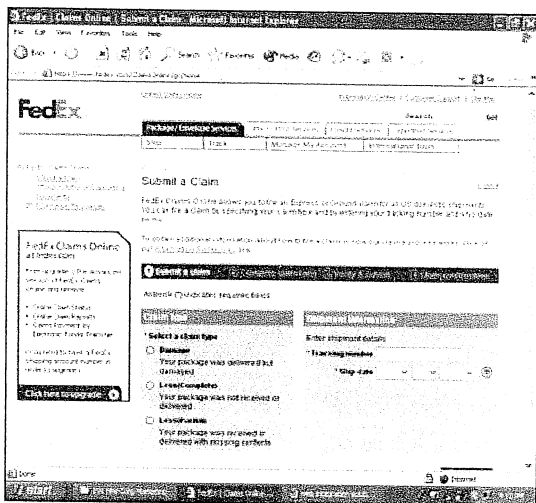


FedEx Claims Online

A faster, more convenient way to file your claim.

Submitting a claim and staying informed on its status is easy with our online filing option, FedEx Claims Online. By filing online at fedex.com, you can save time and get your claim processed faster. Plus, you can request periodic e-mail updates that keep you notified during our claim review process.

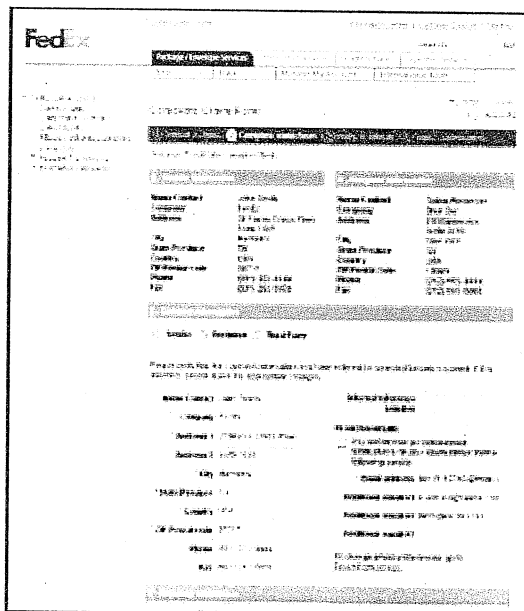
- You can generate and download claim reports in Microsoft® Excel or comma-separated variable (CSV) format.
- You can select payment by electronic funds transfer (EFT) or by check.
- Claims FAQs, filing guidelines, packaging tips and other claims-related information are also available on the site.



- You can file a claim for a FedEx Express® or FedEx Ground® U.S. shipment.
- Typically we can resolve claims within five to seven business days of receiving your claim form and additional supporting documentation, unless additional research time is needed.
- We prepopulate the claim form with details from your shipping record, so you can complete it faster.
- At your request, we'll send periodic e-mail updates on your claim's status at key points in our review, such as confirming when we've received your supporting documentation.
- You get online visibility of your claim status throughout the review process.

Filing Your Claim Online

Step 1: Go to fedex.com, click on the Manage My Account tab, then on the "file a claim online" link. Enter your fedex.com user ID and password or sign up for a fedex.com login. You need to know your tracking number and ship date, and whether your claim is for loss or damage. Print two copies of the final confirmation page: one for your records and one to submit with your supporting documentation if you plan to mail or fax it.



Microsoft is a registered trademark of Microsoft Corporation in the United States and other countries.

Step 2: Gather the following documentation:

- A copy of the FedEx® U.S. Airbill, FedEx Ship Manager® printout or FedEx Ground Pick-Up Record page.
- All documentation related to the proof of value.
 - A copy of the shipper's original invoice from the vendor or supplier.
 - A copy of the original retail invoice/receipt, or the final confirmation page if the item was an online order.
 - A repair invoice or a signed and certified statement of nonrepair from an authorized technician (if applicable).
 - A detailed, itemized statement.
- The serial number for each item (if applicable).

Step 3: You can either send your supporting documentation as an online attachment when you submit your claim or you can mail or fax it. If you choose the latter, send it to:

FedEx
Cargo Claims Dept.
P.O. Box 256
Pittsburgh, PA 15230
Fax: 1.877.229.4766

Once we receive your documentation, we may contact you for additional information or to arrange an inspection of your shipment.

For more information on FedEx Claims Online, go to fedex.com or contact your FedEx account executive.

The screenshot shows the FedEx Ship Manager interface. At the top, it displays the FedEx logo and navigation options like 'Home', 'Track', 'Ship', 'Manage', and 'Help'. Below this, there's a 'Package Overview' section with a 'Track' button. The main content area is titled 'Current Status Summary' and includes a 'Detailed History' link. A text block explains that the following table shows a table of activities for all items in the shipment, with a link to view details for a specific item. Below this is a table with columns for 'Date', 'Time', 'Location', 'Status', 'Event', and 'Description'. The table contains several rows of activity data, including 'Shipment Created', 'Shipment Accepted', 'Shipment in Transit', and 'Shipment Delivered'. At the bottom, there are navigation links for 'Previous', 'Next', and 'Print'.

Date	Time	Location	Status	Event	Description
08/15	11:00 AM	MEMPHIS, TN	Shipment Created	Shipment Created	Shipment Created
08/15	11:00 AM	MEMPHIS, TN	Shipment Accepted	Shipment Accepted	Shipment Accepted
08/15	11:00 AM	MEMPHIS, TN	Shipment in Transit	Shipment in Transit	Shipment in Transit
08/15	11:00 AM	MEMPHIS, TN	Shipment Delivered	Shipment Delivered	Shipment Delivered



FedEx® Online Tools

- To learn more about these time-saving, efficiency-enhancing tools, view the online demo at
- **ShipManager**
www.fedex.com/us/demo/fsm/index.html
- **Billing Online**
www.fedex.com/us/demo/billing/BillingSolutions_demo/start.html
- **Claims Online**
www.fedex.com/us/demo/claimsonline/start.html



Quick Help

You can now order FedEx Express packaging quickly and conveniently by using FedEx Supplies Online. You can view your supplies, place orders, and confirm your selections with the click of a mouse.

What Do I Need to Know?

Here are some helpful tips:

- **Account Number** – To order from FedEx Supplies Online you must have a FedEx account number. [Open a FedEx account online.](#)
- **Order Confirmation** – After you have selected all of your FedEx supplies, click the "Submit Order" button and an order confirmation screen will appear. The order confirmation screen will allow you to cancel, edit or confirm your supply order.
- **Delivery Time** – Your supplies will typically be delivered within 2 to 3 business days. If you do not receive your supplies within this time frame, please call 1-800-Go-FedEx®, (800)463-3339.
- **Recipient Information** – FedEx cannot deliver to P.O. boxes or to P.O. box ZIP codes within the U.S.
- **Minimum Order Quantity** – Minimum order quantities vary since some of our supplies are prepackaged and cannot be ordered in reduced quantities.
- **Maximum Order Quantity** – All items on FedEx Supplies Online have a maximum order quantity. To order additional supplies please call 1-800-Go-FedEx®, (800)463-3339.
- **Supplies not offered on FedEx Supplies Online** – FedEx Supplies Online does not offer the full catalog of available supplies. If you do not find the supplies you need, please call 1-800-Go-FedEx®.

How Do I Get More Help?

For more information about FedEx Express Supplies Online, please call 1-800-Go-FedEx®, (800)463-3339.



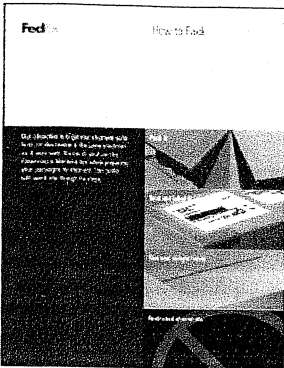
Service Info

Packaging Tips - Express

Proper packing, sealing and labeling help ensure that your shipments will arrive on time and in good condition. We've assembled a resource library filled with all the tips and tools you need to prepare your packages. Just browse, download and print.

General Packing, Sealing and Labeling Tips

We'll help you select the right box, cushioning material and tape. Then we'll tell you how to pack, seal and label your package. Get all the basics for shipping via FedEx Express®, FedEx Ground® or FedEx® Express Freight Services.



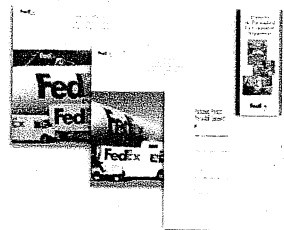
Get Started

Available to download and print, this [19-page guide](#) (683 Kb PDF) will answer most of your questions about how to pack, seal and label packages. Also includes general guidelines on restricted shipments and size and weight limits.

For FedEx Express Freight and international air cargo information, please refer to the [FedEx Service Guide](#).

Tips for Preparing Specialized Shipments

Some packages require special handling. Consult these downloadable guides for packing, sealing and labeling them.



Get Specifics

[Packaging Pointers for Perishable Shipments](#) (68 Kb PDF)

- How to keep products refrigerated
- How to keep products frozen
- How to protect products from freezing

[Pointers on Packaging for Computer Shipments](#) (1.7 Mb PDF)

- General guidelines for computers and peripherals
- Shipping with (or without) manufacturer's original packaging
- Shipping equipment in transit cases
- Answers to frequently asked questions

[Shipping Batteries Safely: What FedEx Wants You to Know](#) (9.2 Mb PDF)

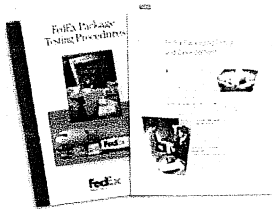
- Packaging requirements for wet batteries
- Packaging requirements for lithium batteries
- Packaging requirements for dry-cell batteries

- New regulations and amendments

For instructions on shipping dangerous goods, go to the [Dangerous Goods](#) section of [fedex.com](#) or call our [Dangerous Goods/Hazardous Materials Hotline](#) at **1.800.GoFedEx (1.800.463.3339)**, then press **81**.

Packaging Design, Development and Testing Tips

We offer professional package-design consultation at no charge to customers who ship with FedEx using their FedEx account number. Download one of our informational guides, apply for package testing and evaluation, or call to speak to one of our package-design consultants.



Get Advice

[FedEx Packaging Design and Development Services Guide \(64 Kb PDF\)](#)

- For packaging advice call **1.800.633.7019**
- How proper packaging leads to satisfied customers
- Solutions for specialized needs
- How to contact FedEx packaging experts

FedEx Package Testing Procedures

[Packages weighing 150 lbs. or less \(2.1 Mb PDF\)](#)

[Packages weighing over 150 lbs. \(252 Kb PDF\)](#)

- Drop test and impact test procedures
- Procedures for conducting a compression test
- Procedures for conducting a vibration test
- Instructions for submission of test samples

Get Reassurance

Is your packaging durable enough? Could you save money by avoiding overpackaging and cutting packaging weight? To inquire about package testing and evaluation, submit a [Packaging Services Application \(14 Kb PDF\)](#).

Get More Answers

Still have a question? Or a shipping challenge? Get advice from FedEx Packaging Design and Development. Just call **1.800.633.7019**.