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 AgentFile™
  - 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 AEDirect 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.
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.
- By clicking the Continue button, you agree that this shipment does not contain undeclared Dangerous Goods. If you are uncertain of whether you 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.
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.
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 Ship Date Sort Entries per page 10

- Ship date: Sep 06 2006 Company: Louis Gerard
- Ship date: Sep 06 2006 Company: Adams & Reese

Tracking numbers:
- 790551377402
- 792843296382

Copy to Fast Ship profiles Cancel shipment Download Track shipment

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 Tracking Number

Additional tracking options
- Date range
- Start Start Date End End Date
- Track by recipient
- Select recipient
- Track exceptions only

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.

https://www.fedex.com/fsmHistory/HistoryMainAction.do?method=doHistoryEntry

9/6/2006
FedEx® Billing Online is easy

Registering for FedEx Billing Online is easy

Once you log in, your account summary page will automatically appear.

Once you log in with your FedEx.com user ID and password, you will need to

Register by clicking on the Sign Up Now link.

If you’re a new FedEx.com user, you’ll need to

Your FedEx.com user ID and password.

If you’re a registered FedEx.com user, just enter

Register for FedEx Billing Online

Go to fedex.com/us/account/bpo and click on
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.
printed and downloaded for your use.
Your results will be displayed online and can be
Advanced Search
assigned reference
Search by the tracking ID number or by your own
specific shipments
- Click on the Search/Download tab to search for
Create reports
Credit card customers
Fedex

Name your Report
Save As

File
Format - Cells - Number - decimal to 0 places
Click on or highlight Column C
Format - Columns - Autofit select corner and click
Highlight entire spreadsheet (go to box in uppermost left hand
Click Finish
Click Next

Data Preview - check Tab, check semicolon
Click Next
Change to delimited
Wizard opens
Highlight named file
All Files .txt
Desktop
Open

File
Open new Excel spreadsheet
Click Save to desktop
Export Data from Billing Online
Open Microsoft Excel

Steps to Generate Report
Fedex Monthly 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.

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.

- 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.
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.
FedEx® Online Tools

→ Claims Online

→ Billing Online

→ ShipManager

To learn more about these time-saving, efficiency-enhancing tools, view the online demo at www.fedex.com/us/demosolutions/demos/start.htm

www.fedex.com/us/demosonline/start.htm
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.](https://www.fedex.com)

- **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-GoFedEx®, (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-GoFedEx®, (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-GoFedEx®.

How Do I Get More Help?

For more information about FedEx Express Supplies Online, please call 1-800-GoFedEx®, (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

http://fedex.com/us/services/shipinfo/packaging/tips.html

9/1/2006
• 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


http://fedex.com/us/services/shipinfo/packaging/tips.html

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