



FedEx Ship Manager® Server
v 10.6.1

Services and Shipping Guide



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All Improper Transaction scenarios are for example only. They do not reflect all error condition scenarios.

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CHAPTER 13: FEDEX GROUND MULTIWEIGHT

ABOUT THIS DOCUMENT

This guide describes how to use the FedEx Ship Manager[®] Server (FSMS) services and shipping options, including all FedEx Express[®] and FedEx Ground[®] services and their associated special services.

Organization

To help you understand how to use the services and shipping options provided by FSMS, the following sections are provided as part of this guide.

- [Overview](#) - *see* Chapter 1
- [FedEx Ship Manager Server and Your Business](#) - *see* Chapter 2
- [FedEx Express U.S. Package and Freight Services](#) - *see* Chapter 3
- [FedEx Ground U.S. Package Services](#) - *see* Chapter 4
- [FedEx Express International Package Services](#) - *see* Chapter 5
- [FedEx International Ground Package Services](#) - *see* Chapter 6
- [FedEx Express International Freight Services](#) - *see* Chapter 7
- [FedEx SmartPost Service](#) - *see* Chapter 8
- [FedEx International DirectDistribution Surface Solutions](#) - *see* Chapter 9
- [FedEx International Priority / Economy DirectDistribution Services](#) - *see* Chapter 10
- [FedEx International Priority / Economy DirectDistribution Freight Service](#) - *see* Chapter 11
- [FedEx International Ground Distribution / DirectDistribution Services](#) - *see* Chapter 12
- [FedEx Ground Multiweight](#) - *see* Chapter 13

Audience

This document is intended for these audiences:

- Shipper managers, users, or developers interested in obtaining FSMS
- Customer managers, users, or developers using FSMS for the first time
- Customer managers, users, or developers already using FSMS and wanting to learn about the new and enhanced features in release 10.6.0
- Managers, users, or developers in third-party development organizations

Conventions

This guide uses the following conventions in the text.

- Simple transaction code is formatted in `Courier New`.
- Important notices begin with the word "Note."
- In task instructions, software user interface elements are shown in **bold**.
- Names of documents are shown in *italics*.
- Names of FSMS transactions are shown in *italics*, as for example, the *020/120 Global Ship Request/Reply*.
- First occurrence of a term is *italicized* followed by a definition.
- Cross-references are in [purple](#).

Resources

The following documents and sources contain information related to this reference guide:

FedEx Ship Manager[®] Server Technical What's New Guide

FedEx Ship Manager[®] Server Installation and Configuration Guide

FedEx Ship Manager[®] Server Developer Guide

FedEx Ship Manager[®] Server Transaction Coding Reference Guide

FedEx website: fedex.com

FedEx Service Guide: fedex.com/us/services/pdf

Developer Resource Center: fedex.com/us/developer

Support

For FSMS technical support, call **1.877.339.2774** and state "FedEx Ship Manager Server" at the voice prompt.

Support hours are Monday through Friday, 7:00 a.m. to 9:00 p.m. CST, and Saturday, 9:00 a.m. to 3:00 p.m. CST.

For international customer support, call **1.800.GoFedEx 1.800.463.3339**.

You can also contact FedEx on the Web at fedex.com.

FedEx Website

For the most recent information about FedEx, click fedex.com at the top of the FedEx Ship Manager screen to go to the FedEx website, then click on any link to explore the newest features and news from FedEx.

FedEx Service Guide

Within this guide, you may be asked to refer to the FedEx Service Guide at fedex.com for details about FedEx services, packaging, and other information. To view or download the guide, go to fedex.com, enter FedEx Service Guide in the Search box at the top of the page, and then click Go.

FedEx EEI Filing Options (U.S. only)

If you are a U.S. shipper and your U.S. export shipments require EEI filing (Electronic Export Information, formerly known as Shipper's Export Declaration or SED) refer to the FedEx EEI Filing Options Guide. To view or download the FedEx EEI Filing Options Guide, go to fedex.com, enter FedEx EEI Filing Options Guide in the Search box at the top of the page, and then click Go. To order a printed copy, call **1.800.GoFedEx 1.800.463.3339**.

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CHAPTER 1: OVERVIEW

FedEx Ship Manager[®] Server (FSMS) is a network shipping solution for high-volume customers who want to integrate FedEx Express[®], FedEx Ground[®] and a wide variety of FedEx shipping capabilities with their shipping operations.

This chapter describes FSMS shipping services and explains how the FSMS transaction-based approach enhances integration of shipping and business operations in enterprise applications. It also describes utilities that extend the capabilities of a FSMS system.

This chapter contains these sections:

- [FedEx Ship Manager Server Services](#) — describes all FedEx shipping services, service options, returns solutions and contract-only service options supported by FSMS.
- [FedEx Ship Manager Server Contract-Only Services](#) — lists those FedEx services which require a contract agreement with FedEx.
- [FedEx Ship Manager Server Shipping Process Overview](#) — takes a high-level look at the FSMS shipping process.
- [FedEx Ship Manager Server Utilities and Tools](#) — describes tools and utility programs provided as part of the FSMS software.

FedEx Ship Manager Server Services

FedEx Ship Manager Server provides access to a wide range of FedEx shipping services and options that extend worldwide, including all FedEx Express and FedEx Ground services and their associated special services.

Consult our At-A-Glance tables for the services supported by FSMS shipping, including special and contractual services to learn how our shipping services can accommodate your current shipping needs, starting with [Table 1-1](#). Refer to [Shipping Services By Region](#) to view these services according to region.

Table 1-1: FedEx Ship Manager Server Services At-A-Glance

Your Shipping Need	Our Service
Choose these delivery services to ship packages within the U.S.	FedEx U.S. Package Services
Choose these delivery services to ship packages to international locations.	FedEx International Package Services
Choose these delivery services for express freight delivery within the U.S.	FedEx Freight [®] Services
Choose these delivery services for express freight delivery to international locations.	FedEx International Freight Services
Choose a delivery service, then select a special service options, such as Saturday Delivery or Collect on Delivery (C.O.D.).	FedEx Special Service Options
Returns solutions help you reduce costs and improve customer service when packages must be returned.	FedEx Returns Solutions
Choose from a number of additional contractual shipping services.	FedEx Ship Manager [®] Server (Contract-only services)

U.S. Package Services

FedEx Ship Manager Server supports the FedEx delivery services listed in [Table 1-2](#) to ship packages within the U.S.

Table 1-2: U.S. Package Services At-A-Glance

Your Shipping Need	Our Service
First thing the next-business-day morning	FedEx First Overnight [®]
Next-business-day morning	FedEx Priority Overnight [®]
Next-business-day afternoon	FedEx Standard Overnight [®]
2 business days	FedEx 2Day [®]
3 business days	FedEx Express Saver [®]
Economical ground delivery to businesses	FedEx Ground [®]
Economical ground delivery to residences	FedEx Home Delivery [®]
Low-weight high-volume packages to residences	FedEx SmartPost [®] (Contract-only service*)

Note: Contact your FedEx account executive for information about FSMS contract-only services.

U.S. Freight Services

FedEx Ship Manager Server supports the delivery services listed in [Table 1-3](#) for freight delivery within the U.S.

Table 1-3: U.S. Freight Services At-A-Glance

Your Shipping Need	Our Service
In 1, 2 or 3 business days within the U.S.	FedEx 1Day [®] Freight, FedEx 2Day [®] Freight, FedEx 3Day [®] Freight
High-value or time-critical shipments for fast delivery on a specific day, by a specific time	FedEx Freight [®] and FedEx National LTL SM
Streamline large shipments from Canada for distribution in the U.S.	FedEx [®] International DirectDistribution Surface Solutions, formerly known as FedEx [®] Transborder Distribution, origins: Canada (IDD CA)
Streamline large shipments from Mexico for distribution in the U.S.	FedEx [®] International DirectDistribution Surface Solutions, formerly known as FedEx [®] Transborder Distribution, origins: Mexico (IDD MX)
Bulk ground shipments	FedEx Ground Multiweight [®] (Contract-only service*). <i>See Chap. 13.</i>

Note: Contact your FedEx account executive for information about FSMS contract-only services.

International Package Services

FedEx Ship Manager Server supports the delivery services listed in [Table 1-4](#) for packages to international locations.

Table 1-4: International Package Services At-A-Glance

Your Shipping Need	Our Service
2 business days to Europe	FedEx International First [®]

Table 1-4: International Package Services At-A-Glance (Continued)

Your Shipping Need	Our Service
In 1, 2 or 3 business days worldwide	FedEx International Priority®
Within 5 business days worldwide	FedEx International Economy®
Direct-distribution shipments	FedEx International Priority DirectDistribution® (Contract-only service.*)
Economical ground delivery to Canada	FedEx International Ground®
Drop-ship option for U.S.-to-Canada shipments	FedEx International Ground® Distribution (Contract-only service.*) This service also known as FedEx® International DirectDistribution (IDD) Surface Solutions U.S. to Canada.
Bulk ground shipments	FedEx Ground Multiweight® — U.S. Export only (Contract-only service*)

Note: Contact your FedEx account executive for information about FSMS contract-only services.

International Freight Services

FedEx Ship Manager Server supports the delivery services listed in [Table 1-5](#) for FedEx Express freight delivery to international locations.

Table 1-5: International Freight Services At-A-Glance

Your Shipping Need	Our Service
In 1, 2 or 3 business days worldwide	FedEx International Priority Freight®
Direct-distribution freight shipments	FedEx International Priority DirectDistribution Freight® (Contract-only service*)
Within 5 business days worldwide	FedEx International Economy® Freight
Streamline large shipments from Canada for distribution in the U.S.	FedEx® International DirectDistribution Surface Solutions origins: Canada (IDD CA)
Streamline large shipments from Mexico for distribution in the U.S.	FedEx® International DirectDistribution Surface Solutions origins: Mexico (IDD MX)

Special Service Options

Choose a shipping service, then specify a special service option listed in [Table 1-6](#) based on your shipping need.

Table 1-6: Special Service Options At-A-Glance

Your Special Service Need	Our Solution	Contract Only
Reliable delivery solutions and support when your express shipment contains dangerous goods	Dangerous Goods	
Reliable delivery solutions and support when your shipment requires dry ice packing	Dry Ice	
Reliable delivery solutions and support when your shipment requires alcohol	Alcohol	✓

<i>Table 1-6: Special Service Options At-A-Glance (Continued)</i>		
Your Special Service Need	Our Solution	Contract Only
Collect on delivery for U.S. express shipments	FedEx [®] Collect on Delivery (C.O.D.)	
Signature options that give you extra security	FedEx [®] Delivery Signature Options	
Pricing benefit for multiple-piece shipments traveling from one origin to one destination and totaling 100 lbs. or more	FedEx Express Multiweight [®] Pricing	✓
Collect on delivery for ground shipments	FedEx Ground [®] C.O.D.	
Control over inbound shipping costs	FedEx Ground [®] COLLECT	✓
Direct deposit of collect-on-delivery payments	FedEx Ground [®] Electronic C.O.D. (E.C.O.D.)	✓
Bulk ground shipments to the U.S. and Canada	FedEx Ground Multiweight [®] Pricing (U.S.)	✓
	FedEx Ground Multiweight [®] Pricing (Canada)	✓
The flexibility to select a customs broker	FedEx International Broker Select [®]	
Drop-ship option for U.S.-to-Canada shipments	FedEx International Ground [®] Distribution This service also known as FedEx [®] International DirectDistribution (IDD) Surface Solutions U.S. to Canada.	✓
An efficient way to manage package and express freight return shipments	FedEx Returns Solutions	
An image of your recipient's signature for your records	FedEx Signature Proof of Delivery	
Reliable delivery solutions and support when your ground shipment contains hazardous materials	Hazardous Materials	
Hold for Pickup at a FedEx location	Hold at FedEx Location service	
Ship at a future date	Future Day service	
Pickup and delivery on Saturday	Saturday Pickup and Saturday Delivery service	
Pickup inside if you do not have the necessary equipment to move shipments to the loading area	Inside Pickup	
Deliver inside if you do not have the necessary equipment to move shipments to the delivery area	Inside Delivery	
Provide proactive human notification to customers in the event that a critical shipment is delayed	FedEx Priority Alert SM	✓
Provide e-mail notification of shipment to the shipper	FedEx ShipAlert [®]	

Returns Solution

FedEx Ship Manager Server supports a return solution that helps reduce costs and improve customer service when packages must be returned. [Table 1-7](#) lists the return shipping solution for FSMS.

<i>Table 1-7: Returns Solutions At-A-Glance</i>	
Your Shipping Need	Our Solution
Return shipping labels that you create, print and provide to customers with the outbound shipment or in a separate correspondence	FedEx Print Return Label

Shipping Services By Region

Table 1-8 outlines available services supported by FSMS shipping by region.

FedEx Service Area	FedEx Express U.S.	FedEx Express International	FedEx Ground U.S.	FedEx Ground International	Intra-Country Service	FedEx SmartPost
United States	X	X	X			X
Canada		X		X	X	
Mexico		X			X	
Puerto Rico		X				X
Asian Pacific countries (APAC)		X				
Europe, Middle East and Africa (EMEA)		X				
Latin American countries (LAC)		X				

Note: Intra-country indicates domestic shipping service within a specific country or region. Intra-country shipping is allowed for the U.S., Canada, and Mexico only. For all other countries or regions, shipping services follow international business rules.

FedEx Ship Manager Server Contract-Only Services

FedEx Ship Manager Server offers a robust array of basic functions and provides contract-only service options to qualifying shippers.

A FedEx account executive must set up your FedEx account and a FSMS meter must be set up to enable contract services. These services are by contract only and cannot be used except in agreement with FedEx. Contact your FedEx account executive for more information.

Your Shipping Need	Our Service
Low-weight high-volume packages to residences (U. S. Package Services)	FedEx SmartPost®
Direct-distribution shipments (International Package Services)	FedEx International Priority DirectDistribution®
Direct-distribution shipments with affordable rating (International Package Services)	FedEx International Economy DirectDistribution SM Service
Drop-ship option for U.S.-to-Canada shipments (International Package Services)	FedEx International Ground® Distribution This service also known as FedEx® International DirectDistribution (IDD) Surface Solutions U.S. to Canada.
Direct-distribution freight shipments (Freight Services)	FedEx International Priority DirectDistribution® Freight
Bulk ground shipments (Freight Services)	FedEx Ground Multiweight® — U.S. Export only

FedEx Ship Manager Server Shipping Process Overview

FedEx Ship Manager Server is a complete shipping solution designed for the high-volume shipping environment. Each time you ship a package, you'll need to complete a variety of general tasks. FSMS helps automate these general tasks to process large volumes easily. This section provides an overview of the FedEx shipment process cycle and basic FSMS shipping tasks for shipping packages.

Shipment Process Overview

A number of tasks are commonly associated with shipping. For example, part of processing an order from your customer includes deciding how you will deliver the item to them and if you need to schedule delivery or pickup. You will also want to know how much shipping will cost after you have shipped the item from your facility, and if you want a way to track its delivery progress.

For any transaction processed by FSMS, you must include basic shipping information fields. After these fields have been coded into your shipping transaction, you can add optional fields as needed for your shipment.

FedEx Ship Manager Server helps you automate these shipping tasks:

- [Processing Orders and Packages](#)
- [Selecting a FedEx Shipping Service](#)
- [Setting Up the Shipment](#)
- [Getting a Rate Quote](#)
- [Printing the Shipping Label](#)
- [Scheduling Shipment Delivery](#)
- [Scheduling Shipment Pickup](#)
- [Tracking Shipments](#)

Processing Orders and Packages

For any order or package processed by FSMS, you must include basic shipping information fields.

After you code these fields into your FSMS shipping transaction, you can add optional fields, as needed, for your shipment.

How you process your orders and packages will be determined by your business and shipping needs.

- Do you enter all shipping information only when the shipment is ready to be processed?
- Do you send two or more packages to the same recipient?
- Do you process your orders and shipments at the same time?

FedEx Ship Manager Server requires different information depending on how you would like your orders and packages to be processed.

Selecting a FedEx Shipping Service

FedEx Ship Manager Server supports most FedEx delivery services.

Choose an appropriate service based on where, when and how you need your package delivered. For example, are you shipping a pallet of goods to Asia or do you need to overnight a letter to a family member 100 miles away? Does it need to arrive tomorrow or next week? Does the package require special packing materials, such as dry ice or do you need FedEx to drop off the large shipment inside your facility? Your answers to these questions will determine what kind of FedEx shipping service you need. To make it easier, FSMS automatically informs you of available service options based on your shipping service selection.

After you have determined the type of service you need for a package, such as FedEx Priority Overnight[®] or FedEx International Ground[®] Distribution (also known as FedEx[®] International DirectDistribution (IDD) Surface Solutions U.S. to Canada), you will communicate that information to the FSMS system by coding a transaction. A transaction is a set of instructions that explains how an item should be shipped.

The shipping service you choose determines what other kinds of information you need to communicate to the FSMS software for a successful delivery. For example, a shipment delivered to a U.S. address 100 miles away does not require Customs clearance

documentation, but a FedEx International Ground shipment does, and a FedEx 2Day shipment does not allow you to enter information for accessible dangerous goods handling.

Information about FedEx shipping services supported by FSMS are described in Chapters 3 through 13.

Setting Up the Shipment

FedEx Ship Manager Server supports a variety of methods and features that you can leverage to adapt the FedEx shipping process to your business requirements. Each alter the way in which shipping information is collected and ultimately processed, and solves a particular business problem.

Table 1-10: Shipping Methods and Features

Your Shipping Need	Shipping Method	Benefit
Single packages, prepared and shipped separately, to different recipients. Ability to use any FedEx shipping process or service supported by FedEx Ship Manager [®] Server (FSMS).	Standard shipping	Each package is a single entity that is ready for shipping as soon as the shipping transaction completes.
Multiple packages sent as a single shipment, prepared at the same time and shipped to the same recipient.	Multiple-piece shipment (MPS)	Ensures packages arrive together and are tracked together. Saves time by entering shipping information only once for an entire shipment of packages. Choice of using a single FSMS transaction (Single Shot) or multiple transactions (Open Ship) to process a shipment.
Multiple packages shipped to the same recipient processed in one single transactional step. All packages are known at the time the shipment is created.	Single Shot	Increases operational efficiencies by creating the shipment, adding packages and confirming the shipment as a single action.
Multiple packages shipped to the same recipient. All or some packages for shipment may be unknown when shipment is created. Provides ability to add packages to the shipment over the course of a shipping period (up to 7 days).	Open Ship	Saves time and effort by entering shipping information only once and then adding packages to the open shipment over a period of time (up to 7 days). Shipper does not need to know which packages will be included in the shipment when the first package is added.
Pre-validate a shipping transaction for FedEx Express, FedEx Ground and FedEx Home Delivery to ensure that your shipping information is correct prior to ship time.	Pre-ship Validation	Saves time and delays by ensuring that the transaction information is error-free before the shipping transaction is sent to FedEx.

Note: For more information about FedEx shipping services, see [Chapter 3: FedEx Express U.S. Package and Freight Services](#) through [Chapter 13: FedEx Ground Multiweight](#) in this guide.

Getting a Rate Quote

After you make a number of decisions about your shipment, such as the shipping service, special service options, packaging, whether or not it is part of a multiple-piece shipment and others, you'll want to know how much it is going to cost to ship.

With FSMS, package rates are based on shipping origin, destination, service type, weight and package type. Packages are rated with both discount and standard (list) rates from a single rate request to help you predict shipping costs. FedEx Ship Manager Server returns all available rating information, including rates, discounts, charges and surcharges. Discounts are account-specific.

FedEx Ship Manager Server supports a variety of rating options:

- List Rates for FedEx Express and FedEx Ground shipping including FedEx Express U.S., FedEx Ground U.S., FedEx Ground Intra-Canada, FedEx Express intra-Mexico, and FedEx Express U.S. import.
- Dimension and Weight Calculations for non-rated countries allows non-rated countries to receive the dimensional weight of their shipments. The Dim Weight Calculation feature does not provide the dim weighted charges. If dimensions are entered on multiple packages in the shipment, then the dimensions for each package are calculated by adding all of the length dimensions, width dimensions, and height dimensions together.

- International courtesy rating is available for non-U.S. origin meters and provides courtesy rates for export from the country of origin. This feature does not support intra-country rating (for example: London, England to Birmingham, England).
- Bundling discounts are applied to multiple packages shipped to the same address and on the same date.
- Multiweight discounting is a weight break discount structure that provides discounts to packages/shipments shipped from the same origin and going to the same recipient on the same day. Both multiple-piece shipment (MPS) and single package FedEx Ground shipments may qualify for a multiweight discount if the package count/total weight criteria are met.
- Earned Discounts Pricing Program awards discounts to customers who meet predetermined revenue levels and/or shipping criteria. You earn additional discounts as you increase shipping activity or meet specific shipment characteristics. To participate in the Earned Discounts Pricing Program, contact your FedEx account executive.

Your shipment may also incur fees or surcharges in addition to the base shipping rate, depending on the service options you choose. For example, an additional handling dimension surcharge, International Broker Select options surcharge, Dangerous Goods surcharge, or Saturday Delivery surcharge may be added depending on the needs of your shipment.

You may also use the FSMS Ground Rate Utility to configure discount rates for FedEx Ground and FedEx Home Delivery shipping. Configure rates for base discount, matrix discount, multiweight discount and accessororial surcharges.

Note: FedEx Ship Manager Server provides rates for FedEx Express and FedEx Ground shipments, including FedEx International DirectDistribution Surface Solutions shipments for origins within U.S. and Canada (CA), and does not provide list rates for FedEx[®] Express International services.

Printing the Shipping Label

The shipping label includes all of the instructions FedEx needs to get your package to its destination in the U.S. or internationally.

Much of the information you communicate to FSMS is printed on the shipping label. Obvious items include destination name and address, while less obvious items include tracking numbers or a reference field (if you are shipping alcohol).

In addition to the types of information that appear on your label, FSMS helps facilitate the production of a variety of labels for your shipping needs, including thermal, plain paper, PDF and customizable labels.

You may use standard FedEx thermal labels, create custom labels using data provided by FSMS, use plain paper laser labels, or print PNG (Portable Network Graphic) label images that can be embedded into a custom plain paper laser label.

You can also create, format and print a custom label and add custom fields, if needed. A custom label must meet FedEx specifications and receive FedEx approval.

FedEx Ship Manager Server supports the label types listed in [Table 1-11](#).

Table 1-11: Label Types

Label	Description
Thermal	Allows you to print shipping labels for all shipping types (FedEx Express [®] , FedEx Ground and international) using a variety of thermal label printers. The following thermal label sizes are supported by FSMS: 4" x 6", 4" x 8", 4" x 9". Thermal labels are available with document tabs (doc tabs) that can be configured with shipment detail.
Laser	Supports label printing with a laser printer. FSMS generates a laser printable label. Labels printed on a laser printer are generated by FSMS in PDF format and do not need to be scaled or resized. Laser labels are available for both FedEx Express and FedEx Ground shipping and may be written to a label buffer.
Custom	Allows you to customize the shipping label with your own graphic or create a custom label by using the FSMS Custom Label Generator Utility.
Multi-Ply Air Waybills	Supports printing preprinted multi-ply labels for FedEx Express International shipping. This feature is supported by FSMS because some countries do not allow a thermal or laser air waybill package to be processed through their Customs Clearance.

Scheduling Shipment Delivery

Shipment delivery is usually dictated by the type of shipping service you select. For example, a FedEx Priority Overnight package is delivered by the next morning between 8 and 10 a.m. depending on the destination postal code.

FedEx Ship Manager Server also supports special service options, such as Future Day which allows you to schedule shipment delivery information up to 10 days in advance. Depending on the shipping service you select, inside delivery may be available. This service option assists freight customers who do not have the necessary equipment to move shipments to the loading area. You can also select Saturday Delivery when it is supported for a particular locale or shipping service.

FedEx Home Delivery Premium Service also provides contract-only service options that allow you to choose delivery time options.

Scheduling Shipment Pickup

Shipment pickup is usually dictated by the type of shipping service you select.

FedEx Ship Manager Server supports a variety of FedEx pickup options:

- You can schedule a FedEx Express pickup for the same day (provided you request it before the cut-off time in your area) or the next business day.
- You can schedule a FedEx Ground pickup for the next business day or up to 10 business days in advance.

FedEx[®] Freight customers who are shipping skids weighing in excess of 2200 lbs. can schedule pickup by using FedEx Ship Manager[®] at fedex.com or by calling 1.800.332.0807.

FedEx Ship Manager Server also supports special service options, such as Inside Pickup which allows freight customers who do not have the necessary equipment to move shipments to the loading area or Saturday Pickup to specify package pickup on a Saturday when supported for a particular geographic area or shipping service.

Tracking Shipments

After your package has shipped, you or your customer may want to know the status of the package during the delivery process.

FedEx Ship Manager Server supports a number of ways to track packages that have been shipped using FSMS, provided that you have a tracking number, reference number (such as a purchase order number, customer reference, invoice number, bill of lading, part number, or Trade Control Number), multiple-piece shipment tracking number or door tag number for the package you want to track. While certain tracking functions are provided by the FSMS transactions, you can also use FedEx Web Services for real-time response from FedEx, particularly for address validation, reference number tracking and general visibility of tracking status. In this way, you can easily track to obtain real-time information for your FedEx Express, FedEx Ground or FedEx Home Delivery shipments. If you know the shipment tracking number, then you can also track FedEx Express freight shipments.

In addition, you may request pre-assigned tracking numbers for packages you plan to ship during the day. This request is most commonly used by shippers who need to give customers tracking numbers before they ship their order, or who need to create a custom label with the tracking number printed. FedEx Ship Manager Server replies to the request by returning a tracking number for whatever your shipping purpose.

FedEx Ship Manager Server Utilities and Tools

The tools and utility programs listed in [Table 1-12](#) are provided as part of the FSMS software set.

<i>Table 1-12: Tools and Utility Programs</i>	
Utility Program	Description
Custom Label Generator Utility	Produces and prints a custom non-shipping label using the following label formats: 4" x 6" doc tab, 4" x 6" (non doc tab), 4" x 8" and 4" x 9".
Demand Download Utility	Automatically updates several data files for routing, rating and tracking number management, as well as software updates.

Table 1-12: Tools and Utility Programs

Utility Program	Description
GoToAssist™	Facilitates remote access support for FedEx Ship Manager® Server (FSMS).
Ground Rates and Discounts Utility	Configures discount rates for FedEx Ground® and FedEx Home Delivery® shipping. Rates can be configured for Base discount, Matrix discount, Multiweight discount and Accessorial surcharges.
Label Reprint Utility	Reprints labels and Future Day shipment labels up to 48 hours ahead of the ship date.
Meter Registration Utility	Assists in obtaining new meter numbers for your FSMS software.
Report Viewer Utility	Generates FSMS reports using information in the FSMS database.
Ship Manager Server Console	Lets you view information about FSMS and configure alert messages for delivery using e-mail or over a TCP/IP port.
Expiring Product Key	Upon validation, enables software to be installed either for a new installation or for updating existing software.

See the *FedEx Ship Manager® Server Developer Guide*, [Chapter 14: FedEx Ship Manager Server Utilities](#), for a complete description of FSMS utilities.

CHAPTER 2: FEDEX SHIP MANAGER SERVER AND YOUR BUSINESS

FedEx Ship Manager® Server (FSMS) is a flexible, high-performance platform for organizations that ship in large volume. It enables you to integrate FedEx shipping into your business operations, streamline shipping processes and manage shipping costs. FedEx Ship Manager Server software lets you access both standard and optional (contract-only) FedEx shipping services.

This chapter includes these sections:

- [FedEx Ship Manager Server](#) — gives an overview of FSMS benefits.
- [FedEx Ship Manager Server Features](#) — describes the FSMS solution features.
- [FedEx Ship Manager Server Shipping Methods](#) — provides a glimpse into the flexible ways that you can ship using FSMS.
- [FedEx Ship Manager Server Transaction Coding](#) — includes brief summary, best practices and development resources.
- [Getting Assistance](#) — gives you ways to get started using FedEx support and knowledge resources.

FedEx Ship Manager Server

FedEx Ship Manager Server software is your interface to FedEx services. It provides the communications link to FedEx and enables you to configure how your organization will use FedEx services. FedEx Ship Manager Server software enables you to access both standard and optional (contract-only) FedEx shipping services.

When you choose FSMS as your application integration solution, you power up your shipping with these FSMS advantages:

- **High speed for high volumes** — FedEx Ship Manager Server transactions are fast. Performance is dependent on network speed, network load, network message priorities, and security and client code.
- **Offline robustness** — FedEx Ship Manager Server software contains all shipping functionality, which eliminates the need for constant communications with FedEx. Communications occur only when needed.
- **Scalability and flexibility** — FedEx Ship Manager Server software can be adapted to support changing needs. A single installation of FSMS can support many shipping origins, accounts, and meters, regardless of location. FedEx Ship Manager Server software includes function-specific software modules and features for optional contract-only services so that new FSMS software is not required as you expand your FedEx service offerings. FedEx Ship Manager Server can be customized and integrated within existing business systems, such as order centers and shipping docks, to meet specific business needs.
- **Comprehensive shipping support** — FedEx Ship Manager Server software supports all FedEx Express® and FedEx Ground® services to all locations serviced by FedEx.

FedEx Ship Manager Server Features

FedEx Ship Manager Server is the logical choice when you need the optimal offline shipping solution for your business. It enables you to eliminate manual retyping of shipping information, reduces duplicative work, and improves transaction speed. FedEx Ship Manager Server includes these high-level features:

- **Customized shipping information** — FedEx Ship Manager Server software returns available shipping services by location.
- **Auto configuration** — You receive a new meter when you install FSMS software, which simplifies the new meter registration process.
- **Support for Open Ship** — You can keep a shipment 'open,' enter information as it is received, then close it only when the shipment is confirmed. Labels can be printed as you create, add and edit packages so you do not have to wait until the end-of-the-day close.
- **ShipAlert P.O.D. e-mail notification** — You can receive proof of delivery (P.O.D.) e-mail notifications of deliveries, as well as provide your customers with ShipAlert notifications, thereby increasing the visibility of your shipments.

- **Label options** — You can create, format and print custom labels approved by FedEx and add custom fields, if needed. Or, you can use a label transfer option, which allows you to print labels to a FedEx thermal printer attached to your network.
- **Report options** — You can send different reports to different printers. For example, print the courier report in the shipping area and print the invoice report on the accounting department printer. You can efficiently create a Commercial Invoice reprint because you do not have to cancel shipments or re-enter data. Dangerous Goods and Hazardous Material forms can be printed directly from FSMS, such as FedEx Express 1421C, LZR DG DEC FORM, FedEx Ground OP-900 and OP-950 forms. With the new FedEx[®] Electronic Trade Documents feature, send customer-generated reports or reports generated by FedEx for Express Commercial Invoice, Express Country of Origin (COO), and Express Proforma report types defined for FedEx Electronic Trade Documents, as well as print an offline end-of-day report identifying shipments for which the electronic document upload was not successful. For dangerous goods, the Shipper's Declaration for Dangerous Goods prints at the shipment level and can be printed in multiple pages (the multi-ply FedEx 1421C form) or on plain paper with red hatchings (FedEx LZR DG DEC FORM).
- **Activity reports** — FedEx Ship Manager Server software generates daily shipping activity reports, including End of Day Transaction Report, Courier Report, Customer Invoice and Shipment Report.
- **Tracking numbers** — FedEx Ship Manager Server software generates package tracking numbers, which can be provided to your customers.
- **Package status tracking** — FedEx Ship Manager Server can also track the status of packages using the tracking numbers.
- **Rates and rate selection** — You can provide competitive pricing by bundling multiple shipments to a single location and then assigning a lower rate if one is available. Determining charge backs is simplified because standard rate quotes are provided along with discount rate quotes. Rate quotes include account-specific Earned Discounts.
- **Return shipping** — FedEx Ship Manager Server software supports a FedEx Print Return Label for return shipping.
- **Quick cancellation** — You can cancel scheduled shipments easily.
- **Package status tracking** — FedEx Ship Manager Server software generates package tracking numbers, which can be provided to your customers.
- **Effective documentation** — FedEx Ship Manager Server software includes documentation with full descriptions of all key features and transactions in an easy-to-read format.

FedEx Ship Manager Server Shipping Methods

FedEx Ship Manager Server supports a number of methods for shipping your packages. Each represents a different way to ship your product and determines how shipping information is collected and ultimately processed.

The different shipping methods you can use with FSMS are:

- **Standard shipping** — Processes a single package at a time for all services supported by FSMS shipping. For any transaction processed by FSMS, you include basic shipping information fields along with any other fields needed for your shipment. When you have completed this shipment, information is processed for that package and the shipment is assigned a single tracking number. The package is treated as one shipment.
- **Multiple-Piece shipping** — Consists of two or more packages (pieces) shipped to the same recipient or consignee. Use MPS to ship multiple packages to a single location either as a single transaction with multiple occurrence fields, or in an Open Ship set of transactions. Use either shipping method for the following services:
 - FedEx Express[®] U.S.
 - FedEx Ground[®] U.S.
 - FedEx Express[®] international services
 - FedEx International Ground[®]
- **Pre-Ship validation** — Validates the correctness of the shipping information prior to shipment.

FedEx Ship Manager Server Transaction Coding

FedEx Ship Manager Server is a transaction-based interface to FedEx shipping services and as such, provides the functions that enable your application to communicate directly with FedEx. In all instances, FSMS transactions support and enforce the FedEx shipping rules and restrictions that define FedEx services. For this reason, before you can properly code a successful transaction, you must first understand the FedEx service and shipping rules for the solution you wish to implement.

The type of transaction you code is determined by the type of shipping your company performs and the business processes and operations that your shipping activities support. For example, if your company ships its product from a distribution warehouse, you might want to develop shipping transactions for international destinations in Europe or Canada. If you are a supplier for U.S.-based retail stores, then the type of transactions you develop will require a different set of business criteria. Matching the right shipping solution to your business needs is one of the first steps to implementing a successful integrated shipping strategy.

This guide helps you to determine which shipping services and options fit your specific shipping need.

Read about available FedEx services for FSMS in the chapters listed in [Table 2-1](#).

FedEx Shipping Services for...	See in this guide...
FedEx Express [®] (U.S. Package); FedEx Express [®] Freight Services	Chapter 3: FedEx Express U.S. Package and Freight Services
FedEx Ground [®] (U.S. Package)	Chapter 4: FedEx Ground U.S. Package Services
FedEx Express [®] (International Package)	Chapter 5: FedEx Express International Package Services
FedEx International Ground [®] (Package)	Chapter 6: FedEx International Ground Package Services
FedEx International Express Freight [®]	Chapter 7: FedEx Express International Freight Services
FedEx SmartPost [®]	Chapter 8: FedEx SmartPost Service
FedEx [®] International DirectDistribution Surface Solutions	Chapter 9: FedEx International DirectDistribution Surface Solutions
FedEx International Priority DirectDistribution [®] FedEx International Economy DirectDistribution SM Service	Chapter 10: FedEx International Priority / Economy DirectDistribution Services
FedEx International Priority DirectDistribution [®] Freight FedEx International Economy DirectDistribution SM Freight	Chapter 11: FedEx International Priority / Economy DirectDistribution Freight Service
FedEx International Ground [®] Distribution Also known as FedEx [®] International DirectDistribution (IDD) Surface Solutions U.S. to Canada. FedEx [®] International Ground DirectDistribution [®] Also known as International DirectDistribution Surface Solutions U.S. to Canada Ground Direct.	Chapter 12: FedEx International Ground Distribution / DirectDistribution Services
FedEx Ground Multiweight [®]	Chapter 13: FedEx Ground Multiweight
FedEx Freight [®] and FedEx National LTL SM	Chapter 14: FedEx Freight and FedEx National LTL

As you plan your FSMS integration strategy, consider these best practices and guidelines for developing transactions:

- Work closely with your FedEx account executive and technical consultant(s). They can assist you in planning your development project and help guide you through any special requirements you may have for labels or third-party software qualifications.
- Become familiar with the rules for coding transactions in the *FedEx Ship Manager[®] Server Developer Guide*. Whether you are new to FSMS or a seasoned FSMS developer, this guide provides information for all user levels — from the basic concepts of transaction request/reply to detailed descriptions of field usage.

- The transactions for your application may require either complex or simple syntax — you'll discover what you need to include as data fields as you begin to plan your application. As a rule, always distinguish between the "required" data for your transactions and "optional" data. Be aware that FSMS transaction fields may have dependencies on other fields and their values. In such cases, FSMS may return an error message or substitute a default value if a field is not present in the transaction. To determine whether a field has dependent field relationships, refer to the description of that field in the *FedEx Ship Manager® Server Transaction Coding Reference Guide*.
- If you are sending multiple transactions at the same time for different shipping activities, then identify each set of shipment transactions using field 1 (Customer Transaction Identifier). Use any identification code or text you choose in this field (up to 30 characters in length) to identify a transaction. Establishing a consistent identification system for use with this field during the planning stages of your project will be useful later when your application is in production.

When you are ready to begin coding, use the *FedEx Ship Manager® Server Developer Guide* to find the technical information you need to code FSMS transactions. This guide includes basic explanations about transaction elements and coding rules, as well as detailed descriptions of transaction fields and required-field tables for specific FedEx services. The guide also includes multiple transaction coding samples.

Note: The chapters in the *Developer Guide* parallel the FedEx service chapters in this guide. For example, if you determine that your shipping needs can be best served using FedEx Ground services, then first read about FedEx Ground U.S. and international services in this guide and then read about coding transactions for FedEx Ground services in the *Developer Guide*. You'll find a chapter for each of the FedEx service areas listed in [Table 2-1](#). Be sure to read Chapter 8: "Coding Transactions for FedEx International Shipping" in the *Developer Guide* if you plan to ship internationally.

Getting Assistance

After you install the FSMS software, you are ready to begin coding your application. If you need additional implementation assistance, contact an FSMS support representative in your region.

The following chapters in this guide provide overview information and summary tables that can help you decide which services make sense for your business shipping requirements. This guide describes only those services available using FSMS and the service and shipping rules implemented in FSMS transaction sets. For complete descriptions of FedEx services, see the *FedEx Service Guide* on fedex.com.

Resources

You can find helpful information about FSMS on fedex.com. If you are a developer, be sure to register for the FedEx Developer Resource Center (fedex.com/us/developer). The Developer Resource Center offers helpful Fans and the most recent documentation and product announcements, along with other resources for the FSMS developer.

To get started, read the *FedEx Ship Manager® Server Technical What's New Guide* for an overview of new features and benefits for this release.

When you are ready to develop code, you'll find information about FSMS transactions in the *FedEx Ship Manager® Server Developer Guide*. Use this guide to learn about transaction fields and how to code specific shipping functions. Information is organized by FedEx shipping services. If you know which FedEx service you plan to implement, you'll find the information you need in individual chapters which describe the transactions required for each FedEx service.

Use the comprehensive *FedEx Ship Manager® Server Transaction Coding Reference Guide* to look up field details and dependencies. The guide organizes FSMS transaction fields in three different ways (by field ID, field name, and transaction set) making it easy to find the information you need to code. It also describes error codes and messages that may be returned in a Reply transaction.

For information about system requirements and setting up your FSMS system, see the *FedEx Ship Manager® Server Installation and Configuration Guide*.

If you are a FedEx Compatible Solution Provider (CSP), then refer to csp.fedex.com for additional documentation and reference materials. For detailed information about rates, fees and FedEx services, download the *FedEx Service Guide* from fedex.com.

Before You Start

Before you start your FSMS integration, contact your FedEx account executive to obtain a valid FedEx account number and the most recent FSMS software version.

As You Integrate

As you integrate FSMS into your shipping application, test transactions to verify operability. FedEx provides an accessible server with multiple versions of FSMS that allow you to test all FSMS transactions. To obtain access to the Validation PowerShip Server (VPS), contact your FedEx Customer Integration Consultant (CIC) to obtain a test meter number.

Prior to Implementation

After you complete the development of your FSMS implementation, be sure you:

- Contact your FedEx Customer Integration Consultant (CIC) for a software review. Your CIC ensures that your implementation is ready to interact with the FedEx production environment.
- Provide sample labels to your CIC for approval: Your CIC sends sample labels from your implementation to FedEx for testing to ensure that your labels scan correctly.

After FedEx approves your implementation, you are ready to begin shipping.

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CHAPTER 3: FEDEX EXPRESS U.S. PACKAGE AND FREIGHT SERVICES

FedEx Express[®] is for shippers with high-value or time-critical shipments who need to plan on fast delivery on a specific day, by a specific time. With FedEx Ship Manager[®] Server (FSMS) you are able to access FedEx Express U.S. package and freight services for air and ground shipments to ship both large and small packages within the U.S. Choose from several different service options to pick the delivery time that fits your degree of urgency.

After you decide to ship a package in the U.S. within a set time frame, you may want more information about how to use FSMS to ship your packages using FedEx Express U.S. package and freight services.

This chapter includes these sections:

- [FedEx Express U.S. Package and Freight Service Features](#) — describes general features common to all FedEx Express services.
- [FedEx Express U.S. Package and Freight Service Details](#) — describes important FedEx Express shipping rules, packaging, and restrictions you will need to follow for a successful delivery.
- [FedEx Express U.S. Service Types](#) — describes the types of services available with FedEx Express shipping.
- [FedEx Express U.S. Service Options](#) — describes special service options available with FedEx Express shipping, such as alcohol or dry ice shipping.
- [FedEx Express U.S. Rates and Surcharges](#) — describes rates and handling surcharges added to your total FedEx Express U.S. shipping charge.
- [FedEx Express U.S. Returns Solutions](#) — describes the types of returns services available for FedEx Express packages.

FedEx Express U.S. Package and Freight Service Features

FedEx Express U.S. Services ship packages within the U.S., and is available to and from each of the fifty (50) states. Other service features include:

- Varying transit time options depending on the package destination and the service you choose.
- Both commercial and residential shipments that may be shipped using FedEx Express U.S.
- Residential packages, which must be identified in your FSMS shipping transaction.
- Multiple-piece shipping.
- Billing the shipping costs to your FedEx account, to the recipient's FedEx account or to a third-party FedEx account number.

The maximum size limit for a FedEx Express U.S. package is 150 lbs. and 119" in length or 165" in length plus girth. If your package exceeds 150 lbs. or is larger than 119" or 165" in length plus girth, then you must use FedEx Express U.S. Freight as your shipping service.

FedEx Express U.S. Package and Freight Service Details

Service details play a vital role in getting your shipment delivered and handled correctly. Details for each service include information on packaging, restrictions and shipping rules that you need to follow.

The following service details apply to FedEx Express U.S. shipping.

Shipping Rules

- Both commercial and residential shipments may be shipped using FedEx Express U.S.
- Residential packages must be identified in your shipping transaction.
- Billing options include Bill Sender's FedEx Account, Bill Recipient's FedEx Account, and Bill Third Party's FedEx Account.

Packaging

- FedEx provides standard packaging options for FedEx Express shipments.
- You may choose to ship using the FedEx[®] Envelope, FedEx[®] Pak, FedEx Box, or FedEx[®] Tube.
- You may also ship using your own packaging.

Restrictions

- The maximum size limit for a FedEx Express U.S. package is 150 lbs. and 119" in length or 165" total in length plus girth.
- If your package exceeds these limits, then you must use FedEx Express Freight U.S. as your shipping service.

FedEx Express U.S. Service Types

After you decide which service you want to use, U.S. international package or freight, you must decide how within that service your package should be sent. For example, does it need to arrive the next day or is it a large shipment that might require freight shipping options?

FedEx Ship Manager Server supports the service types listed in [Table 3-1](#) for FedEx Express U.S. package and freight shipping.

Your Shipping Needs	Our Service
First thing the next-business-day morning	FedEx First Overnight [®]
Next-business-day morning	FedEx Priority Overnight [®]
Next-business-day afternoon	FedEx Standard Overnight [®]
2 business days	FedEx 2Day [®]
3 business days	FedEx Express Saver [®]
Time-definite delivery of palletized air freight in 1, 2 or 3 business days within the U.S	FedEx 1Day [®] Freight, FedEx 2Day [®] Freight and FedEx 3Day [®] Freight

FedEx First Overnight

FedEx First Overnight[®] is available Monday through Friday, with Saturday Pickup service available in many areas, and includes the following features:

- Early-morning delivery by 8:00 a.m., 8:30 a.m., 9:00 a.m. or 10:00 a.m., and delivery on Saturday 90 minutes later than week days depending on the postal code.
- Available to all states except Hawaii.
- Packages up to 150 lbs., up to 119" in length and 165" in length plus girth.
- Service options: Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, FedEx[®] Delivery Signature Options, and FedEx Returns solutions.

FedEx Priority Overnight

FedEx Priority Overnight[®] is available Monday through Friday, with Saturday Pickup service available in many areas, and includes the following features:

- Next-business-day delivery by 10:30 a.m. to most U.S. addresses, by noon or 4:30 p.m. to remote areas, and delivery by noon to most addresses on Saturdays.
- Available to and from all 50 United States.
- Delivery to and from many areas of Alaska and Hawaii in 1 or 2 business days.
- Multi-piece shipment (MPS).
- Service options: Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx[®] Collect on Delivery (C.O.D.), FedEx Delivery Signature Options, Hold at FedEx Location, and FedEx Returns solutions.

FedEx Standard Overnight

FedEx Standard Overnight[®] is available Monday through Friday, with Saturday Pickup service available in many areas for an additional charge, and includes the following options:

- Next-business-day delivery by 3:00 p.m. to most addresses, and by 4:30 p.m. to rural areas.
- Available to and from all 50 states, but not all areas of Alaska and Hawaii.
- Delivery to and from many areas of Alaska and Hawaii in 1 or 2 business days.
- Packages up to 150 lbs., up to 119" in length and 165" in length plus girth.
- Multi-piece shipment (MPS).
- Service options: Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx[®] Collect on Delivery (C.O.D.), FedEx Delivery Signature Options, Hold at FedEx Location, and FedEx Returns solutions.

FedEx 2Day

FedEx 2Day[®] is available Monday through Friday, with Saturday Pickup service available in many areas, and includes the following features:

- Delivery in 2 business days by 4:30 p.m. to most areas and by 7:00 p.m. to residences and delivery by 4:30 p.m. to most addresses on Saturdays.
- Available to and from all 50 states.
- Delivery to some rural areas of Alaska and postal codes in Hawaii in 3 business days.
- Packages up to 150 lbs.; up to 119" in length and 165" in length plus girth.
- Multi-piece shipment (MPS).
- Service options: Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), FedEx Delivery Signature Options, Hold at FedEx Location, and FedEx Returns solutions.

FedEx Express Saver

FedEx Express Saver[®] is available Monday through Friday, with Saturday Pickup service available in many areas, and includes the following features:

- Delivery in 3 business days to businesses by 4:30 p.m. and to residences by 7:00 p.m.
- Available to and from all states except Alaska and Hawaii.
- Packages up to 150 lbs., up to 119" in length and 165" in length plus girth.
- Multi-piece shipment (MPS).
- Service options: Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), FedEx Delivery Signature Options, Hold at FedEx Location, and FedEx Returns solutions.

FedEx 1Day Freight

FedEx 1Day[®] Freight is available Monday through Friday, with Saturday Delivery service available in many areas for palletized shipments, and includes the following features:

- Next-business-day delivery by 10:30 a.m. or noon to most locations for pallets or skids.
- Available throughout all 50 United States including Hawaii (only to the island of Oahu).
- Pallet or Skid size guidelines: up to 70" in height, 119" in length or 80" in width.
- Individual pallets/skids weighing in excess of 2200 lbs. or larger than 70" in height, 119" in length or 80" in width require prior approval by calling FedEx Express Freight Customer Service at **1.800.332.0807**.
- Advance confirmation required. Book space using FedEx Ship Manager at [fedex.com](https://www.fedex.com) or by calling **1.800.332.0807**.
- Multiple-piece shipment (MPS).
- Service options (depending on destination location): Saturday Pickup service, Saturday Delivery service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), Hold at FedEx Location, Inside Pickup, Inside Delivery. FedEx Collect on Delivery (C.O.D.) is not available to and from extended service areas.

FedEx 2Day Freight

FedEx 2Day[®] Freight is available Monday through Friday, with Saturday Delivery service available in many areas, and includes the following features:

- Delivery in 2 business days by noon to most locations for pallets or skids.
- Available throughout all 50 United States, including Hawaii (only to the island of Oahu).
- Pallet or Skid size guidelines: up to 70" in height, 119" in length or 80" in width.
- Individual pallets/skids weighing in excess of 2200 lbs. or larger than 70" in height, 119" in length or 80" in width require prior approval by calling FedEx Express Freight Customer Service at **1.800.332.0807**.
- Multi-piece shipment (MPS).
- Service options (depending on destination location): Saturday Pickup service, Saturday Delivery service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), Hold at FedEx Location, Inside Pickup, Inside Delivery. FedEx Collect on Delivery (C.O.D.) is not available to and from extended service areas.

FedEx 3Day Freight

FedEx 3Day[®] Freight is available Monday through Friday and includes the following features:

- Delivery in 3 business days by 3 p.m. to most locations for pallets or skids.
- Service days are Monday through Friday. No Saturday Delivery service.
- Not available to Alaska or Hawaii.
- Pallet or Skid size guidelines: up to 70" in height, 119" in length or 80" in width.
- Individual pallets/skids weighing in excess of 2200 lbs. or larger than 70" in height, 119" in length or 80" in width require prior approval by calling FedEx Express Freight Customer Service at **1.800.332.0807**.
- Service options (depending on destination location): Saturday Pickup service, Saturday Delivery service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), Hold at FedEx Location, Inside Pickup, Inside Delivery, FedEx Collect on Delivery (C.O.D.) is not available to and from extended service areas.

FedEx Express U.S. Service Options

A wide variety of service options are available depending on the FedEx Express package type you select. For example, if you are sending your package FedEx Standard Overnight, then you can choose from Saturday Pickup service, dangerous goods support for Inaccessible Dangerous Goods (IDG) items only, Dry Ice, FedEx Collect on Delivery (C.O.D.), FedEx Delivery Signature Options and Hold at FedEx Location.

FedEx Ship Manager Server supports the FedEx Express U.S. shipping service options listed in [Table 3-2](#).

Your Shipping Need	Our Service
Reliable delivery solutions and support when your express shipment contains dangerous goods	Dangerous Goods
Reliable delivery solutions and support when your shipment contains needs to be packed in dry ice	Dry Ice
Collect on delivery for U.S. express shipments	FedEx [®] Collect on Delivery (C.O.D.)
Reliable delivery solutions and support when your shipment contains alcohol, such as bottles of wine.	Alcohol
Signature options that give you extra security	FedEx [®] Delivery Signature Options
An image of your recipient's signature for your records	FedEx Signature Proof of Delivery
Pricing benefit for multiple-piece shipments traveling from one origin to one destination and totaling 100 lbs. or more	FedEx Express Multiweight [®] Pricing
Hold for pickup at a FedEx [®] location	Hold at FedEx Location Service
Ship at a future date	Future Day Service
Capability to send multiple-piece shipments on the same day from one sender to one recipient	Multiple-Piece Shipments
Pickup service on Saturday	Saturday Pickup
Delivery service on Saturday	Saturday Delivery
Pickup inside for FedEx Express [®] Freight shipments if you do not have the necessary equipment to move shipments to the loading area	Inside Pickup
Deliver inside for FedEx Express Freight shipments if you do not have the necessary equipment to move shipments to the delivery area	Inside Delivery
Provide e-mail notification of shipment to the shipper	FedEx ShipAlert [®]

Alcohol

FedEx Ship Manager Server supports FedEx alcohol shipping services. FedEx provides access to alcohol shipping services for approved customers to transport between licensee to licensee or licensee to consumer.

Only properly licensed wholesalers, licensed dealers, licensed distributors, licensed manufacturers or licensed importers may ship wine using FedEx services. Consumers may not ship wine or alcohol of any type via FedEx services.

Shipping Rules and Restrictions

Before you process FSMS shipments containing alcohol, review the following information:

- You must sign a FedEx Alcohol Shipping Agreement prior to shipping. Contact your FedEx account executive to start the enrollment process.
- Alcohol content information is not required except for international shipments. For international shipments, you must identify alcohol shipments in the description.
- Common carriers, such as FedEx Express and FedEx Ground[®] must report alcohol shipping activity to state authorities on a regular basis. For this reason, shippers must notify FedEx of each shipment containing alcohol via their electronic FedEx shipping solution and by applying FedEx alcohol shipping labels.
- For all FedEx electronic shipping solutions or third-party systems, the shipper must identify the shipment as containing alcohol by entering "\$AW" in the Customer Reference field for all shipments.
- FedEx accepts shipments of alcohol (beer, wine and spirits) within the U.S. and for both U.S. import and export when the shipper and the recipient are licensed to import/export alcohol.
- State law, as well as FedEx policy, requires an adult signature at the time of delivery for every package containing alcohol. It is the shipper's responsibility to select the appropriate signature service and to ensure an adult is available to sign for the shipment at delivery, in addition to making sure that FedEx is alerted to the adult signature requirement as a condition of delivery for the shipment.
- If a shipper fails to follow the documented procedures, then the shipment will be deemed undeliverable. Violations may result in suspension or termination of your FedEx account.
- Shipping services: FedEx Express (U.S. and International), FedEx Ground U.S., FedEx Home Delivery[®].
- FedEx Express does not transport wine into, out of, or within the state of Massachusetts.
- Service options: Hold at FedEx Location and Drop-Off.
- For more information about alcohol shipping, see [fedex.com/international/wineship/getstarted.html](https://www.fedex.com/international/wineship/getstarted.html).

Dangerous Goods

FedEx Ship Manager Server supports the FedEx dangerous goods (DG) shipping option for FedEx Express shipping.

If you are not sure whether your commodity meets the criteria for dangerous goods, or which classification applies, then call the U.S. Department of Transportation (DOT) at 1.800.467.4922. If you have questions about shipping dangerous goods with FedEx, then contact the FedEx Dangerous Goods/Hazardous Materials Hotline — call **1.800.GoFedEx 1.800.463.3339** and state "dangerous goods."

Delivery Service Options

Your delivery service options depend on whether the dangerous goods you are shipping must be accessible during transit. There are two types of dangerous goods:

Accessible

Explosives, flammable gas, flammable liquid and corrosive material that must be accessible during transit, non-flammable gas with a "Cargo Aircraft Only" label, flammable solid, spontaneously combustible, dangerous when wet, oxidizer, and organic peroxide.

Shipping services supported: FedEx Priority Overnight, FedEx 1Day Freight, FedEx International Priority, FedEx International Priority Freight, FedEx International Economy, FedEx International Economy Freight,

Inaccessible

Toxic and infectious substances, radioactive materials, non-flammable gas without a "Cargo Aircraft Only" label, Class 9, and ORM-D. Shipping services supported: FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx Express Saver, FedEx 1Day Freight, FedEx 2Day Freight, FedEx 3Day Freight, FedEx International Priority, FedEx International Priority Freight, FedEx International Economy, FedEx International Economy Freight.

Shipping Rules and Restrictions

Review the following before shipping dangerous goods:

- Shipments with dangerous goods must be tendered to FedEx Express in accordance with current International Air Transport Association (IATA) regulations for air transport and the FedEx Express Terms and Conditions. Excepted Package Radioactive Reportable Quality (EPRRO) commodities are permitted only when and where IGD (International Ground Distribution) are permitted and IATA tables are installed and implemented.
- It is the shipper's responsibility to identify, classify, package, mark, label and complete documentation for dangerous goods according to all national and international governmental regulations. If the packing limit is exceeded for All Packed in One or Overpacked dangerous goods shipments, the shipment cannot be processed. Download dangerous goods shipping forms, review job aids and check regulatory requirements online. Go to [fedex.com/us/services/options](https://www.fedex.com/us/services/options).
- FedEx can only accept the Shipper's Declarations for Dangerous Goods in typed or computer-generated formats, not hand-written.
- The shipper must provide three copies of the completed Shipper's Declaration for Dangerous Goods (FedEx 1421C form or FedEx LZR DG DEC FORM) for each shipment.
- The term "Dangerous Goods" applies to FedEx Express shipments only.

Dry Ice

FedEx Ship Manager Server supports the FedEx Dry Ice service option for FedEx Express shipments. Dry ice can be used as a refrigerant during shipping. All dry ice shipments must be prepaid according to the International Air Transport Association (IATA)/International Civil Aviation Administration (ICAO) regulations. All dry ice shipments must be prepared with appropriate packaging, dangerous goods markings and dangerous goods labels. FedEx is not required to add dry ice to shipments. Packages containing dry ice may be shipped, as long as the specifics for the dry ice shipment are included in the shipping transaction.

Rules and Restrictions

Review the following before shipping with dry ice:

- Dry ice weight is measured in the same weight units as the package weight. For example, if the package weight is submitted in lbs. (LBS), the dry ice weight must also be submitted in lbs. The weight entered for dry ice must be less than the total weight of the shipment.
- Dry ice is considered a packing material and does not require any elements for shipping.
- If you have a dry ice shipment prepared according to IATA/ICAO regulations, then you do not need to complete a shipper's declaration for dangerous goods form if dry ice is the only dangerous goods in the shipment. However, you must select "Dry Ice" on your documentation and complete the dry ice information.
- When you use dry ice as a refrigerant with dangerous goods that require a Shipper's Declaration, select both "Dangerous Goods" and "Dry Ice" and complete the dry ice information.
- Dry ice (carbon dioxide solid, UN 1845) may not be regulated as dangerous goods if they travel by ground but are regulated by the International Civil Aviation Organization (ICAO) and IATA when shipped via FedEx Express.
- Shipping services: FedEx Express U.S. shipments, FedEx Ground, U.S. and Canada-origin FedEx Express International shipments.

FedEx Express Collect on Delivery

FedEx Ship Manager Server supports the FedEx Express Collect on Delivery (C.O.D.) service options. Designate the amount of money that the FedEx Express courier collects from your recipient when the package is delivered.

Shipping Rules and Restrictions

Review the following before shipping FedEx Express C.O.D.:

- Enrollment is not required.
- Your recipient can pay by personal check, money order, cashier's check, company check, official check or certified check.

- FedEx returns payment to you the next business day by FedEx Standard Overnight (where available; otherwise, FedEx 2Day).
- An additional surcharge applies to C.O.D. shipments.
- C.O.D. service is not available to and from Puerto Rico or other international locations.
- C.O.D. services is not available to and from extended services areas for FedEx Express Freight shipments.
- FedEx Express C.O.D. is available with the following services, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx Express Saver, FedEx 1Day Freight, FedEx 2Day Freight, and FedEx 3Day Freight.

Future Day

FedEx Ship Manager Server supports Future Day shipping to prepare a shipment to be sent on a future date.

Shipping Rules and Restrictions

Review the following before shipping using the Future Day service option:

- FedEx Express enables customers to specify ship dates in advance up to the maximum number of days allowed by the date range of the Universal Routing and Sort Aid (URSA) file, a file that is part of the FSMS system.
 - FedEx Ground packages may be created with a future ship date up to 10 days in advance.
 - FedEx Express Freight shipments can be created up to 5 days in advance.
- A label prints when the shipment is processed, but the shipment can be held until the specified day becomes current before tendering the package to the courier.
- Future Day shipments are uploaded to FedEx when you close your shipping day and are retained in a file until the package future ship date equals the current day. You must delete the request to remove Future Day shipments from this file, or you may be billed for these packages.
- Shipping services: FedEx Express U.S., FedEx Express International, FedEx Express Freight and FedEx Ground.

You can set up shipments 10 days in advance using the Future Day feature with FedEx[®] Electronic Trade Documents for FedEx Express International and FedEx Ground. Extended Future Day functionality is not available for FedEx Electronic Trade Documents shipping.

Hold at FedEx Location

FedEx Ship Manager Server supports the Hold at FedEx Location (HAL) service option. Hold at FedEx Location is available to customers who want to pick up a package rather than have it delivered. The sender must select the FedEx location from designated FedEx Office Print & Ship CentersSM or FedEx World Service Center[®] locations.

Shipping Rules and Restrictions

Review the following before shipping using the Hold at FedEx Location service option:

- Within the U.S., when a recipient wishes to pick up a package rather than have it delivered, the sender must specify Hold at FedEx Location on shipment documentation and enter the address of the FedEx location where the package is to be held.
- If you include the recipient's telephone number, FedEx will try to contact the recipient after the package arrives at the facility.
- Internationally, this service is available at select locations. Call FedEx Customer Service at **1.800.GoFedEx 1.800.463.3339** and say "international services" for details.
- FedEx location addresses are available on our drop-off locator.
- Packages will be held for pickup at the designated FedEx Office Print & Ship Center, FedEx World Service Center, or FedEx OfficeSM Ship Center.
- A government-issued photo ID is required when picking up a shipment.
- Shipments not picked up by the recipient within five business days at the destination location will be considered undeliverable.

- Hold at FedEx Location is available with the following shipping services: FedEx Priority Overnight (Saturday service available), FedEx Standard Overnight, FedEx 2Day (Saturday service available), FedEx Express Saver, FedEx 1Day Freight, FedEx 2Day Freight, FedEx 3Day Freight, FedEx International Priority, FedEx International Economy, FedEx International Priority Freight and FedEx International Economy Freight.
- Saturday Hold at FedEx Location service is available for FedEx Priority Overnight and FedEx 2Day. Saturday Hold at FedEx Location service is not available for FedEx Express Freight.

FedEx Inside Delivery

FedEx Ship Manager Server supports the FedEx Inside Delivery service option for customers who do not have the necessary equipment to move shipments to the loading area.

FedEx moves shipments from positions beyond the pickup or delivery site which are directly accessible from the curb and are no more than 50 feet inside the outermost door.

Shipping Rules and Restrictions

Review the following before shipping using the inside delivery service option:

- Inside delivery service does not require a special service contract with FedEx.
- If a shipment breakdown is needed to fit a shipment through a doorway, then additional charges may be assessed.
- FedEx does not provide piece count or piece verification when a breakdown of a freight shipment occurs at the delivery site.
- Shipping services: FedEx 1Day Freight, FedEx 2Day Freight and FedEx 3Day Freight.

FedEx Inside Pickup

FedEx Ship Manager Server supports FedEx Inside Pickup services for customers who do not have the necessary equipment to move shipments to the loading area. FedEx moves shipments from positions beyond the pickup site which are directly accessible from the curb and are no more than 50 feet inside the outermost door.

Shipping Rules and Restrictions

Review the following before shipping using the Inside Pickup service option:

- Inside Pickup service does not require a special service contract with FedEx.
- If a shipment breakdown is needed to fit a shipment through a doorway, then additional charges may be assessed.
- Shipping services: FedEx 1Day Freight, FedEx 2Day Freight and FedEx 3Day Freight.

FedEx Priority Alert

FedEx Ship Manager Server supports FedEx Priority AlertSM services, a contractual service that provides proactive human notification to customers if a critical shipment is delayed.

Shipping Rules and Restrictions

Review the following before shipping using the priority alert service option:

- All priority alert information is printed on the FedEx ASTRA label.
- A per-package surcharge is associated with Priority Alert.
- Shipping services: FedEx First Overnight, FedEx Priority Overnight, and FedEx 1Day Freight.

Saturday Delivery

FedEx Ship Manager Server supports access to FedEx Saturday Delivery and Hold at FedEx Location services for an additional surcharge.

Shipping Rules and Restrictions

Review the following before shipping using the Saturday Delivery service option:

- Saturday Delivery service is available using FedEx Priority Overnight and FedEx 2Day for Express packages, and using FedEx 1Day Freight and FedEx 2Day Freight for express freight.
- FedEx Home Delivery provides standard Saturday Delivery service to most U.S. residences at no extra cost.
- A special handling fee applies for both Saturday Pickup service and delivery for Express packages.
- In Alaska, FedEx Priority Overnight and FedEx 2Day Saturday Delivery service is available in AM primary service areas of Anchorage only, while FedEx First Overnight is available in A4 service areas. Saturday Pickup service and drop-off are available in Anchorage only. Saturday Delivery service is available to limited ZIP codes in Honolulu only.
- Shipping services that support Saturday Delivery: FedEx First Overnight, FedEx Priority Overnight, FedEx 2Day, FedEx 1Day Freight, FedEx 2Day Freight, and Hold at FedEx Location.

Saturday Pickup

FedEx Ship Manager Server supports FedEx Saturday Pickup service and Hold at Location services for an additional surcharge in certain areas.

Shipping Rules and Restrictions

Review the following before shipping using the Saturday Pickup service option:

- Saturday Pickup service is available in certain primary service areas for FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx Express Saver, FedEx 1Day Freight, FedEx 2Day Freight, and FedEx 3Day Freight.
- A special handling fee applies for both Saturday Pickup service and delivery.
- In Alaska, Saturday Pickup service is available in Anchorage only.
- Saturday Hold at Location is available for the following services: FedEx Priority Overnight and FedEx 2Day.

Signature Required

FedEx Delivery Signature Options are available from FSMS when you need a signature upon delivery.

Use FedEx Delivery Signature Options to specify the level of signature required.

- **Indirect Signature Required** — obtain a signature in one of three ways:
 - From someone at the delivery address.
 - From a neighbor, building manager or someone at a neighboring address.
 - The recipient can sign a FedEx door tag authorizing release of the package without anyone present.

Note: Indirect Signature Required is not available for shipments to nonresidential addresses.

- **Direct Signature Required** — obtain a signature from someone at the delivery address. If no one is at the address, then FedEx will re-attempt delivery.
- **Adult Signature Required** — obtain a signature from someone at the delivery address who is at least 21 years old and possesses the required government issued photo ID. If no eligible recipient is at the address, then FedEx will re-attempt delivery.

Shipping Rules and Restrictions

Review the following before shipping using delivery signature service options:

- If no signature option is selected, then FedEx may deliver residential shipments without a signature.
- All packages in a multiple-piece shipment (MPS) must have the same FedEx Delivery Signature option.
- All pieces with a declared value of \$500USD (or \$500CAD) or greater require a signature. Direct Signature Required is the default service and is provided at no additional cost. If you are shipping a multiple-package shipment and one or more package has a declared value of \$500 or greater, then process the package with the lowest value first to avoid multiple delivery charges.
- Signature services are supported at the package level for all FedEx Express and FedEx Ground services except for FedEx Express C.O.D., where they are supported at the shipment level. Signature services are supported at the package level for all FedEx Express and FedEx Ground services except for FedEx Express C.O.D., where they are supported at the shipment level.
- An adult signature is required for alcohol shipments.
- An adult signature is required for shipments containing adult materials or firearms.
- You may choose "No Signature Required" as a valid signature service option in addition to the three signature requirements.
- Signature service requirements are the same for express and ground U.S. shipments.
- A signature option is required for packages with international origins shipped to the U.S.

FedEx Express U.S. Rates and Surcharges

If your shipping operation charges handling fees in addition to shipping charges, then FSMS allows you to add these handling fees to your total shipment charge. Surcharges are assessed only when the label is scanned and enters the system, not when the label is generated. Surcharge fees apply to the following items:

- Additional Handling Surcharge
 - For applicable FedEx Express U.S. package and freight services, an additional handling surcharge applies to any package that requires special handling.
 - FedEx Express applies a surcharge to packages that measure greater than 30" along their second-longest side and/or have an actual weight greater than 70 lbs.
- Address Correction
 - If a recipient's address on an airbill, air waybill or shipping label is incomplete or incorrect, then FedEx may attempt to find the correct address and complete the delivery.
 - If an address needs to be corrected, then there may be a surcharge.
- Collect on Delivery
- Dangerous Goods
- Declared Value
- Delivery Area Surcharge
 - For applicable FedEx Express U.S. package services, a delivery area surcharge applies to shipments destined to select ZIP codes.
- Delivery Reattempt Charge
 - For FedEx Express U.S. freight services and shipper- or recipient-arranged delivery, reattempts are subject to delivery reattempt charges.
- Extended Service Area Delivery Charge
 - For FedEx Express U.S. freight services, a delivery area surcharge applies to shipments delivered to select ZIP codes outside the FedEx primary service areas.

- Extended Service Area Pickup Charge
 - For FedEx Express U.S. freight services, a delivery area surcharge applies to shipments picked up from select ZIP codes outside the FedEx primary service areas.
- FedEx Delivery Signature Options
- Inside Delivery Charge
- Inside Pickup Charge
- Metro Service Area Delivery Charge
 - For FedEx Express U.S. freight services, a metro delivery area surcharge applies to shipments delivered to select highly congested metro ZIP codes.
- Metro Service Area Pickup Charge
 - For FedEx Express U.S. freight services, a metro delivery area surcharge applies to shipments picked up from select highly congested metro ZIP codes.
- Reroute of Shipment
- Residential Delivery Charge
 - For FedEx Express U.S. freight services a residential delivery charge applies to shipments delivered to a home or private residence, including locations where a business is operated from a home.
- Residential Pickup Charge
 - For FedEx Express U.S. freight services, a residential pickup charge applies to shipments picked up from a home or private residence, including locations where a business is operated from a home.
- Returns Service
 - For applicable FedEx Express U.S. package and freight services, FedEx Returns charges apply (\$0.50 for a printed label, \$1.00 for an e-mailed label).
- Saturday Delivery Service
 - For applicable FedEx Express U.S. package and freight services, the charge for Saturday Delivery service does not apply for shipments receiving FedEx Express Multiweight pricing.
- Saturday Pickup Service
 - For FedEx Express U.S. package, a Saturday Pickup service charge is assessed per package, and there is a maximum Saturday Pickup service charge per shipment.

You can find surcharge and fee information in the Fees and Other Shipping Information in the FedEx Service Guide. Updates to surcharges and fees are available online at fedex.com/us/rates2010/surcharges.html.

FedEx Express U.S. Returns Solutions

FedEx Ship Manager Server supports a number of returns solutions for packages to help reduce costs and improve customer service when packages must be returned. Returns shipments are only available for U.S. shipping, including Alaska and Hawaii.

Print Return Label

Use Print Return Label to include a return label in either the original shipment or in a separate correspondence to your customer. This label can be used at a future time.

The Print Return Label option is available for the following FedEx Express and FedEx Express Freight Services:

- FedEx Priority Overnight
- FedEx Standard Overnight
- FedEx 2Day

- FedEx 2Day Freight
- FedEx 3Day Freight

Shipping Rules for FedEx Returns

- FedEx Returns shipments are only available for U.S. domestic shipping, including Alaska and Hawaii.
- FedEx Returns shipments are not billed until a possession scan is initiated by FedEx and the package moves.
- All label formats supported by FSMS for outbound labels are available for FedEx Returns shipping labels.

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CHAPTER 4: FEDEX GROUND U.S. PACKAGE SERVICES

With FedEx Ship Manager® Server (FSMS), you can access FedEx Ground® U.S. package services that provide a cost-effective solution for routine shipments that do not need the speed of express shipping. FedEx Ground service provides reliable, day-definite delivery of your packages up to 150 lbs. to U.S. business and residential addresses. Packages up to 70 lbs. to residential addresses will be delivered by FedEx Home Delivery®. FedEx Ground service provides reliable delivery when time to delivery is less critical.

After you decide to ship a ground package within the U.S., you may want to learn more about how to ship your packages using FedEx Ground U.S. package services.

This chapter includes the following information about FedEx Ground U.S. package services:

- [FedEx Ground U.S. Package Service Features](#) — describes general features common to all FedEx Ground U.S. services.
- [FedEx Ground U.S. Package Service Details](#) — describes FedEx Ground restrictions, packaging and important shipping rules you will need to follow for a successful delivery.
- [FedEx Ground U.S. Service Types](#) — describes the types of services available with FedEx Ground U.S. shipping. For example, will the shipment be delivered to a business or home address?
- [FedEx Ground U.S. Service Options](#) — describes special service options available with FedEx Ground U.S. shipping such as Collect on Delivery (C.O.D.).
- [FedEx Ground U.S. Rates and Surcharges](#) — describes the rates and handling surcharges added to your total FedEx Ground U.S. shipment charges.
- [FedEx Ground U.S. Returns Solution](#) — describes return options available with FedEx Ground U.S. shipping.

FedEx Ground U.S. Package Service Features

FedEx Ground U.S. service ships and delivers packages within the 50 United States. Other service features include:

- Delivery between 1 to 5 business days within the contiguous U.S. and between 3 to 7 business days to and from Alaska and Hawaii.
- Ground accepts packages up to 150 lbs. The dimensions must not exceed 108" in length or 165" in length plus girth (L + 2W + 2H).
- Multiple-piece shipping is supported.
- Hazardous materials shipments are allowed with restrictions. No hazardous materials can be shipped to or from Alaska and Hawaii.

FedEx Ground U.S. Package Service Details

The following service details apply to FedEx Ground U.S. shipping.

Shipping Rules

- No Saturday Pickup or delivery for ground; shipping and delivery days are Monday through Friday (8 a.m. to close of business day).
- If the package is sent to a business, then the service type is "FedEx Ground." If the package is addressed to a residence, then the service type is "FedEx Ground Home Delivery."

Packaging

Packages can be up to 150 lbs. For packages weighing 75–150 lbs., follow the marking heavy boxes guidelines found at fedex.com; 108" in length; 165" in length plus girth (L+2W+2H).

- A surcharge applies to any non-standard packaging that:
 - Measures greater than 60" in length but is equal to or less than 108" in length.

- Is not fully encased in an outer shipping container.
- Is encased in an outer shipping container made of metal or wood.
- Is a drum or pail (less than 5 gallons) that is not fully encased in an outer shipping container of corrugated cardboard.

Restrictions

- FedEx Ground cannot deliver to P.O. boxes.
- Hazardous materials are allowed with restrictions. No hazardous materials are allowed to or from Alaska and Hawaii.

FedEx Ground U.S. Service Types

After you decide what FedEx Ground U.S. services works well for you, decide how within that service your package should be sent. For example, is it being shipped to a home or business address?

Ground shipping services in the U.S. include FedEx Ground shipments to business addresses and FedEx Home Delivery to residential addresses. FedEx Ship Manager Server supports the service types for FedEx Ground U.S. shipping listed in [Table 4-1](#).

Table 4-1: FedEx Ground U.S. Package Service Types

Your Shipping Need	Our Service
Economical ground delivery to businesses	FedEx Ground [®]
Economical ground delivery to residences	FedEx Home Delivery [®]

FedEx Ground

FedEx Ground service connects you to every business address in the U.S. and includes the following features:

- Ground shipments can originate from and be delivered to the 50 United States. Delivery is between 1 to 5 business days within the contiguous U.S. and between 3 to 7 business days to and from Alaska and Hawaii.
- If the package is to a business, then the FSMS service type is "FedEx Ground."
- Multiple-piece shipment (MPS).
- No Saturday Pickup or delivery for ground; shipping and delivery days are Monday through Friday (8 a.m. to close of business day).
- Hazardous materials are allowed with restrictions. No hazardous materials to or from Alaska and Hawaii.

Note: FedEx Ground designates FedEx Home Delivery service as the carrier for residential deliveries under 70 pounds. FedEx Ship Manager Server enforces this business rule.

FedEx Home Delivery

FedEx Home Delivery (FHD) service, part of FedEx Ground shipping, connects you to every residential address in the U.S. and includes the following features:

- Shipment can originate from and be delivered to the 50 United States, although longer transit times apply to Alaska and Hawaii.
- Shipping and delivery days are Tuesday through Saturday from 9 a.m. to 8 p.m.
- Package weight and size can be up to 70 lbs.; 108" in length; 165" in combined length plus girth (L+2W+2H).
 - For Ground Other Regulated Materials-Domestic (ORM-D) shipments, package weight can be up to 66 lbs.
 - For Ground and FHD Small Quantity Exception (SQE) shipments, package weight can be up to 66 lbs.

- FedEx Home Delivery is not available to P.O. boxes.
- Multiple-piece shipment (MPS).
- No hazardous materials except ORM-D “packages”.

For shipments including alcohol, see [“Alcohol” on page 3-5](#).

Note: FedEx Ground designates FedEx Home Delivery service as the carrier for residential deliveries under 70 pounds. FedEx Ship Manager Server enforces this business rule.

FedEx Ground U.S. Service Options

A wide variety of service options are available depending on the FedEx Ground package type you have selected.

FedEx Ship Manager Server supports the FedEx Ground U.S. shipping service options listed in [Table 4-2](#).

Your Shipping Need	Our Service
Signature options that give you extra security	FedEx [®] Delivery Signature Options
Collect on delivery for ground shipments	FedEx Ground [®] C.O.D.
Direct deposit of collect-on-delivery payments	FedEx Ground [®] Electronic C.O.D. (E.C.O.D.)
Control over inbound shipping costs	FedEx Ground [®] COLLECT
Reliable delivery solutions and support when your ground shipment contains hazardous materials	Hazardous Materials
FedEx Home Delivery Premium Service options	FedEx Date Certain Home Delivery [®] FedEx Evening Home Delivery [®] FedEx Appointment Home Delivery [®]

FedEx Delivery Signature Options

FedEx[®] Delivery Signature Options are described in Chapter 3 in [“Signature Required” on page 3-10](#).

FedEx Ground Collect on Delivery

FedEx Ship Manager Server supports FedEx Ground Collect on Delivery (C.O.D.) service options. Use the C.O.D. service option to designate the amount of money that the FedEx courier collects from the recipient upon shipment delivery. FedEx tries to contact your recipient before delivery to ensure that payment is ready.

Choose the format you prefer from these options:

- Currency C.O.D. — if you want us to collect cash from your recipient (additional fee applies).
- Guaranteed Funds C.O.D. — if you want us to collect payment in the form of certified check, money order or cashier's check.
- Regular C.O.D. — if you want us to collect any form of payment (cash, guaranteed funds, company or personal check). Available in U.S. and Canada.
- FedEx Ground Collect on Delivery (C.O.D.) service option, which includes the following rules:
 - Enrollment is not required.
 - FedEx Ground Collect on delivery (C.O.D.) checks are returned via the United States Postal Service (USPS).

- For automation customers, three (3) labels print for FedEx Ground C.O.D. shipment: one shipping/address bar code label and two (2) C.O.D. tags. One C.O.D. tag is left with the recipient as a receipt for payment and the other tag is returned with the payment to the terminal for C.O.D. processing.
- Recipients must make C.O.D. checks payable to the sender, not FedEx Ground. Funds for Canada-bound shipments must be drawn in Canadian dollars.
- This option is not available with FedEx Home Delivery.
- Dangerous goods may be shipped using the C.O.D. service.
- FedEx Ground C.O.D. is available with the following services: FedEx Ground, FedEx Ground Multiweight[®] and FedEx International Ground[®].

FedEx Ground Electronic C.O.D.

FedEx Ship Manager Server supports FedEx Ground Electronic Cash On Delivery (ECOD) service options that provide a paperless and faster option for dispersing courier collections. Designate the amount of money that the FedEx courier collects from the recipient upon shipment delivery and have FedEx directly deposit that amount into your bank account within 24 or 48 hours after delivery.

Review the following before shipping using the FedEx Ground E.C.O.D service option:

- Available with FedEx Ground services in U.S.
- Enrollment is required. Contact your FedEx account executive.
- Not available for Canada shipments.
- Not available with FedEx Home Delivery.

FedEx Ground COLLECT

FedEx Ground COLLECT provides a payment option whereby the recipient is invoiced directly for inbound shipments to them. With this option, the shipper does not provide a FedEx account number for the recipient; they simply select the option at shipping time. The benefit is that the recipient remains in control of their inbound shipping costs without disclosing their FedEx account number to suppliers.

FedEx sends a weekly, itemized invoice to those customers who use the FedEx Ground COLLECT option. The invoice lists the shipper/supplier names, package weights, and charges for received shipments. There is no additional charge for this service option.

FedEx Ground COLLECT is available for these FedEx Ground services:

- FedEx Ground
- FedEx International Ground
- FedEx Ground Multiweight

FedEx Ground COLLECT is not available with FedEx Home Delivery or for residential deliveries. Contact your FedEx account executive for more information.

Other Regulated Materials-Domestic for FedEx Ground Shipments

Other Regulated Materials-Domestic (ORM-D) is a category for mail or shipping in the United States that identifies consumer commodities that may be hazardous. Packages bearing this label contain materials in a limited quantity that can present a limited hazard during transportation due to their form, quantity, or packaging.

Examples of materials that could be classified ORM-D include:

- Aerosol cans
- Automotive batteries
- Perfumes
- Lighters

- Small arms ammunition
- Drain openers

The Code of Federal Regulations (CFR) defines which consumer commodities of limited quantity can be shipped with an ORM-D label.

ORM-D Regulations for FedEx Ground Shipments

- FedEx Ground does not ship Other Regulated Materials-Domestic (ORM-D) materials to Alaska or Hawaii.
- ORM-D is allowed for FedEx Ground and FedEx Home Delivery®.
- Multi-Piece Shipments (MPS) can have a mixture of ORM-D and non-ORM-D pieces in a single shipment.
- If a Multi-Piece Shipment contains both ORM-D items and other hazardous materials, then classify the shipment as “HazMat.”
- Signature services are determined by other package information entered, not by presence of hazardous materials commodities (Dry Ice, SQE, and Non Hazardous Lithium Batteries).
- Customers on automation must identify whether a ground shipment is ORM-D or not. The default is “No.” An individual piece cannot be identified as both HazMat and ORM-D.

ORM-D Commodity Mixtures and Rules

The commodities rules for Other Regulated Materials-Domestic (ORM-D) in a mixture are as follows:

- Multiple ORM-D types are allowed within the same piece in an unlimited number placed in one box/package, but are constrained by the size of the box/package, as well as by the weight restriction for the higher-precedence special service.
- ORM-D and hazardous materials are **not** allowed within the same piece.
- ORM-D and Dry Ice are allowed within the same piece in an unlimited number placed in one box/package, but are constrained by the size of the box/package, as well as by the weight restriction for the higher-precedence special service.
- ORM-D and SQE are **not** allowed within the same piece.
- ORM-D and Non Hazardous Lithium Batteries are allowed within the same piece in an unlimited number placed in one box/package, but are constrained by the size of the box/package, as well as by the weight restriction for the higher precedence special service.
- All commodity mixtures are allowed across an MPS shipment.

Hazardous Materials

FedEx Ship Manager Server supports FedEx hazardous materials shipping for FedEx Ground U.S. shipments. You can ship many types of hazardous materials throughout the U.S., except for Alaska and Hawaii, using FedEx Ground. You can ship dry ice and small quantity shipments of hazardous materials within the contiguous 48 states; however, dry ice and small quantity shipments of hazardous materials cannot be shipped to Alaska or Hawaii.

If you have not shipped hazardous materials with FedEx Ground before, then contact your FedEx account executive first. FedEx needs to confirm that you have met government training requirements and can generate the documentation your shipments need. Additional information regarding hazardous materials shipping is provided at [fedex.com/us/services/options](https://www.fedex.com/us/services/options) under the Hazardous Materials link.

Review the following before shipping using the FedEx hazardous materials service option:

- Hazardous materials includes the OP-950 Shipper’s Hazardous Materials Certification report that prints after closing the shipment.
- Hazardous materials shipments must be a single package. If you create a multiple-package (MPS) hazardous materials shipment, then only one commodity prints on the OP-950.
- Hazardous materials includes the OP-900LL hazardous materials laser form on all FedEx automation platforms.
- Select up to three commodities from the hazardous materials table for printing on the OP-900LG, OP-900LL and hazardous materials Certification Report (OP-950).
- In addition, be sure your shipments are labeled, marked, classified and packaged according to the rules in the Code of Federal Regulations (49 CFR) published by the Department of Transportation (DOT) and the rules in our *FedEx Hazardous Materials Shipping Guide*. Failure to comply may result in criminal penalties and civil penalties.

- You can invoice the Hazardous Material surcharge from the service code and request to receive a rate quote.
- You must provide a 24-hour emergency-response telephone number.

For each package containing hazardous materials, it is your responsibility to know:

- Department of Transportation (DOT) proper shipping name and hazard class.
- UN/NA identification number.
 - You can select from a list of UN ID numbers in shipping tables to confirm shipment of valid (and only valid) hazardous materials commodities on all automation platforms.
- Packing group, if applicable.
- Exact weight of the hazardous material in each package.
- Any Department of Transportation (DOT) diamond hazard label you are required to affix to the package.
- Department of Transportation (DOT) and FedEx Ground packaging requirements.
- Due to regulatory changes, a FedEx Ground hazardous materials (HazMat) shipment identified as "Other Regulated Materials-Domestic (ORM-D)" cannot be flown on any aircraft. This regulatory change is particularly important for shipments to Alaska or Hawaii which require FedEx Ground shipments to be placed on an airplane. For this reason, packages identified as ORM-D shipments will not be shipped to these destinations. This regulation applies to FedEx Home Delivery service also.
- Other shipping rules that apply to FedEx Ground ORM-D include:
 - ORM-D is allowed for FedEx Ground and FedEx Home Delivery.
 - Multiple-piece-shipments (MPS) may have a mixture of ORM-D and non-ORM-D pieces in a shipment.
 - If a Multiple-piece-shipment contains both ORM-D and hazardous materials, then classify the shipment as "HazMat".
 - A Ground ORM-D shipment shall *not* have a Signature Service Option.
 - Customers on automation must identify whether a FedEx Ground shipment is ORM-D or not. The default is "no".
- Shipping Service: FedEx Ground and FedEx Home Delivery.

Hazardous Materials Commodity Support

FedEx Ship Manager Server support of multiple (three) hazardous materials commodities per package only applies to hazardous materials commodities, not to ORM-D, Dry Ice, SQE, and Non Hazardous Lithium Batteries. ORM-D, Dry Ice, SQE, and Non Hazardous Lithium Batteries commodities are unlimited per package.

Hazardous Materials Commodity Mixtures and Rules

The hazardous materials and dangerous goods mixtures listed in [Table 4-3](#) comprise the commodity mixture types.

	HAZ	ORM-D	Dry Ice	SQE	Non Hazardous Lithium Battery
HAZ - P	Y	N	Y	N	Y
Other Regulated Materials-Domestic (ORM-D) - P	N	Y	Y	N	Y
Dry Ice - P	Y	Y	Y	Y	Y
Small Quantity Exception (SQE) - P	N	N	Y	Y	Y
Non Hazardous Lithium Battery - P	Y	Y	Y	Y	Y

Combinations specific to hazardous materials are as follows:

- Hazardous materials* and hazardous materials are allowed within the same piece.
- Hazardous materials* and ORM-D are **not** allowed within the same piece.

- Hazardous materials* and Dry Ice are allowed within the same piece.
- Hazardous materials* and SQE are **not** allowed within the same piece.
- Hazardous materials* and Non Hazardous Lithium Batteries are allowed within the same piece.

Note: *The maximum number of hazardous materials commodities are three per piece. All five commodity types are allowed as a mixture for a Shipment (S).

Commodity Precedence

A package containing at least one hazardous materials commodity is considered a hazardous materials Shipment, which takes precedence over other types of commodities, and affects the following:

- Shipping Label — Hazardous materials Service Code prints on the label
- Shipping Label — Hazardous materials bold information prints on the label
- OP900 Form — Produced for a hazardous materials commodity
- OP950 Report — Contains information about the hazardous materials commodities in the piece
- Signature Service — Hazardous Materials Signature Service rules are applied to the package

Commodity Hierarchy

When multiple commodities are contained in a package, follow this priority hierarchy when preparing shipments:

1. Hazardous materials
2. ORM-D — Other Regulatory Materials-Domestic
3. SQE — Small Quantity Exception
4. Dry Ice
5. Non Hazardous Lithium Battery

Note: You must identify a Non Hazardous Lithium Battery if it is included in the package.

Note: This hierarchy applies only to MPS.

Commodity Rules

Dry Ice

The commodities rules for Dry Ice in a mixture are as follows:

- Dry Ice and hazardous materials are allowed within the same piece. Dry Ice is supported in an unlimited number placed in one box or package, but is constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service. However, a maximum of three hazardous materials commodities is allowed per package.
- Dry Ice and ORM-D are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Dry ice is allowed within the same piece in an unlimited number placed in one box or package, but constrained by the size of the box or package, as well as by the weight restriction for the higher precedence special service.
- Dry Ice and SQE are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Dry Ice and Non Hazardous Lithium Batteries are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- All mixtures are allowed across an MPS shipment.

Small Quantity Exception

The commodities rules for SQE in a mixture are as follows:

- Small Quantity Exception and hazardous materials are **not** allowed within the same piece. Small Quantity Exception is supported in an unlimited number placed in one box or package, but is constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service. However, a maximum of three hazardous materials commodities is allowed per package.
- Small Quantity Exception and ORM-D are **not** allowed within the same piece.
- Small Quantity Exception and Dry Ice are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Multiple SQE items are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Small Quantity Exception and Non Hazardous Lithium Batteries are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, and by the weight restriction for the higher-precedence special service.
- All mixtures are allowed across an MPS shipment.

Non Hazardous Lithium Battery

The commodities rules for Non Hazardous Lithium Batteries in a mixture are as follows:

- Non Hazardous Lithium Batteries and hazardous materials are allowed within the same piece. Dry Ice is supported in an unlimited number placed in one box or package, but is constrained by the size of the box or package, as well as the by weight restriction for the higher-precedence special service. However, a maximum of three hazardous materials commodities is allowed per package.
- Non Hazardous Lithium Batteries and ORM-D are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Non Hazardous Lithium Batteries and Dry Ice are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Non Hazardous Lithium Batteries and SQE are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- Multiple Non Hazardous Lithium Batteries are allowed within the same piece in an unlimited number placed in one box or package, but are constrained by the size of the box or package, as well as by the weight restriction for the higher-precedence special service.
- All mixtures are allowed across an MPS shipment.

FedEx Home Delivery Premium Service Options

Customize delivery to suit your recipient by choosing from three contract-only service upgrades.

FedEx Date Certain Home Delivery

Use the FedEx Date Certain Home Delivery[®] service option to specify a delivery date for home delivery. For example, if your recipient is available to accept packages on Thursdays, then enter Thursday as the delivery date in your shipping transaction.

FedEx Evening Home Delivery

Use the FedEx Evening Home Delivery[®] service option to specify delivery between 5:00 PM and 8:00 PM, based on the recipient's local time zone.

FedEx Appointment Home Delivery

Use the FedEx Appointment Home Delivery[®] service option to specify an appointment for delivery. The recipient is contacted by their local FedEx Home Delivery terminal to set a delivery appointment.

FedEx Ground U.S. Rates and Surcharges

If your shipping operation charges handling fees in addition to shipping charges, then you can add these handling fees to your total shipment charge. Surcharges are assessed only when the label is scanned and enters the system, not when the label is generated. Surcharge fees apply to the following items:

- Additional Handling Surcharge
- Address Correction Packaging
- Declared Value
- FedEx Delivery Signature Options
- FedEx Ground® Alternate Address Pickup
- FedEx Ground® Alternate Address Pickup Fee
- FedEx Ground® Call Tag
- FedEx Returns solutions
- Hazardous Materials
- On-Call Pickup Charge
- Residential Delivery Charge
- Residential Pickup Charge
- Weekly Pickup Fee

Find surcharge and fee information in "Fees and Other Shipping Information" in the FedEx Service Guide. Updates to surcharges and fees are available online at fedex.com/us/rates2010/surcharges.html.

FedEx Ground U.S. Returns Solution

FedEx Ship Manager Server supports the solution for packages to help reduce costs and improve customer service when packages must be returned.

Print Return Label

Use Print Return Label to include a return label in either the original shipment or in a separate correspondence to your customer. This label can be used at a future time.

The Print Return Label option is available for the following FedEx Ground services:

- FedEx Ground
- FedEx Home Delivery
-

Shipping Rules for Returns

- Returns shipments are only available for U.S. shipping, including Alaska and Hawaii.
- Return labels do not expire. When a FedEx Returns label is created, a ship date will be printed on the label, but the data will be updated with the actual shipment information when the package is scanned and enters the system.
- Because the actual ship date for returns most frequently differs from the printed ship date, the FedEx driver will re-label the package. This is standard FedEx operating procedure.
- FedEx Returns shipments are not billed until a possession scan is initiated by FedEx and the package moves.

- FedEx Returns shipment information will not print on any FSMS produced report. For return package information, a custom report will be created with information from the FSMS database.
- All label formats supported by FSMS for outbound labels are available for FedEx Returns shipping labels.

CHAPTER 5: FEDEX EXPRESS INTERNATIONAL PACKAGE SERVICES

With FedEx Ship Manager[®] Server (FSMS), you can access FedEx Express[®] International package services shipping from anywhere-to-anywhere. Choose from several different services to pick the delivery time that fits your degree of urgency. FedEx Express is for shippers with high-value or time-critical shipments who need to plan on fast delivery on a specific day, by a specific time.

After you decide you need to ship a package internationally, you may want to know more about how you to use FSMS to ship your packages using FedEx Express International package services.

The following sections in this chapter describe the FedEx Express U.S. package service:

- [FedEx Express International Package Service Features](#) — describes general features common to all FedEx Express International package services.
- [FedEx Express International Package Service Details](#) — describes FedEx Express International restrictions, packaging and important shipping rules you will need to follow for a successful delivery.
- [FedEx Express International Package Service Types](#) — describes the types of services available with FedEx Express International package shipping.
- [FedEx Express International Package Service Options](#) — describes the service options available for the FedEx Express International Package type you are shipping.

FedEx Express International Package Service Features

Use FedEx Express International package services to ship from any country supported by FedEx International services. Other service features include:

- Express transactions for intra-Canada (intra-CA) and intra-Mexico (intra-MX) shipping.
- Rate quotes in list rates or from your custom rate table.
- Multiple-piece shipping.
- Support for basic commodity information so that FedEx can expedite customs clearance of your packages.
- Support for package (up to 150 lbs.) shipments to international destinations. Depending on your package size and weight, you may choose from a variety of express services.
- Multiple Package Shipping (MPS).
- Support for both document and commodity shipments. Basic commodity information is required for your shipment so that FedEx can expedite customs clearance of your packages.
- Support for Electronic Commercial Invoice (ECI). FedEx Ship Manager Server uploads your commodity information to that country's customs clearance center to expedite clearance requirements.
- Support for FedEx[®] Electronic Trade Documents international shipping. FedEx Ship Manager Server uploads customs documents generated by FedEx, or you can upload your own international trade documents as files or images in .doc (MS Word), .xls (MS Excel) .txt (plain text), .rtf (Rich text), .jpg, .gif, .bmp, .png, and .pdf (Adobe Acrobat) formats in any local language. This capability includes adding your own company letterhead and signature image to documents to expedite customs clearance of your packages.
 - FedEx Electronic Trade Documents can be uploaded by FSMS with, or in advance of, a completed shipment (Pre-Shipment).
- Support for international label requirements. You are required to provide extra thermal shipping labels with your customs documentation, depending on your destination country, to facilitate Customs clearance. FedEx Ship Manager Server automatically generates the correct number of labels required for customs for your destination country.
 - For FedEx Electronic Trade Documents support, FSMS generates PDF label buffers for the file image, regardless of the type of label you have requested to use for shipping or printing: thermal, thermal image on plain paper, plain paper, or custom.

If you are new to international shipping and need assistance with customs rules, documents, and clearance requirements, FedEx Global Trade Manager, <https://www.fedex.com/GTM>, provides the information you need to reduce the time it takes to clear packages through customs.

FedEx Express International Package Service Details

The following service details describe the shipping and operational rules unique to the FedEx Express International package services.

Shipping Rules

- You may ship both documents and commodity shipments. Basic commodity information is required for your shipment so that FedEx can expedite customs clearance of your packages.
- For shipments to countries that accept an ECI, FSMS uploads your commodity information (entered as part of the Ship request) to that country's customs clearance center to expedite clearance requirements. While most packages can be cleared electronically to these countries, you should also include hard copies of your Commercial Invoice and any other required customs paperwork.
- For FedEx Electronic Trade Documents, FedEx automation platforms have the capability to electronically transmit international trade documents generated by both customer systems and FedEx automation platforms for FedEx Express and FedEx Ground® shipments. Shipping coverage and service support is provided for FedEx International Priority® (IP), FedEx International Economy® (IE), FedEx International Priority® Freight (IPF), FedEx International Economy® Freight (IEF), FedEx International First® (IF), and FedEx International Ground® (IG), including Broker Inclusive (BI), Broker Select Option (BSO), and Third Party Consignee (TPC) options.
 - FedEx Electronic Trade Documents documents can be uploaded by FSMS with, or in advance of, a completed shipment (Pre shipment).
 - For FedEx Electronic Trade Documents support, FSMS generates PDF label buffers for the file image regardless of the type of label you have requested to use for shipping or printing: thermal, thermal image on plain paper, plain paper, or custom.
- You must provide extra thermal shipping labels with your customs documentation (depending on your destination country) to facilitate Customs clearance. FSMS automatically generates the correct number of labels for your destination country.

Packaging

- FedEx lets you ship both package (up to 150 lbs.) and freight (over 150 lbs.) shipments to international destinations. Depending on your package size and weight, you may choose from a variety of FedEx Express services.
- In addition to standard FedEx Express packaging, you may also choose a FedEx® 10 kilogram box or a FedEx® 25 kilogram box. The weight limit is 22 lbs. for a 10 kilogram box and 56 lbs. for a 25 kilogram box. These packaging options are allowed for FedEx International Priority® to more than 220 countries and territories.
- FedEx Express International allows MPS. MPS Express International shipments are associated with one another using a package sequence indicator. For example, if you ship 5 boxes of baseballs to London, then the master package label has a package sequence indicator of 1 of 5. All other packages associated with this master will have package sequence indicators of 2 of 5, 3 of 5, and so on. MPS processing ensures that packages grouped together on one Commercial Invoice travel through the FedEx system together and arrive at customs at the same time.

Restrictions

- Varies according to the international shipping service selected.
- Rate quotes are provided in either list rates or from your custom rate table.
- Basic commodity information is required for your shipment so that FedEx can expedite customs clearance of your packages.

FedEx Express International Package Service Types

After choosing which FedEx Express International service you want to use, decide how within that service your package should be sent. For example, does it need to be delivered in one day or two days? Depending on your package size and weight and delivery area, you may choose from a variety of FedEx Express International services.

FedEx Ship Manager Server supports the service types listed in [Table 5-1](#) for FedEx Express International shipping.

Your Shipping Need	Our Service
Intra-Europe, next day	FedEx Europe First
2 business days to Europe	FedEx International First [®]
In 1, 2 or 3 business days worldwide	FedEx International Priority [®]
Within 5 business days worldwide	FedEx International Economy [®]
Choose your own broker	FedEx International Broker Select [®]

*Contact your FedEx account executive for information about FSMS contract-only services.

FedEx Europe First

FedEx Ship Manager Server supports FedEx Europe First, a premium door-to-door, customs-cleared (where applicable), intra-European next day international priority parcel delivery service with early morning delivery by 9:00, 9:30 or 10:00 am, depending on the destination ZIP/postal code.

FedEx Europe First includes the following features:

- More than 18,000 destination postal codes across Europe are covered by this new early morning parcel delivery option, including postal codes in the major business centers of Austria, Belgium, France, Germany, Great Britain, Ireland, Italy, the Netherlands, Spain and Switzerland.
- The next day delivery service is available to Europe from the following origin countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and United Kingdom.
- You may choose to ship using the FedEx[®] Envelope, FedEx[®] Pak, FedEx Box (10 kg and 25 kg available), or FedEx[®] Tube.
- Documents and boxes up to 68 kilograms per package.
- Up to 999 separate packages (each up to 68 kilograms) on the same air waybill, and up to 10 commodities.
- Packages can be up to 274 cm in width and 330 cm in length and girth combined (girth = 2 x height + 2 x width).
- No FedEx International Priority[®] Freight or FedEx International Priority DirectDistribution service.
- Dangerous goods are not accepted.
- Hold at FedEx Location is not supported.
- Broker Select Option is not supported.

FedEx International Priority

FedEx Ship Manager Server supports FedEx International Priority service to provide time-definite delivery, typically in 1, 2, or 3 business days, and to major cities in Europe, typically in 2 business days.

FedEx International Priority includes the following features:

- Available to more than 220 countries and territories worldwide.
- U.S. inbound delivery next business day by 10:30 a.m. from more major international cities than any other express carrier. In more remote areas, imports are delivered next business day by noon or 5 p.m. Inbound delivery on Saturday is available in major U.S. markets.
- Ship until the close of business in western Europe for next-business-day delivery by 3 p.m. to many major East Coast markets.
- The European network provides next-business-day delivery between 38 major European markets.
- The Asian network gives you next-business-day delivery within Asia and from Asia to the U.S.
- Packages up to 150 lbs., up to 108" in length and 130" in length plus girth. Unlimited total shipment weight.
- Door-to-door, customs-cleared service.
- Service options: Saturday Service, FedEx International Broker Select, FedEx International Controlled Export, Dangerous Goods and Hold at FedEx Location.

FedEx Express International Economy

FedEx International Economy includes the following shipping features:

- Cost-effective delivery, typically in 2–5 business days, to more than 215 countries and territories (2 or 3 business days to key markets such as Canada, Mexico and Puerto Rico).
- To U.S.: Time-definite delivery from Canada and Puerto Rico to the U.S. typically in 2 or 3 business days.
- To U.S.: Time-definite delivery from key Asian markets to the U.S. typically in 3 or 4 business days.
- Time-definite delivery from key European markets to the U.S. typically in 4 business days.
- Packages up to 150 lbs.; up to 108" in length and 130" in length plus girth.
- Door-to-door, customs-cleared delivery to major world markets.
- Service options: Saturday Service, FedEx International Broker Select, Dangerous Goods (inaccessible items only, to and from Canada and Puerto Rico only) and Hold at FedEx Location.

FedEx International First

FedEx Ship Manager Server supports FedEx International First service to provide delivery in 2 business days by 9:00 a.m. depending on your area, as not all areas have early service. Available Monday through Friday, with Saturday pickup offered in many areas for an additional charge.

FedEx International First includes the following features:

- Outbound delivery as early as 9:00 a.m. in 2 business days to postal codes in Belgium, England, France, Germany, Italy, the Netherlands, Spain and Switzerland.
- Inbound delivery to select U.S. ZIP codes from more than 60 countries and Caribbean islands in 1 or 2 business days by 8:00 or 8:30 a.m. Up to 150 lbs. each (unlimited total shipment weight); 108" in length; 130" in length plus girth (L+2W+2H).
- Door-to-door, customs-cleared delivery to major world markets.
- Service options: Saturday Service, Dangerous Goods (Dry Ice only).

International Broker Select

FedEx Ship Manager Server supports FedEx International Broker Select so that you can select a customs broker other than FedEx to clear your shipment.

FedEx International Broker Select includes the following features:

- FedEx Express shipments are routed to the FedEx facility nearest to the broker that has been customs-approved for holding in-bond shipments; FedEx does not advance or bill duties and taxes. FedEx completes delivery once the shipment clears customs. An additional fee may apply.

- FedEx Ground provides final delivery to the recipient for all shipments once they have cleared customs.
- Contact your FedEx account executive to be enrolled for this service. For more information or call **1.800.GoFedEx 1.800.463.3339** and say “international services.”
- Saturday services are not allowed for International Broker Select.
- An additional routing surcharge applies to your International Broker Select shipments if you choose to have FedEx complete delivery after customs clearance, and if your recipient and customs broker are served by different FedEx clearance points.
- Certain customs limitations may apply for International Broker Select shipments. Contact FedEx Express International customer service at **1.800.247.4747** for requirements.
- Shipping options: FedEx International Priority, FedEx International Economy, FedEx International Ground to Canada, FedEx International Priority[®] Freight, and FedEx International Economy[®] Freight.

FedEx Express International Package Service Options

A wide variety of service options are available depending on the FedEx Express International package type you have selected. For example, if you are sending your package FedEx International Priority, you can choose to add the Saturday service, or dangerous goods service options.

FedEx Ship Manager Server supports the FedEx Express International shipping service options listed in [Table 5-2](#).

Your Special Service Need	Our Service
Reliable delivery solutions and support when your express shipment contains dangerous goods	Dangerous Goods See Dangerous Goods for more information.
Reliable delivery solutions and support when your shipment requires dry ice packing	Dry Ice See Dry Ice for more information.
Reliable delivery solutions and support when your shipment requires alcohol	Alcohol See Alcohol for more information.
Collect on delivery for International express shipments	FedEx [®] Collect on Delivery (C.O.D.) See FedEx Express Collect on Delivery for more information.
Pricing benefit for multiple-piece shipments traveling from one origin to one destination and totaling 100 lbs. or more	FedEx Express Multiweight [®] Pricing.
The flexibility to select a customs broker	FedEx International Broker Select See International Broker Select for more information.
Hold for pickup at a FedEx location	Hold at FedEx Location Service See Hold at FedEx Location for more information.
Ship at a future date	Future Day Service See Future Day for more information.
Capability to send multiple-piece shipments on the same day from one sender to one recipient	Multiple-Piece Shipments
Pickup and delivery on Saturday Delivery	Saturday Service See Saturday Delivery and Saturday Pickup for more information
Provide e-mail notification of shipment to the shipper	FedEx ShipAlert [®]

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CHAPTER 6: FEDEX INTERNATIONAL GROUND PACKAGE SERVICES

FedEx International Ground[®] package shipping services provide a direct ship method for you to send single/multiweight small package shipments directly from the U.S. to Canada and Canada to the U.S.

The following sections in this chapter describe the FedEx International Ground package services:

- [FedEx International Ground Package Service Features](#) — describes general features common to all FedEx International Ground package services.
- [FedEx International Ground Package Service Details](#) — describes FedEx International Ground restrictions, packaging and important shipping rules you will need to follow for a successful delivery.
- [FedEx International Ground Package Service Types](#) — describes the types of services available with FedEx International Ground package shipping.
- [FedEx International Ground Service Options](#) — describes the service options for FedEx International Ground shipments.

FedEx International Ground Package Service Features

FedEx International Ground service ships and delivers packages typically in 2 to 7 days from the U.S. to Canada and from Canada to the U.S.

Other service features include:

- Delivery to Canada.
- Day-definite delivery typically in 2 to 7 business days from the U.S. to Canada and from Canada to the U.S.
- Multiple-piece shipping.
- Using a single point of contact that reduces costly delays and eases customs clearance, where U.S. and Canada shippers can send single and multiple-piece shipments (MPS) across the border. This service provides Brokerage Inclusion through FedEx Ground[®] using the FedEx Trade Network (FTN) as the broker. A Clearance Entry fee is charged for this service.
- Customs clearance for shipments to Canada through our brokerage-inclusive service to which a fee applies. Brokerage-inclusive service may not be available with all electronic shipping solutions.
- Service Options: FedEx Delivery Signature Options, Future Day service and FedEx Ground U.S. Collect on Delivery (C.O.D.).

You can set up shipments 10 days in advance using the Future Day feature with FedEx[®] Electronic Trade Documents for FedEx Ground. Extended Future Day functionality is not available for FedEx Electronic Trade Documents shipping. FedEx Ground[®] Electronic C.O.D. (E.C.O.D.) is not available for FedEx International Ground to Canada service.

FedEx International Ground Package Service Details

The following service details apply to FedEx International Ground shipping:

Shipping Rules

- Service days are Monday through Friday. Delivery is by the end of the business day.
- All required clearance documents must be attached to your ground shipment. FedEx International Ground shipments requires that 5 copies of the Commercial Invoice (1 original and 4 copies) are submitted with your shipment.
- Support for NAFTA U.S. to Canada or from Canada to the U.S. Shipments for both single and multiple-piece shipments (MPS) include NAFTA Certificate of Origin document codes, NAFTA COO document information, and support for NAFTA reports.

- FedEx automation platforms have the capability to electronically transmit international documents generated by both customer systems and FedEx automation platforms for FedEx Express[®] and FedEx Ground[®] shipments. Shipping coverage and service support is provided for FedEx International Priority[®] (IP), FedEx International Economy[®] (IE), FedEx International Priority[®] Freight (IPF), FedEx International Economy[®] Freight (IEF), FedEx International First[®] (IF), and FedEx International Ground[®] (IG), including Broker Inclusive (BI), Broker Select Option (BSO), and Third Party Consignee (TPC) options.

Packaging

- Package Size and Weight: Up to 150 lbs., 108" in length, and 165" in length plus girth (L+2W+2H0).
- For packages weighing 100–150 lbs., specific guidelines must be followed for marking heavy packages. See [fedex.com/us/services/intl/ground.html](https://www.fedex.com/us/services/intl/ground.html).
- Packages cannot be delivered to P.O. boxes.
- No hazardous materials are allowed. No hazardous materials (except for certain shipments to Canada that are classified as Other Regulated Materials-Domestic [ORM-D]).
- Clearance is included for FedEx International Ground shipments. You must enter broker information for your ground shipments, or your packages will be delayed at the FedEx Ground Sort Facility until this information is provided. If you do not have a Customs broker for your international ground shipments, then you may choose to have FedEx manage the clearance of your packages.
- When using FedEx brokerage-inclusive services, customs clearance is included for shipments to Canada to which a fee applies. Brokerage-inclusive service may not be available with all electronic shipping solutions.

Clearance Requirements

- All export documents must be placed in the international document pouch and attached to the Ground International package, or the first package in an MPS shipment. Each shipment must include five (5) copies of the Commercial Invoice. The Commercial Invoice must include:
 - The broker information, including Non-Resident Importer (NRI) designation if applicable.
 - Contract details for your recipient, including a telephone number.
 - The recipient, which is automatically the Importer of Record (IOR) unless otherwise designated on the Commercial Invoice.

For more information regarding specific clearance requirements for FedEx Ground International shipping, see your FedEx account executive.

FedEx International Ground Package Service Types

After you decide what service you want to use, such as U.S. package, international package or freight, decide how within that service your package should be sent. For example, would you like to choose your own broker for Customs clearance or select FedEx as the broker?

Depending on your package size, weight and delivery area, you may choose from a variety of FedEx International Ground services.

FedEx Ship Manager Server supports the service types for FedEx International Ground package shipping listed in [Table 6-1](#).

Table 6-1: FedEx International Ground Package Service Types

Your Shipping Needs	Our Service
Economical ground delivery to Canada	FedEx International Ground
Drop-ship option for U.S.-to-Canada shipments	FedEx International Ground [®] Distribution (Contract-only service*) This service also known as International DirectDistribution (IDD) Surface Solutions U.S. to Canada.
Bulk ground shipments	FedEx Ground Multiweight [®] — U.S. Export only (Contract-only service*)
Choose your own broker	FedEx International Broker Select [®]

*Contact your FedEx account executive for information about FSMS contract-only services.

FedEx International Ground Service Options

A wide variety of service options are available for FedEx International Ground packages; for example, you can choose to add FedEx Ground C.O.D as a service option.

FedEx Ship Manager Server supports the FedEx Ground International shipping service options listed in [Table 6-2](#).

Table 6-2: FedEx International Ground Service Options

Your Shipping Need	Our Service
Signature options that give you extra security	FedEx [®] Delivery Signature Options See FedEx Delivery Signature Options (Chapter 4) for more information.
Collect on Delivery for ground shipments	FedEx Ground [®] C.O.D. See FedEx Ground Collect on Delivery (Chapter 4) for more information.
Direct deposit of collect-on-delivery payments	FedEx Ground [®] Electronic C.O.D. (E.C.O.D.) See FedEx Ground Electronic C.O.D. (Chapter 4) for more information.
Reliable delivery solutions and support when your ground shipment contains hazardous materials	Hazardous Materials See Hazardous Materials (Chapter 4) for more information.
Ability to choose your own broker	FedEx International Broker Select See International Broker Select (Chapter 5) for more information.
Ability to choose if you want shipment documents delivered via the FedEx [®] Electronic Trade Documents option for FedEx International Ground shipments	FedEx [®] Electronic Trade Documents See Shipping Rules (Chapter 5) for more information.

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FSMS transactions for FedEx International Ground service.

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CHAPTER 7: FEDEX EXPRESS INTERNATIONAL FREIGHT SERVICES

You can use FedEx Express International Freight services shipping when your package is 151 lbs. or more. The information in this chapter describes what you need to know to ship using the FedEx Express International Freight service in the following sections:

- [FedEx Express International Freight Service Features](#) — describes general features common to all FedEx Express International Freight services.
- [FedEx Express International Freight Service Details](#) — describes restrictions, packaging and important shipping rules you will need to follow for a successful delivery.
- [FedEx Express International Freight Service Types](#) — describes the types of services available with FedEx Express International Freight shipping.
- [FedEx Express International Freight Service Options](#) — describes the service options supported by FedEx Ship Manager[®] Server (FSMS) for FedEx Express International Freight shipping.

FedEx Express International Freight Service Features

FedEx Express International Freight lets you ship freight shipments of 151 lbs. or more to international destinations. Depending on the speed that you need your freight delivered, you can choose between International Priority Freight and International Economy Freight. Freight Service features include:

- Freight customs clearance, which includes the following:
 - Basic commodity information, which is required for your shipment so that FedEx can expedite customs clearance of your freight.
 - For shipments to countries that accept an Electronic Commercial Invoice (ECI), FSMS uploads your commodity information, which is entered as part of the Ship request, to that country's customs clearance center to expedite clearance requirements. While most freight can be cleared electronically to these countries, you should also include hard copies of your Commercial Invoice and any other required customs paperwork.
 - For international shipping, FSMS uploads FedEx Electronic Trade Documents (customs documents generated by FedEx), or you can upload your own international trade documents as files or images created on your own system in your preferred software format, such as Adobe[®] PDF, Microsoft[®] Word DOC, or Microsoft[®] Excel XLS files. This capability includes adding your own company letterhead and signature to documents to expedite customs clearance of your freight. FedEx Electronic Trade Documents can be uploaded with, or in advance of, a completed shipment (Pre-Shipment).

If you are new to international shipping and need assistance with customs rules, documents, and clearance requirements, FedEx[®] Global Trade Manager, fedex.com/GTM, provides the information you need to reduce the time it takes to clear freight through customs.

FedEx Express International Freight Service Details

If FedEx Express International Freight is your shipping solution, then familiarize yourself with the following service details. They include information about packaging, restrictions and shipping rules you need to follow to ship FedEx Express International Freight packages.

Shipping Rules

- Basic commodity information is required for your shipment so that FedEx can expedite customs clearance of your freight.
- FedEx automation platforms have the capability to electronically transmit international trade documents generated by both customer systems and FedEx automation platforms for FedEx Express[®] and FedEx Ground[®] shipments. Shipping coverage and service support is provided for FedEx International Priority[®] (IP), FedEx International Economy[®] (IE), FedEx International Priority[®] Freight (IPF), FedEx

International Economy[®] Freight (IEF), FedEx International First[®] (IF), and FedEx International Ground[®] (IG), including Broker Inclusive (BI), Broker Select Option (BSO), and Third Party Consignee (TPC) options.

- For FedEx Freight[®] automation shipping enhancements, you must be online as you set up the shipment, and you must wait for a transaction completion response before continuing with another transaction.
- You are required to provide extra thermal shipping labels with your customs documentation, depending on your destination country, to facilitate customs clearance. FSMS automatically generates the correct number of labels for your destination country.

For FedEx[®] Electronic Trade Documents support, FSMS generates PDF label buffers for the file image, regardless of the type of label you have requested to use for shipping or printing: thermal, thermal image on plain paper, plain paper, or custom.

Packaging

- Freight must be palletized, stackable and forkliftable.
- Freight must be shrink-wrapped and/or banded to a skid.
- Individual skids, which are battens fitted underneath frames, boxes or packages to raise them off the floor and allow easy access for fork lift trucks, slings or other handling equipment, can be 151 lbs. or more. Skids exceeding 2,200 lbs. require prior approval.

Restrictions

- Varies according to the international shipping service selected.
- Rate quotes are provided in list rates or from your custom rate table.
- Basic commodity information is required for your shipment so that FedEx can expedite customs clearance of your freight.

FedEx Express International Freight Service Types

After you decide what service you want to use, such as U.S. package, international package, or freight, decide within that service how your package should be sent. For example, does it need to be delivered in one day or two days?

Depending on your package size, weight, and delivery area, you may choose from a variety of FedEx Express International Freight services.

Table 7-1 describes the service types for FedEx Express International Freight shipping.

Table 7-1: FedEx Express International Freight Service Types

Your Shipping Need	Our Service
In 1, 2 or 3 business days worldwide	FedEx International Priority [®] Freight
Within 5 business days worldwide	FedEx International Economy [®] Freight

FedEx International Priority Freight

This service includes the following features:

- Provides time-definite delivery typically in 1, 2 or 3 business days to most major world markets, including the U.S. to Canada.
 - From the U.S. to more than 130 countries and territories.
 - To the U.S. from more than 105 countries and territories.
- Pallets exceeding 70" in height or 119" in length or 80" in width require prior approval.
- Accepts individual pallets of 151 lbs. or more. Pallets exceeding 2,200 lbs. require prior FedEx approval.

- Pickup and delivery options at your door or the airport.
- Service options: FedEx International Broker Select, Dangerous Goods, Hold at FedEx Location.

FedEx International Economy Freight

FedEx international Economy Freight provides time-definite delivery, time-definite service, typically within five (5) business days, with flexible pickup and delivery options.

This service includes the following shipping features:

- Provides service from the U.S. to more than 130 countries and territories, including Canada, the Asia Pacific (APAC) region, and the Latin American Countries (LAC) region, and to the U.S. from more than 50 countries and territories, including Canada.
- Freight must be palletized, stackable, forkliftable, and shrink-wrapped and/or banded to a skid.
- Pallets exceeding 70" in height or 119" in length or 80" in width require prior approval.
- Pallets exceeding 2,200 lbs. require prior approval. For advance confirmation, book space using FedEx Ship Manager at fedex.com or by calling 1.880.332.0807.
- Service options: FedEx International Broker Select[®] and Hold at FedEx Location.

FedEx Express International Freight Service Options

FedEx Ship Manager Server supports the FedEx Express International Freight shipping service options listed in [Table 7-2](#).

Your Special Service Need	Our Service
Reliable delivery solutions and support when your express shipment contains dangerous goods	Dangerous Goods See Dangerous Goods (Chapter 3) for more information.
Reliable delivery solutions and support when your shipment requires dry ice packing.	Dry Ice See Dry Ice (Chapter 3) for more information.
Reliable delivery solutions and support when your shipment requires alcohol	Alcohol See Alcohol (Chapter 3) for more information.
Collect on delivery for U.S. express shipments	FedEx [®] Collect on Delivery (C.O.D.) See FedEx Express Collect on Delivery (Chapter 3) for more information.
Pricing benefit for multiple-piece shipments traveling from one origin to one destination and totaling 100 lbs. or more	FedEx Express Multiweight [®] Pricing See FedEx Ground Multiweight .
The flexibility to select a customs broker	FedEx International Broker Select [®] See FedEx International Broker Select (Chapter 5) for more information.
Hold for pickup at a FedEx location	Hold at FedEx Location Service See Hold at FedEx Location (Chapter 3) for more information.
Ship at a future date	Future Day Service See Future Day (Chapter 3) for more information.
Pickup and delivery on Saturday Delivery	Saturday Service See Saturday Delivery and Saturday Pickup (Chapter 3) for more information.

Table 7-2: FedEx Express International Service Options (Continued)

Your Special Service Need	Our Service
Provide e-mail notification of shipment to the shipper	FedEx ShipAlert®

Refer to the *FedEx Ship Manager® Server Developer Guide* for information about how to code FSMS transactions for FedEx Express International Freight service.

CHAPTER 8: FEDEX SMARTPOST SERVICE

FedEx SmartPost[®] lets you consolidate low-weight, less time-sensitive business-to-consumer packages using the United States Postal Service (USPS) for final delivery to residences. FedEx picks up, sorts, line hauls, tracks and delivers your packages to the USPS post office closest to you. The USPS makes final delivery to the residence.

This service provides delivery Monday through Saturday to all residential addresses in the U.S., including service to Alaska and Hawaii, Puerto Rico, Guam, the U.S. Virgin Islands and all other U.S. territories. This includes P.O. Boxes and military APO, FPO, and DPO destinations. However, Alaska (AK), Hawaii (HI), Puerto Rico (PR), and the U.S. territories are not included as originating shipment points for FedEx SmartPost.

Although FedEx SmartPost is intended primarily as a residential delivery service, it also includes delivery options to commercial addresses.

FedEx customers now have the added benefit of low-cost return shipping via FedEx SmartPost. FedEx SmartPost[®] Returns service is available to the 48 contiguous U.S. states and from all 50 states, U.S. territories, P.O. Boxes, and APO/FPO/DPO locations. The FedEx SmartPost and FedEx SmartPost Returns are contract-only services. You must be contracted for FedEx SmartPost service before you can use the features described in this chapter. For more information contact your FedEx account executive.

The following sections describe the FedEx SmartPost service:

- [FedEx SmartPost Service Features](#) — describes general FedEx SmartPost service features.
- [FedEx SmartPost Service Details](#) — describes restrictions, packaging and important shipping rules you need to follow for a successful delivery.
- [FedEx SmartPost Service Types](#) — describes the types of pieces that you can ship using FedEx SmartPost.

FedEx SmartPost Service Features

- Expanded FedEx SmartPost service leverages the FedEx Ground[®] network to provide cost-effective pickup and origin processing services. FedEx SmartPost services are available to recipients in the 50 United States and the U.S. territories. These territories include: American Samoa (AS), Micronesia (FM), Guam (GU), Marshall Islands (MH), Northern Mariana Islands (MP), Republic of Palau (PW), and U.S. Virgin Islands (VI).
- FedEx SmartPost Returns service is available to the 48 contiguous U.S. states and from all 50 states, U.S. territories, P.O. Boxes, and APO/FPO/DPO locations. Printed return labels are supported.
- Multiple-package shipping is available; however, there is no master/child tracking number relationship.
- Future Day Shipping is available regardless of the pickup carrier.
- Saturday Delivery is possible by United States Postal Service (USPS). No FedEx surcharge applies.
- Delivery and shipment e-mail notifications are now available.
- Packages can only be tracked using the Delivery Confirmation Number (DCN) assigned to each FedEx SmartPost package. This tracking is not performed through FedEx Ship Manager[®] Server (FSMS). FedEx SmartPost customers can track their shipments from the FedEx website. See fedex.com/us.

FedEx SmartPost Service Details

The following service details describe the rules, restrictions and shipping guidelines that apply to FedEx SmartPost shipping.

- FedEx designates the pickup carrier (FedEx SmartPost or FedEx Ground) for your FedEx SmartPost shipments based on customer SmartPost shipping volume.
- FedEx picks up and sorts the packages, then routes them to a U.S. Post Office facility for final delivery Monday through Saturday.
- Bill Sender is the only payment type available with FedEx SmartPost. Bill Recipient or Bill Third Party charges are not allowed.

- FedEx SmartPost shipments to APO (Army/Air Force Post Office), FPO (Fleet Post Office) and DPO (Diplomatic Post Office) destinations have to format the “Recipient City” field as described in the Developer Guide.

Note: USPS is requiring all customers to use the appropriate form when shipping APO/FPO/DPO packages because the packages shipped to APO/FPO/DPO are potentially dutiable. To learn more about the customer/USPS requirements and to complete, print the forms online, go to the USPS website at the following link: <http://webapps.usps.com/customs> forms.

- Earned discounts are available for FedEx SmartPost shipments.
- FedEx SmartPost is a contract-only service.
- FedEx[®] Collect on Delivery (C.O.D.) is not available for FedEx SmartPost shipping.
- Only one of the following ancillary endorsements is permitted for Standard Mail shipments (FedEx SmartPost shipments under 1 lb.) with delivery confirmation: RETURN SERVICE REQUESTED or ADDRESS SERVICE REQUESTED.

FedEx SmartPost Service Types

For an online retailer or other residential shipper, a no-hassle returns process is critical for customer satisfaction and loyalty. FedEx SmartPost Returns service is an ideal solution because it provides your recipients with the convenience of U.S. Postal Service[®] (USPS[®]) access points for their returns, as well as free package pickup from their home or business address.

FedEx SmartPost Returns is a contract-only service for customers with high-volume returns (100 average daily volume) of low-weight residential packages. It's a cost-effective, reliable solution that utilizes the strength of the FedEx[®] network and the access of the USPS. In addition, FedEx SmartPost Returns provides visibility throughout the returns process to your customer service and operations departments, as well as to the return shipper.

How it Works

When using FedEx SmartPost Returns, you can choose two methods of processing your return labels:

- Include pre-printed return labels in your original shipments.
- Direct your customers back to your website to process and print online labels.

The return shipper then simply puts the label on the package and tenders it at a USPS access point, including any of the 36,000 retail locations or thousands of collection boxes, or even their own mailbox. They can also call for the free USPS package pickup service.

Once your customers' returns packages are picked up by the USPS, they'll be consolidated into larger shipments at local post offices and picked up by FedEx for shipment to you.

Features

- A prepaid USPS integrated return shipping label, which means your customers don't have to stand in line at a shipping location to obtain the proper documentation and don't incur any out-of-pocket expenses.
- USPS daily pickup options of Monday through Saturday, offering your customers convenient access for tendering their package at a local post office, a postal collection box or their own mailbox. Return shippers also can request a free USPS package pickup at www.usps.gov/pickup.
- Coverage to every residential address in the U.S., including P.O. boxes and APO/FPO/DPO destinations.
- Transit times of 2 to 7 business days. This means you can quickly and efficiently cycle returned products back into inventory for faster redeployment into the market — generating revenue and reducing the effects of product depreciation.
- Maximum package weight of 70 lbs.
- No residential or Saturday pickup surcharges.

- Inbound shipment visibility via FedEx InSight[®]. FedEx InSight e-mail notifications provide timely and automatic status information about your incoming FedEx SmartPost Returns packages and include an estimated delivery date — assigned when the FedEx SmartPost origin hub receives the package — enabling you to plan accordingly.
- Visibility for your customers through the tracking or RMA number on fedex.com. With an up-to-the-minute view of their returns, customers are not calling your customer service department for shipment-status updates.
- Customer reports via FedEx[®] Reporting Online.
- Limit of liability is \$100.

Note: U.S. Postal Service and USPS are registered trademarks of the United States Postal Service.

Use the service types listed in [Table 8-1](#) to identify the type of service/package type you intend to include in your shipment:

Service Type	Weight Minimum	Weight Maximum	Dimensions
Standard Mail	.01 lbs.	< 1 lb.	Sum of length plus girth cannot exceed 84" Minimum: 6"(L) x 4"(W) x 1"(H)
Bound Printed Matter	.01 lbs.	15 lbs.	Sum of length plus girth cannot exceed 84" Minimum: 6"(L) x 4"(W) x 1"(H)
Media	.01 lbs.	70 lbs.	Sum of length plus girth cannot exceed 84" Minimum: 6"(L) x 4"(W) x 1"(H)
Parcel Select	1lb.	70 lbs.	Sum of length plus girth cannot exceed 130" Minimum: 6"(L) x 4"(W) x 1"(H)
FedEx SmartPost Returns	.01 lbs.	70 lbs.	Sum of length plus girth cannot exceed 130" Minimum: 6"(L) x 4"(W) x 1"(H)

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FSMS transactions for FedEx SmartPost service.

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CHAPTER 9: FEDEX INTERNATIONAL DIRECTDISTRIBUTION SURFACE SOLUTIONS

FedEx[®] International DirectDistribution Surface Solutions (IDD Surface), formerly known as FedEx[®] Transborder Distribution services, are provided by FedEx Ship Manager[®] Server (FSMS) to help you streamline your large shipments from Canada and Mexico for distribution in the U.S. Consolidate your shipments for simplified customs clearance by either FedEx Trade Networks[®] or a broker of your choice.

After your shipment enters the U.S., you will receive access to the full range of FedEx services in the U.S., including FedEx Express[®], FedEx Ground[®] and FedEx Home Delivery[®].

The following sections describe FedEx[®] International DirectDistribution Surface Solutions:

- [FedEx International DirectDistribution Surface Solutions Features](#) — describes general features.
- [FedEx International DirectDistribution Surface Solutions Details](#) — describes restrictions, packaging and important shipping rules you will need to follow for a successful delivery for both FedEx Express and FedEx Ground services for FedEx[®] International DirectDistribution Surface Solutions.
- [FedEx Express Services for FedEx International DirectDistribution Surface Solutions](#) — lists the FedEx Express shipping service options available for FedEx[®] International DirectDistribution shipments.
- [FedEx Ground Services for FedEx International DirectDistribution Surface Solutions](#) — lists the FedEx Ground shipping service options available for FedEx[®] International DirectDistribution shipments.
- [FedEx International DirectDistribution Surface Solutions Customs Clearance Documents](#) — describes standard FedEx[®] International DirectDistribution Surface Solutions reports, which provide the documentation you need for shipping using the FedEx[®] International DirectDistribution Surface Solutions.

FedEx International DirectDistribution Surface Solutions Features

FedEx[®] International DirectDistribution Surface Solutions enables you to streamline large shipments from Canada and Mexico for distribution in the U.S. All customs clearance occurs at the applicable border when the shipment crosses from Canada or Mexico into the U.S.

Other service features include:

- Ability to consolidate your shipments to help simplify and potentially expedite customs clearance by using either FedEx Trade Networks or a broker of your choice.
- Access to the full range of FedEx services in the U.S., including FedEx Express, FedEx Ground and FedEx Home Delivery after your shipment enters the U.S.

Note: FedEx[®] International DirectDistribution Surface Solutions are available for shipping packages to the U.S. only. A valid ZIP code that corresponds to the city and state entered for the shipment is required.

FedEx International DirectDistribution Surface Solutions Details

The following service details include information on packaging, restrictions and shipping rules when shipping FedEx® International DirectDistribution Surface Solutions packages.

Shipping Rules

- You may ship both documents and commodity shipments. Basic commodity information is required for your shipment.
- Current U.S. domestic FedEx Express, FedEx Ground, and FedEx Home Delivery days of operation apply, including Future Day shipping. Days of operation for destinations/services are also provided at [fedex.com/us/services/download.html](https://www.fedex.com/us/services/download.html).
- Select a single currency for the customs value of the entire transaction. After the FedEx® International DirectDistribution Surface Solutions shipment is opened, the currency you selected for the first piece in the shipment remains constant for the other pieces in the shipment.
- Declared value limits are based on the FedEx service you select for the shipment.
- Enter a maximum of 999 commodities (express and ground, as appropriate) per shipment.
- Enter a maximum of 999 pieces associated with one shipment for a FedEx® International DirectDistribution Surface Solutions shipment.

Packaging

- Palletized or non-palletized freight can be up to 20,000 lbs. and 20 feet in length.
- If you are shipping FedEx® International DirectDistribution Surface Solutions shipments, then you can use FedEx Express packaging for express shipments or your own custom packaging. For FedEx Ground and FedEx Home Delivery FedEx® International DirectDistribution Surface Solutions shipments, you must use your own packaging.
- You can only select a single weight type — pounds (LBS) or kilograms (KGS) — and a single dimension type: inches (IN) if using LBS as the weight type, or centimeters (CM) if using KGS as the weight type. After you create an open FedEx® International DirectDistribution Surface Solutions shipment, the weight type you select for the first piece in the shipment is the prevailing type for the rest of the pieces in the shipment.
- If you ship packages using FedEx Ground or FedEx Home Delivery, then you must code measurements in pounds (LBS) and inches (IN).

Restrictions

- Varies according to the international shipping service selected.
- Current U.S. domestic FedEx Express, FedEx Ground, and FedEx Home Delivery size and weight restrictions apply.

FedEx Express Services for FedEx International DirectDistribution Surface Solutions

Table 9-1 lists the FedEx Express shipping services supported for FedEx® International DirectDistribution Surface Solutions.

Your Shipping Need	Our Service
First thing the next-business-day morning	FedEx First Overnight [®]
Next-business-day morning	FedEx Priority Overnight [®]
Next-business-day afternoon.	FedEx Standard Overnight [®]
2 business days	FedEx 2Day [®]
3 business days	FedEx Express Saver [®]
In 1, 2 or 3 business days within the U.S.	FedEx 1Day [®] Freight, FedEx 2Day [®] Freight, FedEx 3Day [®] Freight

FedEx Ground Services for FedEx International DirectDistribution Surface Solutions

Table 9-2 lists the FedEx Ground shipping services supported for FedEx[®] International DirectDistribution Surface Solutions.

Your Shipping Need	Our Service
Economical ground delivery to businesses	FedEx Ground [®]
Economical ground delivery to residences	FedEx Home Delivery [®]

FedEx International DirectDistribution Surface Solutions Customs Clearance Documents

FedEx Ship Manager Server supports standard FedEx[®] International DirectDistribution Surface Solutions (IDD Surface) reports that provide the documentation required for shipping using FedEx[®] International DirectDistribution Surface Solutions. This documentation includes these documents:

- IDD Surface Consolidated Commercial Invoice or single IDD Surface Commercial Invoice per shipment per package
- IDD Surface Ground Pickup Manifest
- IDD Surface Express Courier Report

When you create FedEx[®] International DirectDistribution Surface Solutions shipments, you may choose one of two methods of generating a customer invoice — standard Commercial Invoice (CI) or Consolidated Commercial Invoice (CCI).

The Consolidated Commercial Invoice provides one commercial invoice for all of the packages in a FedEx[®] International DirectDistribution Surface Solutions shipment, which is printed at the shipment level when you confirm the shipment.

You may also choose to print a separate Commercial Invoice for each package in an FedEx[®] International DirectDistribution Surface Solutions shipment. In this case, a standard Commercial Invoice is printed on the package level at shipment CONFIRM (Open Ship).

Standard Commercial Invoice

- Generated for each package in a FedEx® International DirectDistribution Surface Solutions shipment.
- Contains the same information as a standard FedEx Commercial Invoice.
- Printed on the package level at shipment CONFIRM.

Consolidated Commercial Invoice

Consists of the Consolidated Commercial Invoice and standard Commercial Invoice Information that includes the following:

- Header, which includes:
 - Ship Date
 - International Air Waybill Number: Master Air Waybill (MAWB) tracking number for the shipment
 - Invoice Number: Unique invoice number generated for the shipment by FSMS
- Shipment Summary, which is the summary section that prints after the Consolidated Commercial Invoice header information and includes this shipment level information:
 - Shipper: Identification of shipper from your FSMS shipper record
 - Consignee: FedEx location where the FedEx® International DirectDistribution Surface Solutions shipment will be cleared by Customs
 - Broker: Broker identification if you use a broker other than FedEx
 - Importer of Record: Importer identification if an importer other than the shipper is used
 - Package Summary: Totals for the FedEx® International DirectDistribution Surface Solutions shipment, including Weight, Currency Type, and number of packages (Customer Reference Numbers or CRNs)
 - Layout: Groups the commodity and organizes it in a logical manner. The criteria for grouping commodities are exact matching values of the following fields: Description, Country of Manufacture, Unit of Measure and HS Code (optional).

CHAPTER 10: FEDEX INTERNATIONAL PRIORITY / ECONOMY DIRECTDISTRIBUTION SERVICES

FedEx International Priority DirectDistribution[®] and FedEx International Economy DirectDistributionSM Service are contractual services offered by FedEx to customers who want FedEx to clear shipments through customs as a single entry, then deliver to individual recipients in the destination country.

If you are interested in shipping with FedEx International Priority/Economy DirectDistribution services, contact your FedEx account executive.

The following sections describe the features and service details for these services:

- [FedEx International Priority/Economy DirectDistribution Service Features](#) — describes general service features.
- [FedEx International Priority/International Economy DirectDistribution Service Details](#) — describes restrictions, packaging and shipping rules for international shipments that use these services.

FedEx International Priority/Economy DirectDistribution Service Features

FedEx International Priority/Economy DirectDistribution is a contractual service that lets you send multiple pieces in a consolidated shipment from a single location in an origin country to multiple recipients in a single destination country.

The service includes the following features:

- Inbound and outbound service to Puerto Rico.
- Goods are shipped as one electronically consolidated shipment consigned from you, the shipper. The shipment clears customs with one Consolidated Commercial Invoice (CCI) using a single international Master Air Waybill (MAWB). Following customs clearance, FedEx de-consolidates the shipment and distributes packages to the final recipients.
- Clearance documents do not travel with the actual shipment but travel separately as a FedEx International Priority[®] shipment[™].
- Shipments must contain at least two packages, also referred to as Customer Reference Numbers (CRNs).
- An Importer of Record (IOR) is required in the destination country.
- FedEx International Priority DirectDistribution is referred to as IPD on shipping labels, documents and FedEx Ship Manager[®] Server (FSMS) screens.

FedEx International Priority/International Economy DirectDistribution Service Details

This section describes packaging, restrictions and shipping rules that you will need to follow to ship FedEx International Priority DirectDistribution or FedEx International Economy DirectDistribution.

Shipping Rules

- Goods are shipped as one electronically consolidated shipment consigned from you, the shipper. The shipment clears customs with one Consolidated Commercial Invoice (CCI) using a single international Master Air Waybill (MAWB). Following customs clearance, FedEx de-consolidates the shipment and distributes packages to the final recipients.

- Clearance documents do not travel with the actual shipment but travel separately as a FedEx International Priority shipment.
- Shipments must contain at least two packages, shown on your invoice as Customer Reference Numbers (CRNs).

Packaging

- Individual pieces may be up to 108" in length, 70" in height, 130" in length plus girth (L + 2W + 2H).
- Individual pallets may be up to 119" in length, 70" in height, 300" in length plus girth.
- There is no limit to total shipment weight; however, a shipment can consist of loose pieces or packages up to 150 lbs. (68 kilograms) and large pieces or skidded packages of 151 lbs. (69 kilograms) or more, with a maximum piece or skid weight of 2,200 lbs. (1,000 kilograms).

Restrictions

- Contract-only service; contact your FedEx account executive for more information.
- Billing to individual recipients is not available. Billing options include Sender and Third Party.
- Accessible dangerous goods cannot be shipped. Some inaccessible dangerous goods and perishables are acceptable, depending on the origin and destination. Allowable amounts and other factors are determined on a case-by-case basis.
- FedEx International Broker Select[®] is not available as a service option.

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FSMS transactions for FedEx International Priority DirectDistribution service and FedEx International Economy DirectDistribution Service shipments.

CHAPTER 11: FEDEX INTERNATIONAL PRIORITY / ECONOMY DIRECTDISTRIBUTION FREIGHT SERVICE

FedEx International Priority DirectDistribution[®] Freight and FedEx International Economy DirectDistributionSM Freight are contract services offered by FedEx to customers who would like access to a cost-effective, streamlined way to move high-value freight straight from the point of manufacture to multiple customers or end users. With this service you can ship multiple piece freight shipments (exceeding 150 lbs./68 kilograms) using FedEx International Priority DirectDistribution Freight.

In addition, countries shipping to the European Union may also use a single point of clearance (SPOC) with this service. FedEx clears your consolidated freight through customs on a single Commercial Invoice and delivers to the addresses specified in the destination country.

These services are contract-only and require that you sign a contract with FedEx for the services. For more information, contact your FedEx account executive.

The following sections in this chapter describe these services:

- [FedEx International Priority and Economy DirectDistribution Freight Service Features](#) — describes general service features.
- [FedEx International Priority and Economy DirectDistribution Freight Service Details](#) — describes the restrictions, packaging and shipping rules for these international direct-distribution services.

FedEx International Priority and Economy DirectDistribution Freight Service Features

FedEx International Priority DirectDistribution Freight, and FedEx International Economy DirectDistribution Freight Services are contract services, and include inbound and outbound services for Puerto Rico.

FedEx International Priority DirectDistribution Freight is

- Referred to as IDF on shipping labels.
- Is a contractual service that lets you send multiple skids or pallets in a consolidated shipment from a single location to multiple recipients in a single destination country.

Note: FedEx International Priority DirectDistribution Freight shipments may not be tendered by freight forwarders.

FedEx International Priority and Economy DirectDistribution Freight Service Details

The following service details for FedEx International Priority DirectDistribution Freight, and FedEx International Economy DirectDistribution Freight Services describe the packaging, service restrictions and shipping rules.

Shipping Rules

- Delivery time: typically 1–4 business days for International Priority DirectDistribution Freight.
- Delivery time is typically 2–5 business days International Economy DirectDistribution Freight.
- FedEx clears shipments through customs as a single entry, then delivers to individual recipients in the destination country.
- When you process your shipment, choose Appointment Delivery if you want FedEx to arrange a delivery time with the recipient.
- Choose Piece-Count Verification if you want FedEx to verify the number of pieces at origin and destination.

Packaging

- Pallets exceeding 70" in height or 119" in length or 80" in width require prior approval.
- Individual pallets can be 151 lbs. or more. Pallets exceeding 2,200 lbs. require prior approval.

Restrictions

- Contract-only service; contact your FedEx account executive for more information.
- All pieces must be skidded.

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FedEx Ship Manager[®] Server transactions for FedEx[®] International DirectDistribution Freight and FedEx International Economy DirectDistribution Freight shipments.

CHAPTER 12: FEDEX INTERNATIONAL GROUND DISTRIBUTION / DIRECTDISTRIBUTION SERVICES

FedEx International Ground[®] Distribution and FedEx International Ground DirectDistribution[®] services allow qualified U.S. shippers to consolidate FedEx Ground[®] shipments to Canadian destinations. FedEx International Ground Distribution is also known as FedEx[®] International DirectDistribution (IDD) Surface Solutions U.S. to Canada. FedEx International Ground DirectDistribution is also known as FedEx[®] International DirectDistribution Surface Solutions U.S. to Canada Ground Direct. Shipments move and clear Canadian customs as a single shipment.

For shippers with a U.S.-based FedEx account but with a facility within Canada, FedEx International Ground Distribution is a drop-ship option for U.S. to Canada shipments. Using this service, the shipper arranges delivery of the consolidated shipment to the FedEx Ground hub in Canada. FedEx Ground then breaks down the consolidation and delivers the individual shipments to their destination.

FedEx International Ground DirectDistribution offers the U.S. shipper the opportunity for end-to-end shipping with FedEx Ground for consolidated shipments.

FedEx International Ground Distribution and FedEx International Ground DirectDistribution are contract-only services. If you are interested in shipping with these services, contact your FedEx account executive.

This chapter contains these sections:

- [FedEx International Ground Distribution / DirectDistribution Service Features](#) — describes general service features.
- [FedEx International Ground Distribution / DirectDistribution Service Details](#) — describes restrictions, packaging and important shipping rules you need to follow for a successful delivery.

FedEx International Ground Distribution / DirectDistribution Service Features

- Offers the U.S. shipper the opportunity for end-to-end shipping with FedEx Ground for consolidated shipments.
- For shippers with a U.S. based FedEx account, but with a facility within Canada, FedEx International Ground Distribution is a drop-ship option for U.S. to Canada shipments.
- Using FedEx International Ground Distribution, the shipper arranges delivery of the consolidated shipment to the FedEx Ground hub in Canada. FedEx Ground then breaks down the consolidation and delivers the individual shipments to their destination.
- International Ground Distribution/DirectDistribution can have multiple shipments open simultaneously.
- Future Day shipping is supported.
- Special service options allowed for International Ground Distribution are the same as the FedEx Ground Intra-Canada special service options.

FedEx International Ground Distribution / DirectDistribution Service Details

Service details play a vital role in getting your shipment delivered and handled correctly. Details for each service include information on packaging, restrictions and shipping rules to ship using FedEx International Ground Distribution/DirectDistribution.

After a contract for FedEx International Ground Distribution/DirectDistribution has been completed with your FedEx account executive, a FedEx customer support representative must set up your meter or meters on FedEx Ship Manager[®] Server (FSMS). You will not be able to set up the child meter or meters for these services. However, after your child meter has been set up by FedEx and the new configuration has been downloaded to your FedEx Ship Manager Server, you should be able to use the FSMS Configuration Utility to view the new configuration.

The following service details apply to these shipping services.

Shipping Rules

- Meters set up for FedEx International Ground Distribution/DirectDistribution are dedicated child meters and cannot be used to ship with any other service.
- The master meter must originate in the U.S.
- The FedEx International Ground Distribution (IGD) meter must be configured for a Canadian origin.
- The IGD meter must be assigned to a U.S. FedEx Express 9-digit account number.

Restrictions

- Contract-only service; contact your FedEx account executive for more information.
- Single piece shipping is not supported.

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FSMS transactions for FedEx International Ground Distribution and DirectDistribution service.

CHAPTER 13: FEDEX GROUND MULTIWEIGHT

The FedEx Ground Multiweight[®] service is a cost-saving service available in all 50 United States. If you have multiple packages moving to the same destination on the same day, then this pricing option allows you to combine shipments for a multiweight rate.

FedEx Ground Multiweight is a contract-only service. To obtain the service you must first sign a contract with FedEx. Contact your FedEx account executive for details.

The following sections describe the FedEx Ground Multiweight service:

- [FedEx Ground Multiweight Service Features](#) — describes general service features.
- [FedEx Ground Multiweight Service Details](#) — describes restrictions, packaging and important shipping rules.

FedEx Ground Multiweight Service Features

FedEx Ground Multiweight pricing is ideal for multiple-package shipments weighing 200 lbs. or more moving to the same destination on the same day in the U.S.

The service includes the following features:

- Door-to-door delivery in 1 to 5 business days, depending on distance to the destination in the U.S, including all 50 states.
- Delivery to Alaska and Hawaii in 3 to 7 business days.
- Provides a pricing option that allows you to combine packages for a multiweight rate. Pricing is based on the combined weight of your packages. Contact your FedEx account executive for multiweight pricing.

FedEx Ground Multiweight Service Details

The following service details apply to the FedEx Ground Multiweight service.

Shipping Rules

- Service includes inside delivery and up to three delivery attempts.
- Shrink-wrapping or palletizing shipments is not required.
- Packages are processed like any other FedEx Ground[®] shipment.
- Contract pricing is required.

Packaging

- Multiple-package shipments with a total weight of 200 lbs. or more are optimal for this service.
- Average package weight should be between 15 lbs. to 25 lbs.
- Single packages cannot exceed 150 lbs. or 108" in length plus girth.

Restrictions

For multiweight rates available for your account, contact your FedEx account executive.

Refer to the *FedEx Ship Manager[®] Server Developer Guide* for information about how to code FedEx Ship Manager[®] Server transactions for the FedEx Ground Multiweight pricing service.

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