

How to provide Mandatory Product Identifiers (PIDs) in FedEx Ship Manager™ at fedex.ca



For products shipped to EU consumers through Business-to-Consumer (B2C) transactions

Information accurate as of September 15, 2026





Effective July 1, 2026, the European Union (EU) *de minimis* exemption for low-value goods being imported into the EU customs territory was removed:

- ① Business-to-consumer (B2C), distance sales and e-commerce shipments with an intrinsic value not exceeding €150 will be subject to a €3 duty per line item on the customs declaration.
- ② For business-to-business (B2B) shipments, the standard duty rates will apply.

In addition to the new duty, B2C sellers are now required to provide Product Identifiers (PIDs).

This information must be provided at the individual product level for customs declarations and marks a significant change for sellers shipping goods into the EU customs territory.

If the required information is not provided in accordance with the new regulation, shipments will not be cleared and returned to the origin.

This guide explains how to correctly complete the required PID fields in [FedEx Ship Manager™ at fedex.ca](https://fedex.com/shipmanager).



Enter package contents

Screen: Add new item in package contents

Steps

1 Go to 'Package contents' section

- Located under package details.

2 Select 'Add new item'

3 Field: 'Item description'

- Enter a clear, specific description
Example: "Men's cotton t-shirt".
- Avoid: Vague or generic terms such as "Clothing/Items/Goods".

4 Fields for 'Net weight and Customs value'

- Enter the total weight of the package.
- Enter the total number of units.
- Choose the appropriate unit of measure.

'Customs value'

- Enter the total customs value of the commodity item being added.

'Country/territory of manufacture'

- Select from the drop-down.



Enter product details

Screen: Enter product details

The screenshot shows the FedEx Ship Manager interface. The main form is titled 'Edit commodity item'. It has a sidebar on the left with navigation links like 'Create shipment', 'Get a rate', 'Batch shipping', 'Shipments', 'Collaboration', 'E-commerce', 'Pickups', and 'Last-minute rates'. The main content area is divided into sections: 'Package details', 'Package contents', and 'Customs documentation'. The 'Package details' section includes a table with columns: DESCRIPTION, HS CODE, MADE IN, QUANTITY, WEIGHT, and CUSTOMS VALUE. The 'Package contents' section includes a table with columns: DESCRIPTION, HS CODE, MADE IN, QUANTITY, WEIGHT, and CUSTOMS VALUE. The 'Customs documentation' section includes a checkbox for 'Attach trade documents electronically (recommended)' and a section for 'Commercial Invoice'.

Steps

⑤ Fields for 'Product Identifier (PID)'

'Merchant Product ID (M-PID)'

- The merchant's unique code used to identify a product, usually the SKU (Stock Keeping Unit), item code or product code.

'Non-Standardized Manufacturer Product ID (NS-PID)'

- A manufacturer's or supplier's unique product code.

'Standardized Manufacturer Product ID (S-PID)'

- A code provided by a governing body to a manufacturer or producer to identify unique products that meet industry standards. Often identified by a barcode, ISBN, EAN, or GTIN.
- Required if it exists. If it does not, enter "NO".

NEED HELP IDENTIFYING M-PID, NS-PID OR S-PID?

See our [PID Infographic](#) for a quick overview of information and requirements.



Enter product details

The screenshot shows the FedEx Ship Manager interface. At the top, there's a navigation bar with the FedEx logo and various menu items. Below that, a warning message is displayed in a yellow box with a warning icon. The message states: "Action required: EU customs information missing. For shipments of distance sales goods, such as e-commerce or business-to-consumer sales, the European Union requires additional item details for customs clearance. We recommend providing the three additional product identifiers (PIDs) now, to help your package clear customs faster and avoid potential delays at the border." Below the warning, there is a table with columns: DESCRIPTION, HS CODE, MADE IN, QUANTITY, WEIGHT, and CUSTOMS VALUE. The table contains one row: "Men's cotton t-shirt", "6109.10.00.10", "Spain", "5 pieces", "2.5 kg", and "\$100.00". Below the table, it says "Total net weight: 2.5 kg" and "Total customs value: \$100.00". At the bottom, there are buttons for "SAVE" and "FINALIZE".

DESCRIPTION	HS CODE	MADE IN	QUANTITY	WEIGHT	CUSTOMS VALUE
Men's cotton t-shirt	6109.10.00.10	Spain	5 pieces	2.5 kg	\$100.00

Total net weight: 2.5 kg Total customs value: \$100.00

Missing Product Identifier (PID) information

If PID information is not provided for shipments, [FedEx Ship Manager™ at fedex.ca](https://fedex.ca) will display a warning message during shipment finalization. Until October 31, 2026 at 11:59 p.m. ET, label creation will not be blocked.

IMPORTANT:

Effective November 1, 2026, the Product ID fields in FedEx Ship Manager™ at fedex.ca will be mandatory. If these fields are not completed, shipment labels cannot be created, which will impact your shipping operations. Please ensure you're prepared to help avoid any disruptions.