FIELD REFERENCE MANUAL



FedEx® Office

Shipping

DECEMBER UPDATED 2025

Updated December 2025

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Shipping Contents

FedEx Office

FIELD REFERENCE MANUAL

This material is property of FedEx Office and is intended for internal purposes only. All rights reserved.

Any duplication and/or distribution must first be approved in writing by FedEx Office senior management.

© 2025 FedEx Office

Confidential information.

Field Reference Manual Updates . . . SH.12
Digital Field Reference Manuals . . . SH.12
New Releases . . . SH.12

Field Reference Manual . . . SH.12
Field Reference Manual Zones . . . SH.13
Updates December 2025 . . . SH.14

Contacts & Quick Tools . . . SH.17
General Shipping Contacts . . . SH.18
Account/Billing/Invoice Issues . . . SH.19
IRS — Street Addresses for Normal Tax Returns . . . SH.20
Operations Quick Links Landing Page . . . SH.21
Emergency Procedures . . . SH.22

Operational Basics . . . SH.1.01
Shipping Overview . . . SH.1.03
Shipping Zone Expectations . . . SH.1.08
Proper Handling . . . SH.1.11
Managing Peak Shipping Periods . . . SH.1.12
Retention Requirements . . . SH.1.15
Consultation Tools . . . SH.1.16
Residential Delivery Identification . . . SH.1.19
Throughout the Day . . . SH.1.20

FedEx Transactions **SH.2.01**
Domestic Services ***SH.2.03***
FedEx Express Services Overview SH.2.04
Express Label Requirements SH.2.06
Accepting Priority Alert Shipments SH.2.07
FedEx Shipping Account Fraud SH.2.09
FedEx Ground Services Overview SH.2.12
International Services ***SH.2.15***
FedEx International Express Overview SH.2.16
FedEx Express Global Service Reference Guide SH.2.17
International Express Label Requirements SH.2.20
Commercial Invoice *(Express & Ground International)* SH.2.21
International Commercial Invoice Printing SH.2.22
Electronic Trade Documents SH.2.26
FedEx International Ground Overview SH.2.28
International Ground Items SH.2.30
International Forms SH.2.33

Accepting MPS Shipments — Express and Ground **SH.2.37**
Multiple Piece Shipments *(MPS)* SH.2.39

FedEx Office

FIELD REFERENCE MANUAL

Purge Date:
Upon receipt of new documentation.

Operations Planning and Support

December 2025

Accepting Pre-metered Shipments — Domestic and International **SH.2.41**
- FXE Pre-metered Shipments SH.2.42
- Accepting Pre-metered Shipments SH.2.45
- Accepting International Pre-metered Packages SH.2.46
- Duplicate Label Procedures SH.2.47
- FGE Economy Shipments with Single Barcode SH.2.52
- SmartPost (***FGE***) Shipments Packaging SH.2.56
- Billable Stamps SH.2.57
- TNT Labeled Shipments SH.2.59
- Package Acceptance Quality Check: PST SH.2.60

FedEx Transactions **SH.2.60**
- Package Acceptance: Unusual Transactions SH.2.63
- Handling Incorrectly Processed Shipments SH.2.67
- Creating Shipments for Non-Account Holders SH.2.68
- Interline Shipments SH.2.72
- Walmart Associate Shipping Discount SH.2.78

Stopping Packages ***SH.2.79***
- Stopping Packages SH.2.80

FedEx Accounts ***SH.2.81***
- Creating FedEx Accounts SH.2.82
- FedEx Shipping Account Lookup SH.2.85
- Retail Product Sales and Refunds SH.2.88

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Acceptance Procedures SH.3.01
Overview SH.3.02
Package Acceptance SH.3.03
Dangerous Goods SH.3.04
Tobacco SH.3.05
Firearms Shipments SH.3.05
Customer-packed Shipments SH.3.06
Package Inspection SH.3.09
Package Review SH.3.11
Non-Standard Packaging SH.3.18
Tire Shipping SH.3.20
Packing Automotive and Mechanical Parts SH.3.23
Luggage SH.3.24
Banker Boxes SH.3.25
Re-Wrap Process SH.3.27
Re-Wrap Process SH.3.28
Suspicious Packages SH.3.31
Suspicious Packages SH.3.32
Measuring and Weighing SH.3.37
Measuring and Dimensional Weighting SH.3.38
Maximum Dimensions SH.3.39
Declared Value (DV) SH.3.40

Packing SH.4.01
FedEx Office Packing Pledge SH.4.02
The Do's and Don'ts of Packing SH.4.04
How to Sell Pack and Ship SH.4.06
Packing Shipments After the Transaction SH.4.07
Step One: Assess The Item SH.4.10
Box Size and Fragility Level SH.4.11
Step Two: Prepare the Item SH.4.13
Step Three: Select the Appropriate Packaging Material SH.4.14
Step Four: Select the Appropriate Container SH.4.15
Step Five: Use the Appropriate Packaging Methods SH.4.16
Step Six: Seal the Box SH.4.17
Step Seven: Label the Item SH.4.18

continued

Packing Materials SH.4.19

Packing Materials SH.4.19
Boxes SH.4.20
International Boxes SH.4.23
Pack and Ship *(PNS)* Poly Mailers SH.4.26
Supplies SH.4.27
Instapak SH.4.28
Ranpak SH.4.33
Poly Strapping Kit SH.4.34
Stretch Wrap SH.4.35
Other Available Items SH.4.36
Supplies and Tools SH.4.40
Tools SH.4.41
Internal Packing Methods SH.4.42
Pack Plus SH.4.49
Golf Bag Box SH.4.50
Guitar Box SH.4.51
Bike Box SH.4.52
Wardrobe Box SH.4.54
Telescoping Box SH.4.55
Packing Artwork SH.4.57
Framed Artwork Box SH.4.58
Framed Art Boxes: Packing Procedures SH.4.60
Deluxe Art Boxes SH.4.63
Packing Computers and Peripherals SH.4.66
How to Pack a Tablet SH.4.68
How to Pack the Small Electronics Box SH.4.69
Packing Flat Panel Screens SH.4.70
Cold Shipping Solutions SH.4.72

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Methods **SH.4.77**
Packing Methods SH.4.77
Proper Filler Usage SH.4.78
Single Box Method SH.4.81
Double Box Method SH.4.82
Determining Price for Box-in-Box Packing SH.4.83
Fragile Pack and Ship SH.4.84
Fragile Packing SH.4.85
Custom Box Building SH.4.87
Custom Box Creation SH.4.88
Processing Transactions SH.4.89
Building a Custom Box SH.4.90
Instructions for Poly Strapping SH.4.95
Digital Custom Box Calculator SH.4.96
Bundled Packing Method SH.4.105
Claims & Billing Questions SH.4.109
OSP Pack & Ship Damage Claims Information SH.4.111

Inbound Hold at Location **SH.5.01**
Hold at Location Overview SH.5.02
Deliveries to FedEx Office Inside Walmart SH.5.04
Inbound HAL SH.5.05
Types of Inbound HAL SH.5.11
Redirect to Hold SH.5.13
FedEx Express Auto Redirect to Hold SH.5.14
TNT Inbound HAL Processing SH.5.17
Limited Quantity Ground Hold at Location Acceptance SH.5.18
HAL Package Management SH.5.19
HAL Package Management SH.5.20
HAL Storage SH.5.20
Optional: Hold at Location Divider Bin SH.5.26
Daily HAL Requirements SH.5.28
Releasing HAL Shipments SH.5.29
Releasing HAL Shipments SH.5.30
Release Exceptions SH.5.34
Returning HAL to the Station/Terminal SH.5.35
Ground Hold at Location *(GHAL)* Signature Record SH.5.37
HAL Extension SH.5.38
HAL Package Management SH.5.39
Hold at Location and GHAL List in eOps SH.5.40

End-of-Day Process **SH.6.01**
After Pickup Package Acceptance SH.6.02
West Coast Overlay (WCO) ***SH.6.03***
West Coast Operational Procedures SH.6.05
FedEx Express Air Waybill Batching SH.6.10
Overlooked Packages SH.6.16
Returning Misdelivered Packages to the Shipper SH.6.18
Non-Revenue Shipping Account ***SH.6.21***
Non-Revenue *(Internal)* Shipping Accounts SH.6.22
Non-Revenue Shipping Bi-weekly Validation SH.6.24
FedEx Office Shipping Programs **SH.7.01**
Print Mobile Shipping Label SH.7.03
FedEx Delivery Manager SH.7.05
Index **SH.8.01**
C — G SH.8.02
H — O SH.8.03
P — W SH.8.04

FedEx Office Confidential Information.
For Internal Team Member Use Only.



The Purple Promise:

I will make every FedEx experience outstanding.

The Purple Promise, "I will make every FedEx experience outstanding," is at the heart of everything we do at FedEx Office. To continue to promote FedEx as the brand that customers can trust, all FedEx Office team members must treat all customer packages, items, originals and completed orders with respect and integrity. The FedEx Office commitment to providing an outstanding customer experience requires that each and every team member perform their duties in an ethical and professional manner at all times, including never committing "destruction, damage, theft or defacing of company, team member or customer property or equipment," as quoted from the **Team Member Handbook**.

Field Reference Manual

The goal of the Field Reference Manual is to be:

- **Easy to use and understand**
- **Accurate and current**
- **The first source for procedures**

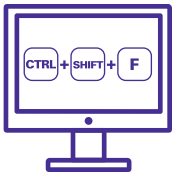
Field Reference Manual Updates

The Field Reference Manuals are updated regularly. Updates incorporate recently released information, additional tools, and suggestions from field and FedEx Plano team members. Tasks for implementing the latest Field Reference Manual*(s)* will be issued to stores via the **My Action Planner (MAP) App**.

- **The Shipping Field Reference Manual is available for digital reference on the FedEx One FRM site**
- **During the period between Field Reference Manual updates, any new or updated procedures will be issued via the MAP App and resources will be linked to the FedEx One Shipping Site**

Digital Field Reference Manuals

Stores automatically receive the Field Reference Manual material on the desktops of all COS, OMW, and OPW workstations..



- **The *All Zones Combined* file includes all six manuals for easy searching**
  - Use "CTRL" + "F" to quickly find a word or phrase
  - Use "Shift" + "CTRL" + "F" to display **all instances** of a word or phrase
- **Combined Table of Contents and Combined Index for all six combined manuals**

New Releases

The Shipping Field Reference Manual is a fully digital resource.

Documents previously printed and placed behind the **New Releases** tab are linked to the **Shipping Site** on FedEx One.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Field Reference Manual Zones

All zones of the Field Reference Manual are fully digital resources. Although printing and maintaining a binder is not required, each zone has an unlocked and printable version on **FedEx One**.

FIELD REFERENCE MANUAL Shipping

FIELD REFERENCE MANUAL Production

FIELD REFERENCE MANUAL Self Service

FIELD REFERENCE MANUAL Retail

FIELD REFERENCE MANUAL Back Office

FIELD REFERENCE MANUAL Store Management

Updated Icons Used in this Manual

- Tip
- Resource
- Value
- Stay Safe. Safety
- Your Business
- Stores within Walmart

Use the keyboard shortcut "CTRL" + "L" to view the Field Reference Manual in Full Screen Mode within Adobe Acrobat.

Hitting the "ESC" key will exit Full Screen Mode.



The Field Reference Manual is an internal, confidential tool and is never to be shared externally.

UPDATES
December 2025

- **Updated information will be noted with this**  **marker**

The following are the main points which have been updated in the December 2025 edition of this Field Reference Manual:

- **CBRE|facility**source **is now ServiceChannel**
- **FSO** *(Field Support Organization)* **is now FedEx Plano**
- **FLC** *(FedEx Learning Center)* **is now Workday Learning**
- **OTP** *(Order To Pay)* **is** *retired*
- **Signage previously housed on MRM is now in the Store Front App**
- **Most references to SSM have been eliminated due to FUSE integration**

Quick Tools

- **General Shipping Contacts SH.18**
- **Account/Billing/Invoice Issues SH.19**
- **IRS — Street Addresses for Normal Tax Returns SH.20**
- **Operations Quick Links Landing Page SH.21**

Chapter 1

- **Products and Services Overview SH.1.06**
- **Shipping Zone Expectations SH.1.08, SH.1.09, SH.1.10**
- **Managing Peak Shipping Periods SH.1.12, SH.1.13, SH.1.14**
- **Retention Requirements SH.1.15**
- **Consultation Tools SH.1.16, SH.1.18**
- **Residential Delivery Identification SH.1.19**
- **Throughout the Day SH.1.20, SH.1.21**

Chapter 2

- **Express Overview SH.2.05**
- **Package Identification SH.2.07**
- **FedEx Shipping Account Fraud SH.2.10**
- **Accepting and Processing Ground Shipments SH.2.13**
- **International Commercial Invoice Printing SH.2.22**
- **Electronic Export Information** *(EEI)* **— Express International Only SH.2.25**
- **Multiple Piece Shipments** *(MPS)* **SH.2.39**
- **Pre-metered Package Acceptance SH.2.43**
- **Billable Stamps SH.2.57**
- **Package Acceptance Quality Check: PST SH.2.60**
- **Handling Incorrectly Processed Shipments SH.2.67**

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

UPDATES
December 2025

- **Updated information will be noted with this**  **marker**

Chapter 2 (continued)

- **Creating Shipments for Non-Account Holders** SH.2.68, SH.2.69, SH.2.70, SH.2.71
- **Interline Shipments** SH.2.72
- **Airline Employee Discounts** *(Interline)* SH.2.74, SH.2.76
- **Walmart Associate Shipping Discount** SH.2.78
- **Stopping Packages** SH.2.80
- **Create A FedEx Shipping Account in SSM** SH.2.83
- **FedEx Shipping Account Lookup** SH.2.85, SH.2.86
- **Retail Product Sales and Refunds** SH.2.88

Chapter 3

- **Overview** SH.3.02
- **Commodity Restrictions Guide** SH.3.03
- **Customer-packed Shipments** SH.3.06
- **Package Acceptance Procedures** SH.3.07
- **Package Inspection** SH.3.09
- **Conducting an Internal Packaging Inspection** *(continued)* SH.3.10
- **Package Review** SH.3.11, SH.3.12, SH.3.13, SH.3.14, SH.3.15, SH.3.16, SH.3.17
- **Non-Standard Packaging** SH.3.19, SH.3.20
- **Best Practices** SH.3.22
- **How to Re-Wrap** SH.3.29
- **Suspicious Packages** SH.3.33
- **Measuring and Dimensional Weighting** SH.3.38
- **Maximum Dimensions** SH.3.39
- **Declared Value** *(DV)* SH.3.40
- **What Declared Value Means to FedEx** SH.3.41

FedEx Office Confidential Information.
For Internal Team Member Use Only.

UPDATES
December 2025

- Updated information will be noted with this DECEMBER UPDATED 2025 marker

Chapter 4

- Specialty Boxes SH.4.15
- Step Seven: Label the Item SH.4.18
- International Boxes SH.4.23, SH.4.24
- Cold Shipping Solutions SH.4.72
- Proper Filler Usage SH.4.78
- Tie-On Tags SH.4.80
- Building a Custom Box SH.4.93
- Applying Stretch Wrap and Poly Strapping SH.4.94
- Digital Custom Box Calculator SH.4.96, SH.4.97, SH.4.98, SH.4.99, SH.4.103, SH.4.104

Chapter 5

- Inbound HAL SH.5.05, SH.5.06, SH.5.07, SH.5.08
- FedEx Express Auto-redirect to Hold SH.5.15
- HAL Package Management SH.5.20
- HAL Shelf Labeling SH.5.23
- Divider Bin Setup SH.5.27
- Daily HAL Requirements SH.5.28
- Releasing HAL Shipments SH.5.30
- Returning HAL to the Station/ Terminal SH.5.35

Chapter 5 *(continued)*

- Releasing Express HAL Shipment SH.5.36
- HAL Extension SH.5.38
- Hold at Location and GHAL List in eOps SH.5.43

Chapter 6

- FedEx Express Air Waybill Batching SH.6.10, SH.6.15
- Overlooked Packages SH.6.16
- Returning Misdelivered Packages to the Shipper SH.6.18
- Ground Package Erroneously Delivered or Refused SH.6.19
- After Pickup Tab Prompts SH.6.20
- Non-Revenue *(Internal)* Shipping Accounts SH.6.22

Chapter 7

- Print Mobile Shipping Label SH.7.03
- FedEx Delivery Manager SH.7.06, SH.7.07

FedEx Office Confidential Information.
For Internal Team Member Use Only.



Contacts & Quick Tools

General Shipping Contacts SH.18
Account/Billing/Invoice Issues SH.19
IRS — Street Addresses for Normal Tax Returns SH.20
Operations Quick Links Landing Page SH.21
Emergency Procedures SH.22

FedEx Office Confidential Information.
For Internal Team Member Use Only.

General Shipping Contacts

Area	Contact	Phone	Web/E-mail Address
FedEx	Customer Service *For Shipping Customers*	**800.GoFedEx** **800.463.3339**	**www.fedex.com**
FedEx	Dangerous Goods Hotline *(Questions about shipping dangerous goods)*	**800.463.3339 PROMPT 81, THEN PROMPT 4**	
FedEx	FedEx Freight	**866.393.4585**	
FedEx	International Next Flight	**800.974.7333**	
FedEx	International Questions *(For Customer Use)*	**800.463.3339,** then say **"International Services"**	
FedEx	International Questions *(Team Members Only)*	**877.229.9337**	
FedEx	Live Animal Desk	**800.463.3339**	**animaldesk@corp.ds.fedex.com**
FedEx	Security Communications Center	**800.872.8025**	
FedEx Fraud and Security Controls	Suspicious Account Usage Hotline	**800.584.2681**	
FedEx Office	Global Security	For a listing of Regional Security Contacts, see FedEx One, keyword: **security contacts** **fxo.security@fedex.com**	
FedEx Office	Shipping Department	FedEx One keyword: **Shipping** Email: **fxo.shipping@fedex.com** *(Note: internal team member use only!)* Site address: **https://myfedex.sharepoint.com/sites/FXO-SZ**	

DECEMBER UPDATED 2025

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Account/Billing/Invoice Issues

Email Requests for Non-Revenue Account to Return a Shipment

When a store receives an email requesting the store's non-revenue account to ship back a package that was undeliverable, the account can be given to the agent requesting it. The agent may be a FedEx employee sending the email on behalf of the customs team or it may be a customs agent.

The shipment may be undeliverable because the contents are prohibited for the specific country. The contact information may be incorrect for the shipper or the recipient.

Confirm the shipment originated at your store and the customer paid via cash/credit card by looking in **eOps**.

Some FXO Store contact information may be old in the system the customs agents are referring to. The agent may contact an old manager listed for the Loc ID who processed the shipment.

Store Receives a Customer Invoice

When a store receives a paper invoice for a shipment for a non-account holder, **Revenue Services** needs to be contacted.

Email **billing@fedex.com** and **remittanceresearch@fedex.com** with a copy of the invoice, the receipt for the shipment and any additional details, e.g., type of payment, contact information, etc.

IRS — Street Addresses for Normal Tax Returns

The Internal Revenue Service generally provides a P.O. Box address for all tax documents. Please advise customers that FedEx Express can NOT deliver to a P.O. Box address. The physical street addresses on the **IRS website** *(links below)* should be used when customers choose FedEx Express shipping services for delivering Federal Income Tax Returns. A **physical street address** is needed in an effort to successfully deliver a shipment.

General Information

The Internal Revenue Service** (IRS) **has authorized FedEx to accept/deliver tax return filings when shipped via:

- **FedEx First Overnight**
- **FedEx Priority Overnight**
- **FedEx Standard Overnight**
- **FedEx 2 Day**
- **FedEx International Next Flight Out**
- **FedEx International Priority**
- **FedEx International First**
- **FedEx International Economy**

Note: **Express Saver is not an option** for private delivery service of tax filings.

For more information on IRS tax returns shipments, refer to the IRS website:

- **Use the Operations Quick Links on the** *default homepage when launching Microsoft Edge*

DECEMBER UPDATED 2025



FedEx Office Confidential Information.
For Internal Team Member Use Only.

DECEMBER UPDATED 2025

Operations Quick Links Landing Page

The **Operations Quick Links Landing Page** is a one-stop page providing team members quick access to shortcuts for web-based shipping programs, services and frequently accessed sites.

Select the **Operations Quick Links Landing Page** links in this document *(or by clicking on the monitor image below)* and the page will open in a new browser.

URL:

https://www.fedex.com/en-us/office/fpos-portal.html

The **Operations Quick Links** landing page is accessible from FUSE and SSM computers.



Emergency Procedures

Closure and Outage Binder

It can be a stressful experience for both customers and team members when a system is down. Although we can't always stop this from happening, we can ensure we are knowledgeable and prepared to quickly respond and handle these situations.

In case of a system outage, refer to the procedures in the **Closure and Outage** binder.

Inclement Weather

- **During weather events or other unforeseen circumstances, there is a risk of standard pickup times being altered**
  - In these cases, your opco partner should provide you with a notice of early pickups
  - However, there may be situations where little to no notice may be given
- **When the pickup does occur before the regularly scheduled cut-off time, activate the AFT PU tab for the affected opco**
- **Notify customers attempting to drop off their packages after the emergency cut-off time of the situation, apologize for the inconvenience, and offer available solutions**

When the regularly scheduled pickup does not occur:

Express Packages

1. Manually apply a **PUX 23** and **STAT 44** to all Express packages processed ***prior*** to activating the **AFT PU** tab. **Do NOT** apply the scans with the AFT PU tab activated.
2. Activate the **AFT PU** tab for the affected opco.

Ground Packages

1. Scanning packages is **not** required.
2. Activate the **AFT PU** tab for the affected opco.
3. Ensure the local Ground CPC has been notified.

- **Severe weather may also delay the on-time arrival of HAL shipments to your store**
  - Contact your opco partners to find out when delayed HALs may arrive in order to notify our customers

FedEx Office Confidential Information.
For Internal Team Member Use Only.

1 Operational Basics

Shipping Overview SH.1.03
Shipping Zone Expectations SH.1.08
Proper Handling SH.1.11
Managing Peak Shipping Periods SH.1.12
Retention Requirements SH.1.15
Consultation Tools SH.1.16
Residential Delivery Identification SH.1.19
Throughout the Day SH.1.20

FedEx Office Confidential Information.
For Internal Team Member Use Only.


FedEx
FedEx
Express
FedEx
Large Box
FedEx
Medium Box

FIELD REFERENCE MANUAL

> **"A house of brands is like a family, each needs a role and a relationship to others."**
>
> Jeffrey Sinclair, Brand Strategist

Shipping Overview

Shipping customers are a vital part of the FedEx Office business. Worldwide, FedEx commits resources to deliver the dependable service our customers demand. Customers count on our team members to provide them with expert advice and service.

The Field Reference Manual – Shipping Zone will equip our team members with the key information they need to know to help customers with their Packing and Shipping needs.

FedEx Unified Store Experience (FUSE) will simplify the way store team members serve customers by combining functionality from print and ship applications into a single, modern user experience. Refer to the **FUSE Procedures Guide** for step-by-step shipping procedures in FUSE.

The **Ship Site Manager (SSM) Procedures Guide** will equip team members with step-by-step procedures for performing a shipping transaction using Ship Site Manager. Refer to the **SSM Procedures Guide** on FedEx One for more details on processing packages using Ship Site Manager.

Ship & Go

Ship & Go is a self-service shipping fixture, which allows customers a convenient and secure option to drop off pre-metered packages, generate labels via QR code and/or get a receipt. FedEx Office launched the Ship & Go program to provide additional support for convenient customer shipping options. Ship & Go is designed to give Do-it-Yourself (DIY) customers the ability to complete drop-off transactions at their convenience, and without team member assistance.

FIELD REFERENCE MANUAL

Products, Services and Consultation Overview

Providing customers with a complete solution requires knowledge of the products and services available through FedEx Office and the various access points for our customers. The following chapter includes a brief synopsis of the core shipping products and additional tools available.

There are currently over 2,000 FedEx Office locations in the United States. All FedEx Office locations offer shipping services.

In addition, the FedEx network provides thousands of shipping locations, including Authorized Ship Centers, Alliance partners, and drop boxes.

With all FedEx products and services, customers are guaranteed a network of dedicated team members living the Purple Promise. All FedEx Products and Services also come with the built in advantages of the suite of free services that provide customers with FedEx ease of mind.

- **Tracking:**
  - Customers can track all FedEx shipments online at **fedex.com** or via phone 1.800.GoFedEx
  - Customers can also track all FedEx Shipments via the **FedEx Mobile App**, which can be downloaded for **Android** or **iPhone**
- **Automated Delivery Notifications:**
  - Customers can sign up online for automated delivery notifications *(voice, text or email)*
  - If the customer won't be home to receive the package, they can request a redirect to hold
- **A network of 1,800+ FedEx Office retail locations with Hold at Location** *(HAL)* **services**
- **2,000+ locations provide packing services backed the FedEx Office Packing Pledge**
- **Sustainability:**
  - Route optimization
    - Continually planning better routes for better fuel efficiency and fewer emissions
  - Several FedEx facilities use solar powered installations
  - Increased electric and hybrid vehicle purchases

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Products and Services Overview *(continued)*

Pack and Ship

Our experienced staff professionally packs customer items — virtually all shapes and sizes, from fragile items like glassware to laptops and other electronics that require custom packing solutions. By following defined packing standards, we help customers get items to their destinations safely and intact.

The FedEx Office Packing Pledge provides peace of mind to our customers by reimbursing them for their Pack and Ship transaction in case of any damage/loss as related to inadequate packaging. This pledge also demonstrates our confidence in the packaging capabilities of our trained team members by standing behind our quality work.

Returns

Returns are items that are sent from their final destination back to the merchant or a return location for repair, replacement, or a refund. Returns are a consideration for virtually every business whether the focus is business-to-business or business-to-consumer.

With the increase in online retailing, returns are quickly becoming one of the biggest challenges for businesses today. Faced with a growing number of returns, companies partner with FedEx to implement a strategic returns process in order to remain competitive.

FedEx Office has partnered with **FedEx Supply Chain** to use the Returns Technology platform for most of the returns we handle. Please see the **Returns Technology Procedures Guide** and the **FedEx Pack and Return** section of this Field Reference Manual for more information **(see page 7.02)** .

FedEx Express

FedEx Express services are available when customers need delivery on a specific day and by a specific time of day, no matter where in the country they are shipping to. Saturday services are available in several U.S. markets *(special handling fee applies)*.

FedEx Express service covers every address in the U.S., including residential addresses *(residential addresses incur a surcharge)*.

FedEx Express International

FedEx Express offers time-definite Express delivery to more than 220 countries and territories often in as little as 24 to 48 hours. Each country has different document requirements for inbound shipments. Certain International Shipments will require additional paperwork, such as a Commercial Invoice or a Certificate of Origin.

For specific requirements for your FedEx Express shipments, please use the **electronic Global Service Reference Guide (eSRG)**.



Value: FedEx Express

FedEx Express is the world's largest express transportation company, providing fast and reliable delivery to every U.S. address and to more than 220 countries and territories.

FedEx Express uses a global air-and-ground network to speed delivery of time-sensitive shipments, usually in one to two business days with the delivery time guaranteed.

Products and Services Overview *(continued)*

DECEMBER UPDATED 2025

FedEx One Rate

FedEx One Rate offers simple, predictable pricing. It's an express air service rate that waives fuel, residential, and delivery area surcharges. Instead of weighing a package, or guessing and being surprised, you'll know your costs ahead of time. To be eligible, ***packages must be under 50 lbs.*** and ***envelopes are under 10 lbs***.

FedEx One Rate delivery times match the service you choose. Choose from FedEx First Overnight®, FedEx Priority Overnight®, FedEx Standard Overnight®, FedEx 2Day® A.M., FedEx 2Day®, and FedEx Express Saver®.

FedEx One Rate shipments must fit in **FedEx Express® packaging**, which includes:

- **Envelopes**
- **Paks**
- **Small, medium, large, and extra-large boxes**
- **Tubes**

Note: FedEx One Rate is not available when shipping with a government account number. One Rate pricing will not display with government accounts.

FedEx Ground

FedEx Ground offers a day definite guarantee based on delivery distance. A customer's ground shipment may take one to five days to reach its destination *(Includes Day-definite guarantee — longer if it's to Alaska or Hawaii)*, depending on where the recipient is located. Customers choose FedEx Ground when they want reliable delivery but timing is not as critical.

From the U.S., FedEx Ground offers cost-effective 1–5 business-day ground delivery to businesses in the contiguous U.S., and 3–7 business-day ground delivery to Alaska, Hawaii, Canada and Puerto Rico.

FedEx Home Delivery operates seven-days-a-week, and includes many requested extras, such as deliveries until 8:00 PM, as well as scheduled appointment deliveries. FedEx Home Delivery is available only within the U.S.

FedEx Ground International

FedEx International Ground service is a great way to get cost-effective, door-to-door service typically within 2 to 7 business days to every business and residential address in Canada. Customers also enjoy brokerage-inclusive service, flexible billing options, predetermined fees and a money-back guarantee. Although Ground International services deliveries to Puerto Rico, customers will need to process Ground International to Puerto Rico at their home or office.

Team members can provide our customers with courtesy rate quotes that include transportation, Ground Clearance Entry Fee *(CEF)*, CEF Tax, and Fuel surcharges. Quotes exclude Duty and Taxes.

Value: FedEx Ground®

FedEx Ground® is the second largest ground carrier in North America, delivering ***>10 million*** ground packages each business day to customers throughout the U.S., Canada and Puerto Rico via ***>215,000*** employees and a network of ***>600*** facilities.

FedEx Ground® is often faster and less expensive to more locations that UPS Ground.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Products and Services Overview *(continued)*

Hold At Location *(HAL)* and Redirect to Hold *(RTH)*

Hold at Location service is available with FedEx Express®, FedEx Ground® or FedEx Home Delivery® service. Customers designate Hold at FedEx location when creating a shipping label or after the shipment is on its way. Customers can request to redirect an in-transit shipment to a nearby FedEx location in the same delivery area.

Additional FedEx Services *(Not Offered At FedEx Office Locations)*

FedEx SameDay US and FedEx International Next Flight

FedEx SameDay® is available for urgent or emergency shipments 24 hours-a-day, 365 days-a-year. It includes courier pickup, tracking and delivery notification and customers can request by calling **1.800.399.5999**. The international counterpart is FedEx® International Next Flight, which customers can request by calling **1.800.974.7333**.

Although Same Day and International Next Flight are both FedEx services, these shipments must be arranged by the customer directly with customer care. **FedEx Office locations do not broker transactions or hold Same Day or International Next Flight shipments for pickup or HAL.** FedEx Office team members should provide interested customers with the appropriate customer care phone numbers listed above.

FedEx Freight

For pallets of freight weighing from 151 pounds to 2,200 pounds, FedEx Express Freight provides 100 percent coverage to any U.S. location in one to three business days. International Express Freight offers priority service to 50 countries in one to three business days, with economy service to additional locations, usually within five business days.

Although FedEx Freight is a FedEx service, these shipments must be arranged by the customer directly with FedEx Freight. **FedEx Office locations do not broker or hold Freight shipments for pickup or HAL.** FedEx Office team members should provide interested customers with the FedEx Freight customer service phone number: **1.866.393.4585.**

Note:

When a customer is directed to a FedEx Office for services not offered in our locations, politely refer customers to the appropriate Operating Company *(opco)*. Handle each situation individually while focusing on customer service and the Purple Promise. Team members cannot circumvent policy or procedures for our location type *(e.g., accept a dangerous good or packing a prohibited item)*.

Shipping Zone Expectations

The optimal shipping experience is about having the right tools at your fingertips to efficiently assist customers with their shipping transactions.

There are several best practices for organization and supply management for the shipping zone. Refer to the **Clean Sweep Guide** for detailed instructions regarding each section.

The standards include but are not limited to:

- **Ensure the counters are clean and organized at all times**
- **Place additional complimentary FedEx packaging not stocked in the self-service fixture in one main location, easily reached upon customer request**
  - Complimentary FedEx packaging can also be stored in cabinets in self-service areas of the store as long as it is neat and organized
- **Place frequently-used items within arm's reach when standing at the OTS station**
  - Place infrequently-used items out of the way
- **Group like-items together — place ASTRA labels and receipt paper together**
  - For additional details on which items are available for the Shipping Zone, refer to the **Item Master list**, and search ***FedEx supplies***
- **Adequate stock of all required supplies to support business needs**
- **All machines are operational and adequately maintained**
- **Use the Safety Procedures Guide for store safety measures**

Behind the Counter

The Shipping Zone must remain organized and fully stocked.

There are two options for trash receptacles in the Shipping Zone:

- ***Option 1*** *– Clear Plastic 17-Quart Storage Bin – Item #***980023** ⬇
- ***Option 2*** *– Rubbermaid 8-Quart Trash Can – Item #***300687**





*Any trash can **larger** than the 8-Quart (#**300687**) option **MUST NOT be used anywhere in the Shipping Zone**.*

All "behind the shipping counter" fixtures will require the store team to organize each fixture according to the needs and work flow of their individual store.

continued →

*FedEx Office Confidential Information.
For Internal Team Member Use Only.*

Zone Expectations *(continued)*

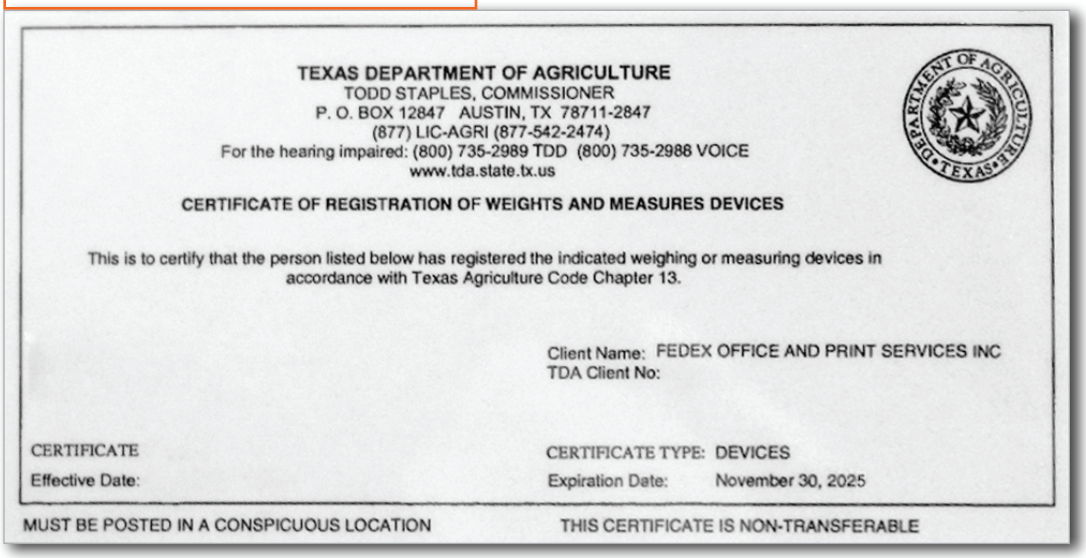
Scales/Weights and Measures

Scales in stores consist of a variety of counter scales and in some cases, a mobile floor scale.

The display of the scale must be facing customers at all times.

If your state requires a ***Weights and Measures Certificate***, this **must be displayed** as well. Refer to the **Clean Sweep Guide** for certificate placement details.

Example: Weights and Measures Certificate



TEXAS DEPARTMENT OF AGRICULTURE
TODD STAPLES, COMMISSIONER
P. O. BOX 12847 AUSTIN, TX 78711-2847
(877) LIC-AGRI (877-542-2474)
For the hearing impaired: (800) 735-2989 TDD (800) 735-2988 VOICE
www.tda.state.tx.us

CERTIFICATE OF REGISTRATION OF WEIGHTS AND MEASURES DEVICES

This is to certify that the person listed below has registered the indicated weighing or measuring devices in accordance with Texas Agriculture Code Chapter 13.

Client Name: FEDEX OFFICE AND PRINT SERVICES INC
TDA Client No:

CERTIFICATE
Effective Date:

CERTIFICATE TYPE: DEVICES
Expiration Date: November 30, 2025

MUST BE POSTED IN A CONSPICUOUS LOCATION

THIS CERTIFICATE IS NON-TRANSFERABLE

For repair issues with scales, contact **Service Desk**.

For counter scales:

- **If Service Desk is unable to troubleshoot, request a** *replacement* **scale**
  - In the event the store has received a ***new replacement scale***, call **One Call**, ***01**, to request calibration

For mobile floor scales:

- **Service Desk will provide the phone number for Mettler Toledo Repair**
  - Call Mettler Toledo Repair and **request a quote** for the repair using the **SD case number** as the P.O.
  - Work with your district manager to determine if the repair or a new scale is the better option

Note: ***If the power cord is the issue***, a replacement can be ordered in SIOCS *(item #***301199***)* — the Service Desk does **not** need to be contacted.

For stickers or permit questions:

- **Contact CSC at FedExOfficePermits@cscglobal.com**

continued

DECEMBER UPDATED 2025

Zone Expectations *(continued)*

Outbound Packages and HAL Staging

All stores should have a designated ***FedEx Ground Outbound***, ***FedEx Express Outbound***, and ***HAL staging*** areas.







- **Optional** *"HAL Packages"* **magnets are available if HAL volume or space limitations make** *"Day of the Week"* **magnets challenging to effectively use**

The use of the **five Ts of T-stacking** helps ensure we deliver on **The Purple Promise** by reducing damage and employee injury.

T-Stacking is also more efficient, because you can fit more packages into the staging area. This reduces the amount of space taken up by packages and reduces risk of damaged packages or injured team members.

The five Ts are:

- **Create *Tiers* by stacking packages in a step-like manner**
  - Walls should be built in tiers 24" in depth
  - Avoid stacking boxes on the floor ***higher than five*** *(5)* ***feet***
- **Make walls *Tight***
  - Tightly packed freight reduces damage, increases density, and creates a more stable load
- ***Tabletops*** **— Build a flat surface onto which additional freight can be stacked**
  - Ensure the front of each wall and the top of each tier is also flat like tabletops
- **Create *Ts* by aligning freight like a layer of bricks**
  - Each package should form interlocking Ts with those around it
- **Use *Teamwork***
  - ***Two people should be used to lift any package weighing more than 50 pounds*** — if working alone, a lifting aid must be used

Stay Safe.

Remember: Always practice safe lifting!

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Proper Handling

The Purple Promise, "***I will make every FedEx experience outstanding,***" is at the heart of everything we do at FedEx Office. In order to continue to promote FedEx as the brand that customers can trust, all FedEx Office team members must treat all customer packages, items, originals and completed orders with respect and integrity.

The FedEx Office commitment to providing an OUTSTANDING customer experience requires that each and every team member perform their duties in an ethical and professional manner at all times, including never committing "destruction, damage, theft or defacing of company, team member or customer property or equipment."

- **When handling customers' originals, orders, shipments or items being packed, we absolutely do NOT throw, toss, drop, kick, sit, stand on, hit with any object or otherwise abuse packages, customer items, originals or orders**
- **Remember: Be aware — Handle with Care!**
- **Delivering on the Purple Promise requires we treat all customer packages with the utmost care and security**
  - Customers often times drop off packages at our front counter — move packages out of customer reach ***immediately*** then ***process as soon as possible*** — place them within the outbound staging area of the store
- **Once a package is processed, do not hand the package back to a customer without keeping your eyes on the package**
  - Allowing customers to take back a package ***"because they forgot to _____ "*** opens the door for fraudulent activity

When handling shipping packages and customers' items to be packed:

Follow the Golden Package Rule:

" I will handle every package that comes into my store as the single most important package ever."

- Package according to our pack and ship standards

Follow the "Hand to Surface" rule:

Packages must either be in a team member's hands or on a solid surface — never in-between.

- Use the shipping carts for large packages or for multiple boxes
- Help customers carry their shipping packages into the store

Managing Peak Shipping Periods

Peak shipping periods refers to **any hours, days or seasons** where increased shipping activity takes place and longer than usual lines may occur. Your store may experience peak shipping periods daily, for example, the final hour before the scheduled pickup.

The following activities can be performed at various times throughout the day to ensure the Shipping Zone is prepared if your store is experiencing long shipping lines:

Prior to Peak Shipping Periods

- ☐ **Pre-build at least three** *(3)* **each of the top three selling boxes behind the shipping counter to expedite packing needs**
  - ❍ Ensure all shipping supplies needed behind the counter are stocked

- ☐ **Stage clipboard with blank Shipping Triage Forms**
  - ❍ Item #**672240** — Clipboard, Heavy Duty Low Profile Clear
  - ❍ Minimum three *(3)* needed; higher volume stores may use more

Please Note:

Triage Forms should only be used during peak periods. During normal day-to-day activities, customer information is input directly into FUSE or SSM without the need for a manual form.

Upon completion of entering customer information using the triage form, do **NOT** discard the form in the trash. All manual shipping documents with customer information **must be placed in the shred bin.**

- ☐ **Print both Express and Ground HAL lists from eOPS and attach to clipboard**
  - ❍ Print an updated list as necessary, throughout the day

- ☐ **Completely stock self-service shipping area and retail shipping supplies**
  - ❍ Assign team members who will cover the positions *(refer to next section)*
  - ❍ Ensure team members have shipping workstations ready to go and inserted cash drawers

- ☐ **Ensure proper tools are on the shipping counter next to each workstation**
  - ❍ Tape Measure ❍ Pens ❍ Sharpies

- ☐ **Stores that have a** *Team Member Shipping Tablet* **should ensure the tablets are charged and ready**

continued →

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Managing Peak Shipping Periods *(continued)*

During Peak Periods

If staffing permits, a team member should be positioned in front of the shipping counter, between the counter and the main entrance. This team member should:

- ☐ **Connect with customers and open the door as they enter the store and assist with packages as needed**
- ☐ **Proactively provide assistance and service**
  - ○ If a line forms, acknowledge customers who are waiting for assistance and inform them that a team member will be available to help them shortly
  - ○ For Shipping Customers, a best practice is to triage the line using the **Shipping Triage Form**
    - Customers can complete the form while waiting in line which will help reduce transaction time at the counter
    - While assisting these customers, acknowledge and apologize for their wait once again
- ☐ **Evaluates each customer's need and directs customer to the correct location in the store**
  - ○ Directs non-shipping customers to the correct area
- ☐ **Provide exceptional service to all customers, regardless of personal appearance or circumstances**
  - ○ People must not be treated differently, prohibited use of restrooms or denied access to services based on personal judgments
- ☐ **Accepts drop-off packages when the customer does not want a receipt**



  - ○ Use the Ship and Go for customers with pre-paid labels or QR codes — receipts are available at the kiosks
  - ○ Stores with Fastlane Shipping Tablets should use the mobile device when triaging the shipping line
- ☐ **Assists customers with preparing shipments** *(see* **Package Acceptance Procedures***)* **to reduce time they spend with the team member:**
  - ○ Provide customers in line with the **shipping materials** they need, **clipboard,** and **pen** so they can complete forms without leaving the line
  - ○ **Provide instruction** to customers needing to ship a package
  - ○ **Measure package** and record measurements on top of the Triage form
  - ○ **Review packaging** based on **Package Review** guidelines
  - ○ **Offer packing solutions** as needed
  - ○ **Re-tape packages** as needed
  - ○ **Complete all consultation** needs to help reduce the amount of time customer spends at the counter
- ☐ **Re-stocks the packing and shipping supplies**
- ☐ **Offer assistance for customers taking packages to their car**
  - ○ Provide cart and assist with doors

continued →

Managing Peak Shipping Periods *(continued)*

For team members positioned behind the shipping counter:

- ☐ **Knowledgeable about all products, services, options and troubleshooting, and can explain them clearly to customers**
  - ❍ Try to avoid using acronyms and/or technical jargon
- ☐ **Accepts and processes shipments according to SOP**
- ☐ **Ensures all required shipping paperwork is complete and accurate**
- ☐ **Receives and processes drop-off packages from the Greeter/Line Triage**
- ☐ **Provides shipping rates to customers**
- ☐ **Accurately measures and weighs packages**
- ☐ **Promotes Pack and Ship service**
  - ❍ Pack customer packages according to SOP
- ☐ **Performs PST check**
- ☐ **Ensures packages are staged correctly in the staging area**
- ☐ **Ensures full service shipping area is fully stocked**
- ☐ **Follows package acceptance guidelines**
- ☐ **Pre-build commonly used boxes to expedite the packing process**
- ☐ **Ensures packages have been sealed with pressure sensitive tape in the H-tape formation**
  - ❍ Applies tape if necessary
- ☐ **Assess box integrity and ensures package is suitable for transportation. Rewraps when necessary**
- ☐ **Ensure all packages processed have been properly T-stacked and are in the correct outbound staging areas**
  - ❍ Stack heights must be no higher than five (5) feet high to ensure stability and must be stacked at least two (2) feet high to prevent tripping hazard
- ☐ **Stages packages for pickup**
- ☐ **Re-stocks supplies, directs customers and provides instructions to when necessary to help customers completing the Shipping Triage Form or International Paperwork**

Sweeps/Additional Pickups

"**Sweeps**," or "**Additional Pickup**" is a term used when an Express Courier or Ground Contractor pick up packages prior to the normal pickup time.

- ☐ **Sweeps traditionally occur during high-volume periods and are designed to assist stores by removing package volume and providing more space**
- ☐ **Sweeps can be requested by contacting the Express Station or the Ground Customer Pickup Coordinator**
- ☐ **If a sweep occurs, the** *normal pickup will still occur*
- ☐ **Batching continues and is only given to the Courier on the** *final pickup*
- ☐ **If SSM is used, the** *Express Manifest* **and** *Ground Pickup Record* **is printed once a day, for the final pickup, and should not be printed for sweeps**

DECEMBER UPDATED 2025

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Retention Requirements

Store Management is responsible for adhering to appropriate retention standards and ensuring items are organized and disposed of in the proper manner *(shred or storage)*. Process details for sending material to storage are located in the Field Reference Manual – Store Management.

Item	Item Notes	In store Retention Time Period	In-store Retention Location	Shred or Storage *(After in store retention time period)*	Storage Time Period
Completed Express Airbills	These are batched in SSM and given to the Express Courier upon pickup. Do not make copies.	Give to driver at time of pickup	Throughout the day, completed Airbills must be located out of the reach of customers	N/A	N/A
Express Manifest Logs	Printed daily at Express Pickup. Only printed when SSM is used.	7 months, plus current month	Staple to the front of the Express Manifest and Ground Pickup Record Documentation Form and store with Daily Financials	Shred	N/A
Shipping Outage Tally Sheet	Only used during a System Outage.	7 months, plus current month	With Daily Financials	Shred	N/A
Completed Ground Order Forms *(Retail and Ground Copy)*	The Ground Order Form is **only** used in the event of a system outage in which systems are not operational and the customer prefers to ship their package(s) via FedEx Ground service.	7 months, plus current month	**Throughout the day, completed Ground Order Forms must be located out of the reach of customers** Once the system becomes operational and the customers' shipment has been processed, completed Ground Order Forms must be stapled to the back of the **Express Manifest and Ground Pickup Record Documentation Form** with Daily Financials	Shred	N/A
Ground Driver Pickup Record	Printed Daily at Ground Pickup. Only printed when SSM is used.	7 months plus current month	Staple to the front of the Express Manifest and Ground Pickup Record Documentation Form and store with Daily Financials	Shred	N/A
Ground HAL Signature Records	Only used during a payment terminal or shipping system outage.	7 months plus current month	With Completed Ground Order Forms *(Retail and Ground Copy)*	Shred	N/A
Package Seizure Form	Form to be filled out when Law Enforcement take custody of a FedEx package. This must also include the officer's business card and copy of Airbill or Ground Order Form.	12 months	Store Manager's File Cabinet	Shred	N/A
Release of Surveillance Video Form	Form is to be filled out when Law Enforcement wants a copy of video surveillance footage pertaining to a shipment.	12 months	Store Manager's File Cabinet	Shred	N/A
SmartPost HAL Log Form	Used for SmartPost packages delivered by US Postal Service or FedEx Ground in the event of a system outage.	7 months plus current month	Closure and Outage Binder	Shred	N/A
Shipment Summary Receipts	Form initialed by the customer that has recipient information for a shipping transaction.	7 months plus current month	With Daily Financials, affixed to the Back of the FPOS Documentation Form	Shred	N/A

DECEMBER UPDATED 2025

DECEMBER UPDATED 2025

Consultation Tools

There are many tools for team members to use during the **3C Consultation Process**. In addition to being knowledgeable about all Pack and Ship options, the following tools can be used to provide customers with specific answers to their questions.

FedEx Service Guide

The FedEx Service Guide includes FedEx Express and FedEx Ground standard list rates for U.S., U.S. export and U.S. import services, FedEx Express Terms and Conditions and the FedEx Ground Tariff.

FedEx Office locations should always have an up-to-date version of the FedEx Service Guide. This guide is updated quarterly and is available on FedEx One, keyword: **FedEx Service Guide**.

Value: Printing the FedEx Service Guide

- ***The FedEx Service Guide can be requested and printed for customers free of charge. This includes one copy with a color cover and interior printed double-sided in black and white***



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Consultation Tools *(continued)*

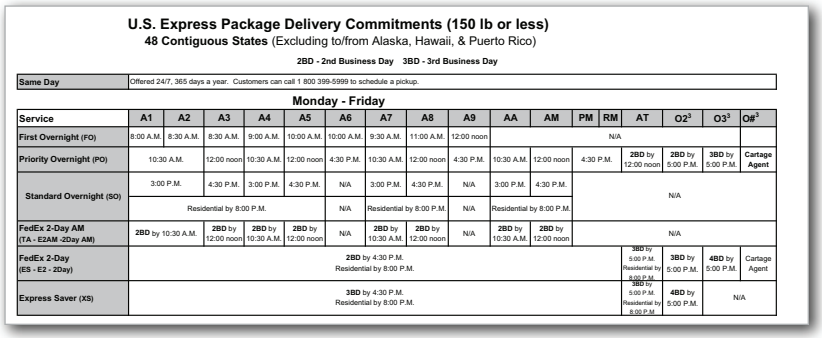
Transit Times

FedEx Express Commitment Grid

Delivery commitment times for Express Shipments are given a money back guarantee based on set delivery times for each zip code. For example, some Priority Overnight shipments are guaranteed to be delivered by 10:30 am. Other potential Priority Overnight commitment times are Noon, 4:30 p.m. and even second business day by Noon.

The Package Acceptance Procedures requires team members to communicate when the package will arrive to ensure we are supplying the correct shipping service. For Express Shipments, the commitment grid helps ensure the correct commitment times are communicated.

The Commitment Grid can be found in **Global SRG Companion** and can be accessed via the eSRG link on the **Operations Quick Links** landing page.



U.S. Express Package Delivery Commitments (150 lb or less)
48 Contiguous States (Excluding to/from Alaska, Hawaii, & Puerto Rico)

2BD - 2nd Business Day **3BD - 3rd Business Day**

Same Day	Offered 24/7, 365 days a year. Customers can call 1 800 399-5999 to schedule a pickup.

Monday - Friday

Service	A1	A2	A3	A4	A5	A6	A7	A8	A9	AA	AM	PM	RM	AT	O2[2]	O3[2]	O#[2]
First Overnight (FO)	8:00 A.M.	8:30 A.M.	8:30 A.M.	9:00 A.M.	10:00 A.M.	10:00 A.M.	9:30 A.M.	11:00 A.M.	12:00 noon	N/A							
Priority Overnight (PO)	10:30 A.M.		12:00 noon	10:30 A.M.	12:00 noon	4:30 P.M.	10:30 A.M.	12:00 noon	4:30 P.M.	10:30 A.M.	12:00 noon	4:30 P.M.		**2BD** by 12:00 noon	**2BD** by 5:00 P.M.	**3BD** by 5:00 P.M.	**Cartage Agent**
Standard Overnight (SO)	3:00 P.M.		4:30 P.M.	3:00 P.M.	4:30 P.M.	N/A	3:00 P.M.	4:30 P.M.	N/A	3:00 P.M.	4:30 P.M.	N/A					
	Residential by 8:00 P.M.					N/A	Residential by 8:00 P.M.		N/A	Residential by 8:00 P.M.							
FedEx 2-Day AM (TA - E2AM -2Day AM)	**2BD** by 10:30 A.M.		**2BD** by 12:00 noon	**2BD** by 10:30 A.M.	**2BD** by 12:00 noon	N/A	**2BD** by 10:30 A.M.	**2BD** by 12:00 noon	N/A	**2BD** by 10:30 A.M.	**2BD** by 12:00 noon	N/A					
FedEx 2-Day (ES - E2 - 2Day)	**2BD** by 4:30 P.M. Residential by 8:00 P.M.													**3BD** by 5:00 P.M. Residential by 8:00 P.M.	**3BD** by 5:00 P.M.	**4BD** by 5:00 P.M.	Cartage Agent
Express Saver (XS)	**3BD** by 4:30 P.M. Residential by 8:00 P.M.													**3BD** by 5:00 P.M. Residential by 8:00 P.M.	**4BD** by 5:00 P.M.	N/A	

Delivery Zones

Each delivery location is assigned a zone based on distance from the station/sorting facility. Areas closer to a sorting facility will receive an earlier delivery commitment than a location that is further away.

Note: Although a Priority Overnight (PO) delivery is guaranteed by 10:30 a.m. in New York City, a PO delivery to Ithaca, NY is guaranteed by 12:00 p.m. (noon).

Each delivery service for Express has its own time guarantee associated with it. These Zones and their commitment times can be found in the Global SRG Companion.

There are several grids that show commitment times within the 48 contiguous states, to and from both Alaska and Hawaii, as well as specific Saturday commitment times. Team members will use this grid to find each shipment's commitment delivery time.

Team members will be able to reference a number of sources to determine the delivery zone for a particular address:

- **On the** *Get a Rate* **screen**
- **On a pre-metered shipment or printed ASTRA label**

The delivery zone will be designated by A1, A2, AA, A3, A4, A5, A6, A7, A8, A9, AM, PM, RM, AT, O2, O3, O#.

All Domestic Express ASTRA labels and pre-metered shipments display the delivery zone for the destination address.

FedEx Express Residential Evening Delivery Commit Times

The residential delivery commitment time for some FedEx Express services is **8:00 p.m. local time.**

The residential services impacted by this difference include:

- **Standard Overnight**
- **Express 2Day®**
- **Express Saver**
- **International Economy**
- **International Economy inbound to the U.S.**

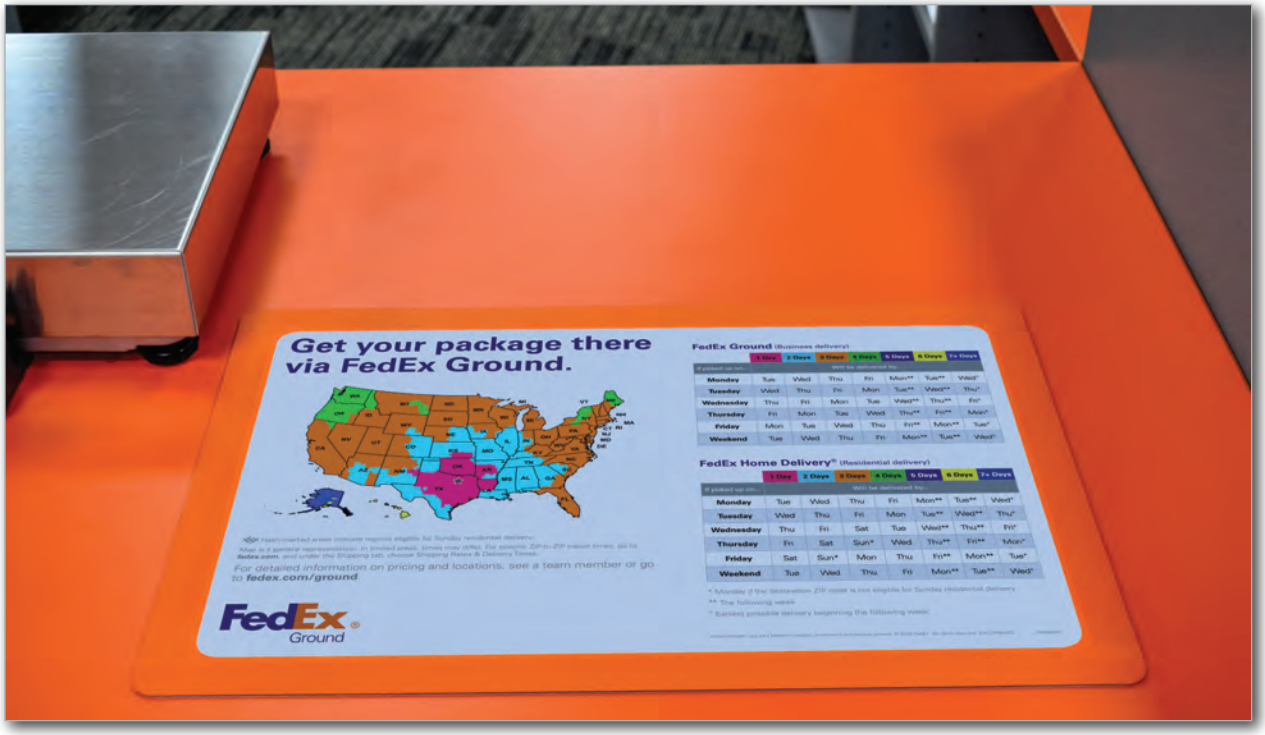
Consultation Tools: Transit Times *(continued)*

FedEx Ground Service Maps

The **Ground Service Mat** is displayed at the counter for customers to visualize the transit times for Ground shipments from your store. Customize the insert with the **Ground Transit Time Map** for the store's zip code, from **fedex.com**. Print the **Ground Counter Mat Insert** and place in the customer-facing Ground Counter Mat on the full-service shipping counter.

To obtain a transit map for the store's zip code:

1. Go to **www.fedex.com**
2. From the **Shipping** dropdown menu, click **Shipping Rates & Delivery Times**
3. Click on the ⋮ "kebab" located on the top right of the screen and select **Ground Service Maps** from the dropdown menu
4. Enter the **store's zip code**, ensure **View Outbound Map** is selected and click **View Map**
5. Select "**YES**" for the question *"Is the destination a residential address?"* to see 7-Day Home Delivery
6. To complete the process, please follow the Instructions for Printing the CUSTOMIZABLE MAP included in the Ground Map insert file, located on the **Store Front App**, CS#: **624.OP05.001**



DECEMBER UPDATED 2025
Store Front App

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Residential Delivery Identification for FedEx U. S. Domestic Package Services

Identify the delivery as business or residential. A residential delivery is to a home or private residence, including a location where a business is operated from a home. It is **critical** to ensure this is completed in order to ensure the package is processed for the correct operating company.

If delivery is to:
A business where someone also lives, such as:

- **Ranch or farm**
- **Dental/doctor's office**
- **Insurance agent**
- **Repair/retail shop**
- **Nursing home**
- **Greenhouse/Nursery**
- **Recipient who sells or distributes products using the home as a base**

And:

- The residence and business are **in the same building** → ***Then the delivery is:*** Residential
- The residence and business are **not** in the same building → ***Then the delivery is:*** Business

If delivery is to:
A multiple-unit dwelling and is addressed to a business/office, such as:

- **Apartment building**
- **Condominium**
- **College dormitory**
- **Retirement community**
- **Rectory, convent, or parsonage**

→ ***Then the delivery is:*** Business

A resident of a multiple-unit dwelling, as described above → ***Then the delivery is:*** Residential

If delivery is to:

- **A business location converted from a residence where no one lives**
- **Church**
- **Funeral home**
- **Prison**
- **Firehouse**

→ ***Then the delivery is:*** Business

DECEMBER UPDATED 2025

NOTE: If you cannot determine if a location is a residence, use the suggested address in FUSE or SSM.

Throughout the Day

These procedures should be followed throughout the day. Each procedure is described in greater detail throughout the Field Reference Manual.

The Purple Promise

- Warmly greet and assist every customer
- Acknowledge waiting customers and let them know you will be with them soon
- Help customers carry their shipping packages into the store
- Offer solutions to meet the needs of the customer
- Provide undivided attention and listen carefully
- Genuinely thank customers for their business before they leave the store

FUSE

DECEMBER UPDATED 2025

FUSE
FedEx Unified Store Experience

- Follow proper cash control procedures
- Sign in through **Purple ID** with your FedEx ID and password — then, ensure your store is logged into FUSE with the Alpha Loc ID
- Ensure **After Pickup** tab is **enabled** if the final pickup has occured

Ship Site Manager *(SSM)*

DECEMBER UPDATED 2025



All stores are required to have at least one SSM workstation.

- Follow proper cash control procedures
- Sign in and out of SSM using your unique FedEx ID and password
- Ensure the **After Pickup** *(AFT PU)* tabs are **RED** if the final pickup has **not** occurred and **GREEN** if the final pickup has occurred
  - As needed, check all outbound packages and relabel any package that was processed incorrectly
  - Stores with West Coast pickup must follow **dual AFTPU SOP**
  - **Always check the AFT PU tabs** in the even of a system reboot
- Domestic and International Express AWB shipments
  - Please see section in this manual on Batching for additional information
  - ***Manual AWBs should always be batched in SSM,*** even if they are processed in FUSE

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Throughout the Day *(continued)*

DECEMBER UPDATED 2025

HAL Requirements

- **Receive inbound Express HAL** and enter **within one** *(1)* **hour** of the courier's arrival
- **Receive inbound Ground HAL** and enter **within one** *(1)* **hour** of the driver's arrival
- Use automated HAL label and adhere to HAL package
  - No additional stickers should be applied to HAL packages
  - Ensure the HAL location *(cage shelf, #, etc.)* entered matches the storage area
  - Store all HAL packages in the designated HAL area
  - Refuse packages that are not eligible for HAL
  - **DO NOT** leave packages unattended at the counter; place packages behind the counter and ***minimum five (5) feet from customer reach***
- When customers retrieve their shipments, verify recipient information and follow appropriate HAL release procedures, following all verification rules

Optional:

- During peak shipping times, print both Express and Ground HAL lists from eOPS and attach to clipboard
- Print an updated list as necessary, throughout the day

- **The morning a package is to be returned to the sender** *(on the sixth business day)***,** call the customer to remind them of package pickup, following standard procedures

Shipping Considerations

- Accept and process shipments **immediately** as they arrive
- Immediately follow proper staging processes — **DO NOT** leave packages unattended at the counter; place packages behind the counter and minimum five *(5)* feet from customer reach
  - Outbound Express and Ground are sorted and staged in appropriate areas
  - Use the T- Stacking Method for staging outbound packages
    - Refer to the **T-Stacking Quick Reference** available on FedEx One; keyword search: **T-Stacking**
- Follow appropriate packing procedures and package handling guidelines
- It is critical that on Thursday and Friday, team members check for the Saturday Delivery handling option on all shipments
- Ensure all shipments have the appropriate required label, if applicable *(e.g., Interline, First Overnight, Saturday Delivery, etc.)*
- Ensure consolidated returns boxes are properly closed out and shipped back as they are filled ***and*** on Fridays
  - See the **Returns Technology Procedures Guide** for more information

Shipping Zone Maintenance

- Refer to the **Clean Sweep** guide to ensure a positive customer and team member experience

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

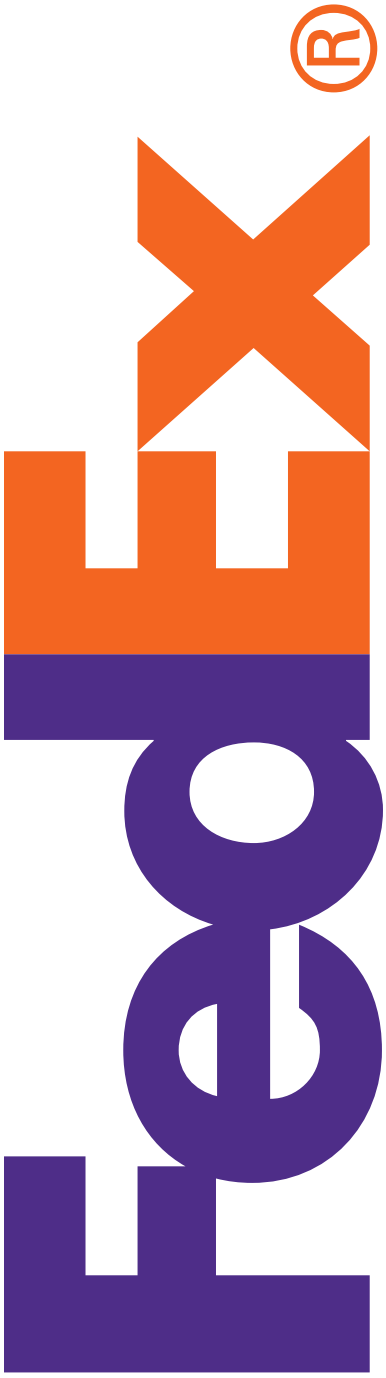
2 FedEx Transactions

FedEx Express Services Overview	SH.2.04
Express Label Requirements	SH.2.06
Accepting Priority Alert Shipments	SH.2.07
FedEx Shipping Account Fraud	SH.2.09
FedEx Ground Services Overview	SH.2.12
FedEx International Express Overview	SH.2.16
FedEx Express Global Service Reference Guide	SH.2.17
International Express Label Requirements	SH.2.20
Commercial Invoice *(Express & Ground International)*	SH.2.21
International Commercial Invoice Printing	SH.2.22
Electronic Trade Documents	SH.2.26
FedEx International Ground Overview	SH.2.28
International Ground Items	SH.2.30
International Forms	SH.2.33
Multiple Piece Shipments *(MPS)*	SH.2.39
FXE Pre-metered Shipments	SH.2.42
Accepting Pre-metered Shipments	SH.2.45
Accepting International Pre-metered Packages	SH.2.46
Duplicate Label Procedures	SH.2.47
FGE Economy Shipments with Single Barcode	SH.2.52
SmartPost ***(FGE)*** Shipments Packaging	SH.2.56
Billable Stamps	SH.2.57
TNT Labeled Shipments	SH.2.59
Package Acceptance Quality Check: PST	SH.2.60
Package Acceptance: Unusual Transactions	SH.2.63
Handling Incorrectly Processed Shipments	SH.2.67
Creating Shipments for Non-Account Holders	SH.2.68
Interline Shipments	SH.2.72
Walmart Associate Shipping Discount	SH.2.78
Stopping Packages	SH.2.80
Creating FedEx Accounts	SH.2.82
FedEx Shipping Account Lookup	SH.2.85
Retail Product Sales and Refunds	SH.2.88

FedEx Office Confidential Information.
For Internal Team Member Use Only.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.



Domestic Services

FedEx Office Confidential Information.
For Internal Team Member Use Only.



FedEx Express Services Overview

Value: Supply Misuse

If your store has made multiple attempts to address Express supply misuse directly with the customer and the abuse continues, please report to our FedEx Express Customer Supply Specialists:

supplymisuse2@corp.ds.fedex.com

Please include all known information regarding the account: Account Name, Account Number, Address, Shipping Location, Tracking Number, etc.

FedEx Express services are available when customers need to count on delivery on a specific day and by a specific time of day, no matter where in the country they are shipping to. Saturday services are available in several U.S. markets *(special handling fee applies)*.

FedEx Express service covers every address in the U.S., including residential addresses *(residential addresses incur a surcharge)*.

Note: Express will not deliver to P.O. Boxes, CR Boxes, Military Boxes FPO addresses and Military APO Addresses (Rural Boxes, RR, are acceptable).

FedEx Express packages can be sent in:

- **Express Complimentary Packaging**
  - No additional charge
- **FedEx Brown Boxes**
  - Retail or Pack and Ship charges apply
- **Customer Packaging**
  - Follow the Package Acceptance process to ensure the items and packaging are secure **(see page SH.4.04)**

FedEx Office Confidential Information. For Internal Team Member Use Only.

Express Overview *(continued)*

Accepting and Processing Express Shipments should follow these steps:

- **Use the 3C skills to consult with the customer and develop a Pack and Ship solution**
  - Measure the packaged item and ensure the package will not exceed the maximum dimensions for Express
    - 150 lbs. in ***weight***
    - 119" or less in ***length***
    - 165" in ***length and girth combined***
    - See the Express Maximum Dimension page for additional information **(see page SH.3.39)**
  - If we are not performing the packing, ensure the package is acceptable
    - If the package has a declared value of ***$300 or more*** ask the customer to inspect the package for proper packaging

- **Refuse any package containing or with DG/HazMat markings/labels or compromised box integrity**
  - Offer to repack as appropriate or offer retail packing supplies

- **Process the shipment in FUSE or SSM**
  - Ensure to add extra charges for Packing, Retail Products or Service Fees such as **Non-standard packaging** **(see page SH.3.18)**

- **Affix the ASTRA label and any shipping labels to the shipment**
  - ASTRA placement is preferably on the top right hand corner
  - For additional shipping labels *(such as* **SDR** *and* **FO***)*:
    - ***Envelopes*** require **two** labels
    - ***Boxes*** require **four** labels
    - ***Do not cover customer labels that are on the package*** — old shipping labels must be removed or covered

  For Multiple Piece Shipments *(MPS)****:***

  - ***It is very important to make sure the correct ASTRA label is matched to the correct package***
    - Apply each label as it comes out of the printer to ensure it is matched to the correct package
    - The dimensions and weight on the label must be applicable to the package

- **Provide the customer with the receipt**
  - Point out the tracking number and either fedex.com or 800.GO FEDEX for customer's ability to track their package
  - Emailed receipts are ***highly recommended***

- **Complete the PST process**

- **If the shipment is processed using a pre-printed manual airbill, distribute the rest of the airbill**
  - **FedEx copy:** Remove and stage for batching
  - **Retrieval copy:** Remaining copies stay on the package and travels with the Express shipment

- **Stage the package for outbound pickup**

Express Label Requirements

It is important to apply specific FedEx Express labels to match the desired service the customer selected. This ensures each package is sorted and given the level of attention needed to get it to it's destination properly.

When putting labels on boxes, follow these standards

- **Ensure the labels are applied securely and professionally**
- **Do NOT cover required material** *(e.g., airbills or ASTRA labels)*
- **Do NOT cover customer labels — ensure old shipping labels are covered**
- **Use the appropriate amount of labels**
  - **Envelopes require two labels**, preferably one per side
  - **Boxes require four labels**, preferably on all four sides
  - Do NOT over-label as the package will no longer look professional

Note: Examples of HAL labels can be found in the **Hold at Location** Section.









The heavy sticker now has a **weight threshold of 25 lbs**.

It is recommended to place a heavy sticker on any package weighing **over 25 lbs**, to provide a visual aid for potential risk.

Tip: Saturday Delivery

- ***Every Thursday and Friday, be sure to check all airbills for Saturday service options***
- ***When a Saturday delivery has been selected:***
  - The ASTRA label should include #### SATURDAY#### just to the right of the tracking number and above the service type on Express packages
  - The package should have the appropriate Saturday Delivery stickers ➡



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Accepting Priority Alert Shipments

FedEx Priority Alert *(PA)* and **FedEx Priority Alert Plus** *(PA Plus)* service is available to contract-only customers and is a specialized service for time-critical and/or temperature-sensitive shipments. The purpose of PA and PA Plus is to ensure timely delivery of the most critical shipments.

DECEMBER UPDATED 2025

PA shipments can be created in FUSE or SSM using the Priority Alert US Airbill.

Package Identification

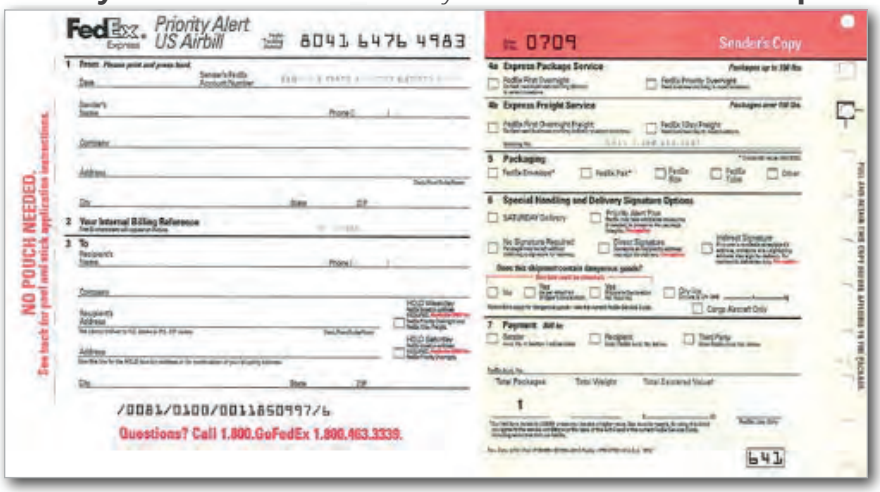
PA shipments are identified visually and electronically:

- **PA tape**





- **Priority Alert Airbill with** *"Priority Alert"* **indicated at the top left corner**



- **Pre-metered Label with** **PA* **indicated under the service type**



Accepting Priority Alert Shipments *(continued)*

Team Member Responsibilities

- ☐ **Accept PA Shipments**
- ☐ **Verify Pre-Metered label has the **PA* marking and any special handling requirements**
- ☐ **Verify ASTRA label contains the **PA* marking**
- ☐ **Ensure the shipper has applied the *pink PA tape* to each shipment**
- ☐ **If a shipment is presented AFTER the final pickup, you must advise the customer, the pickup has been made and the package will not travel until the next business day**
  - ❍ Refer customer to the nearest FedEx Express or FedEx Office location with a later final pickup time
- ☐ **If you locate a PA shipment that was dropped off on the counter after the final pickup time, immediately contact your FedEx Express station and ask for the PA Coordinator or an Operations Manager and they will assist with getting a pickup for the shipment**
- ☐ **Ensure there are no labels on the package that indicate it may contain dangerous goods**
  - ❍ If the shipment does contain DG, politely inform the customer you cannot accept the shipment
  - ❍ Advise the customer to contact 1.800.GoFedEx for assistance

Shipper Responsibilities

- ☐ **Must provide shipper/recipient contact information, including phone number**
- ☐ **Use the PA Airbill or Pre-Metered label with **PA* marking**
- ☐ **Apply pink PA tape/sticker to the shipment**
  - ❍ FedEx team members are not responsible



Refer to the **SSM Procedures Guide** for steps to process a Priority Alert shipment.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Shipping Account Fraud

When FedEx account usage is not authorized by the owner, payment for deliveries cannot be collected. In order to prevent revenue loss to the FedEx Enterprise, FedEx Office team members must understand how to identify potential fraudulent use of FedEx accounts and the steps to report suspicions.

FedEx Office team members may identify and flag shipments not having proper payment arrangements. Team members must never confront a customer when they suspect fraudulent account usage.

FedEx Fraud Security Controls may also reach out to the store asking them to set aside fraudulent packages and to follow our fraudulent package process.

Identifying Possible Fraudulent Usage

There are a number of indicators to identify potentially fraudulent usage of a FedEx account. This means the shipment will need further investigation and not necessarily the shipment is unauthorized.

Activity to be aware of:

- **Unusually large amount of Express First Overnight and Priority Overnight letters dropped off at the counter — often very close to the final pickup time**
- **Express shipments with manila envelopes being used or address label taped to envelope**
- **First Overnight service for package going to a resident**
- **Large amount of Express packages going to a residence**
- **City and state of shipper address on the package(s) not match the drop location**

To ensure the safety of our team members, any team member who suspects a customer is in violation of our payment terms should accept and process all packages per normal operating procedures without discussing personal suspicions with the customer.

continued →

FedEx Shipping Account Fraud *(continued)*

Actions to Take for Possible Fraudulent Shipments

- ☐ **Team members should contact their Global Security Advisor if they suspect fraudulent use of an account based on the criteria listed**
- ☐ **Set aside the packages separately from other outbound packages after the customer leaves to avoid conflict**
- ☐ **Team members are to call FedEx Fraud and Security Controls at 1.800.584.2681**
- ☐ **If account is verified to be valid, process the package, following standard operating procedures** *(SOP)*

Team members must follow these steps if contacted and asked to do so by FedEx/FedEx Office security.

If the account is fraudulent, complete these procedures:

- ☐ **Keep the suspected fraud package***(s)* **separate from the regular outbound packages**
- ☐ **Process the package per normal SOP** DECEMBER UPDATED 2025
- ☐ **Place the suspected fraudulent package***(s)* **in a sort bag and label the bag "Forward to FedEx Security Controls"**
- ☐ **Follow up with your local Global Security Advisor with the status of the fraudulent situation**
- ☐ **Instruct the courier** *(Express or Ground)* **to take the bag to the CSA at the origin station/terminal to process**

Note$_1$: Always wait until the customer has left the building before processing packages as suspicious. If the customer is waiting for a receipt, process as normal and then follow the above steps to verify the account.

Note$_2$: If Fraud and Security Controls does not respond prior to the pickup, process the package and send with outbound packages.

FedEx Office Confidential Information. For Internal Team Member Use Only.

FedEx Shipping Account Fraud *(continued)*

Other Invalid Account Transactions

There may be times when a customer is present and the account they are using will not be recognized as valid or have some other hold *(e.g., "Cash Only Account")* on it.

When this happens:

- ☐ **Attempt to type in the account number or scan the label again**
- ☐ **If it still does not work, apologize to the customer for the inconvenience**
- ☐ **Inform them there is a problem with the account and they can call 1.800.GoFedEx for further assistance**
- ☐ **Offer to ship the package using another form of payment such as cash, check, or credit card — another FedEx account must not be accepted**

Customer Inquires

Never confront or accuse a customer suspected of fraudulent account usage.

Avoid giving advice or volunteering information when receiving calls about packages accepted at the store having been flagged as suspicious — even when requested by the "customer." Some calls are from criminals attempting to gain information about our internal procedures on handling fraud.

Do not follow instructions from a caller deviating from these procedures, even if the caller provides a FedEx employee number. **FedEx Office team members are never to redirect a package to another address**.

If the recipient is inquiring about a suspected fraud package, have them contact the shipper. If the original shipper wants information about an intercepted package, have them contact **Package Research** at **800.584.2681**.



FedEx Ground Services Overview

FedEx Ground offers a day-definite guarantee based on delivery distance.

From the U.S., FedEx Ground offers cost-effective 1 – 5 business day ground delivery to businesses in the contiguous U.S., and 3 – 7 business-day ground delivery to Alaska, Hawaii, Canada and Puerto Rico.

From Canada, FedEx Ground offers cost-effective 1 – 7 business-day ground delivery to businesses in the contiguous U.S. and Canada.

FedEx Home Delivery operates seven-days-a-week, and includes many requested extras, such as deliveries until 8:00 p.m., date-certain deliveries, as well as scheduled appointment deliveries. FedEx Home Delivery is available only within the U.S.

In order to provide customers with accurate Ground delivery transit times, use the updated **Ground Service Map** to quickly determine transit times for destinations.

FedEx Ground packages can be sent in:

- **FedEx Brown Boxes**
  - Retail or Pack and Ship Charges apply
- **Poly Mailers**
- **Customer Packing**
  - Follow the package acceptance process to ensure the items are packed securely and the packaging is acceptable
- **Some Express complimentary packaging has been redesigned to be reusable — allowing customers to** *ship a second time in the Ground network*

Note: FedEx Ground Shipments should not be sent in Express complimentary packaging, unless it is a pre-paid return and/or the second use.

FedEx Ground shipments are acceptable in FedEx Express drop boxes. FedEx Ground shipments placed in the drop boxes will be taken to the FedEx Express station for pickup by the FedEx Ground driver.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Accepting and Processing Ground Shipments should follow these steps:

- **Use the 3C skills to consult with the customer and develop a Pack and Ship solution**
  - Measure the packaged item and ensure the package will not exceed the maximum dimensions for Ground
    - 150 lbs. in ***weight***
    - 108" or less in ***length***
    - 165" in ***length and girth combined***
  - If we are not performing the packing, ensure the package is acceptable
    - If the package has a declared value of $300 or more, ask to inspect the package for proper packaging

- **Process the shipment**
  - Ensure to add extra charges for Packing, Retail Products or Service Fees such as "Not Encased/ Non Standard Packaging"

- **Affix the ASTRA label to the shipment**
  - Point out the tracking number and either **fedex.com** or **800.GoFedEx** for customer's ability to track their package
  - Emailed receipts are ***highly recommended***

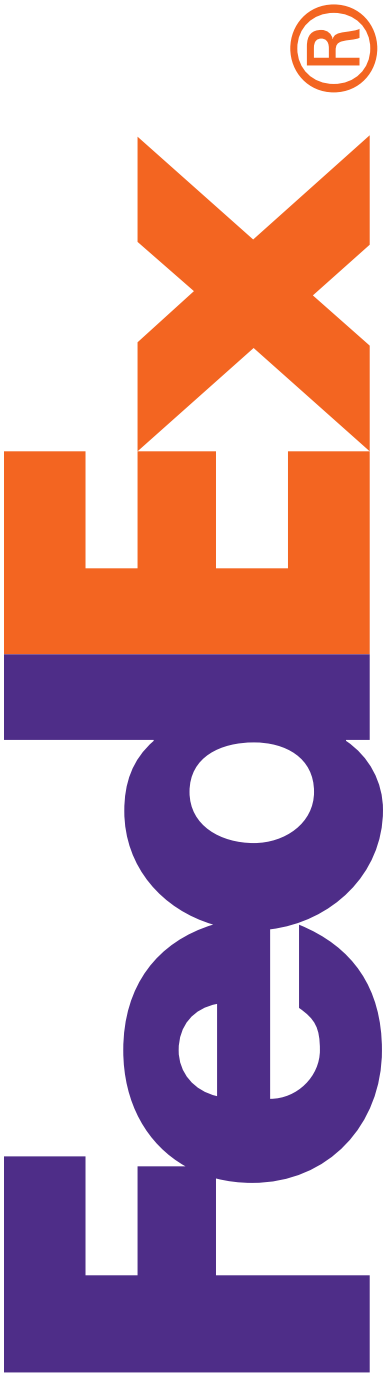
DECEMBER UPDATED 2025

- **Complete the PST process**

- **Stage the package for outbound pickup**

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.



International Services

FedEx Office Confidential Information.
For Internal Team Member Use Only.



FIELD REFERENCE MANUAL

FedEx International Express Overview

FedEx Express offers time-definite Express delivery to more than 220 countries and territories often in as little as 24 to 48 hours.

Each country has different document requirements for inbound shipments. Certain International Shipments will required additional paperwork, such as a **Commercial Invoice** or a **Certificate of Origin** *(more information on the Commercial Invoice can be found later in this chapter).*

For specific requirements for your FedEx Express shipments, please use the **electronic Service Reference Guide** *(eSRG).*

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Express Global Service Reference Guide

Always refer to the electronic Global Service Reference Guide *(eSRG)* for details before attempting to process an International Express shipment for a customer. When processing International shipments, utilizing all available tools, like the eSRG, will reduce the risk of delays in customs and/or undeliverable shipments.

Determining the Requirements for Shipping the Item using the eSRG:

Electronic SRG *(eSRG)*

The eSRG is a quick, easy tool to ensure the proper documentation is completed for the shipment during the consultation process. The eSRG can be accessed via the **Operations Quick Links Landing Page**. The site can also be accessed at **home.fedex.com**, keyword search: **esrg**.

Determining the Item to be shipped:

- **The customer will need to state the item being shipped if it isn't immediately obvious**
  - Depending on the item, the customer may also need to describe what it is used for
- **If a customer doesn't know what the item is or cannot describe it and/or its use, they will have to determine this before it can be shipped**
  - A team member cannot determine the item description or use on behalf of the customer
- **If the customer does not have a Commercial Invoice completed and one is required, the team member may need to indicate the "commodity" description the item falls under, for example,** *Medical Supplies***, once the customer provides an explanation of the item**

Using the eSRG

There are four sections to look at for every shipment:

- ☐ **Prohibited Items**
- ☐ **Documentation Requirements** *(including "footnotes" and "key" — see following image for details)*
- ☐ **Notes**
- ☐ **Clearance Information**

continued →

FedEx Express Global Service Reference Guide *(continued)*

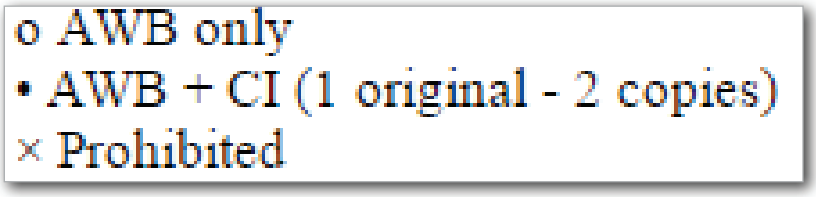
Prohibited Items

The items listed by country are in addition to the standard FedEx prohibited items. Prohibited items can be very specific, for example, logs and timber products from Liberia; or they can be general, for example, vegetables.

Documentation Requirements

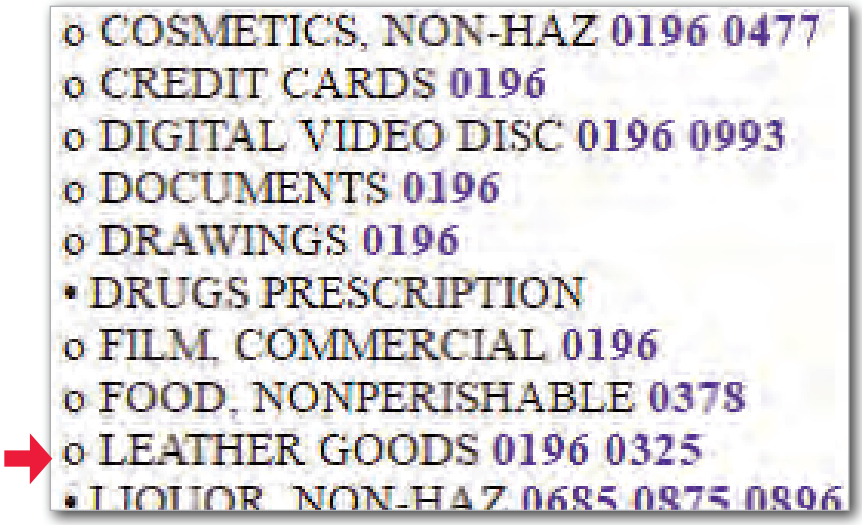
Non-document shipments are strongly encouraged to have a Commercial Invoice. Ensure all necessary documentation is present and completed accurately, legible and with all details. It is critical to ensure all required documentation is with the package to ensure it arrives to its destination on time. Commodities listed in the eSRG with an "open dot" only require an air waybill *(AWB)*.

- **Commodities with a "***solid dot***" require an AWB** *and* **a Commercial Invoice** *(CI)*
- **If there is an "***X***" next to the commodity,** *the item is prohibited*



Always review any "footnotes" listed *(these will be listed as a number)*.

- **In the eSRG, click on the number to review the note**
- **If there are multiple footnotes, click on each one for details**
  - For example, under Canada "Leather Goods" has an open dot, indicating only an AWB is required
  - When footnote **0196** is clicked, it states, "*Canada Customs Invoice/Commercial Invoice required if valued at $20 CAD or more.*"



FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Express Global Service Reference Guide *(continued)*

Notes

The Notes section will have additional information specific to the country of destination. Notes are in random order, and may or may not apply in all situations. It is important to read every note to ensure the destination country will even accept the shipment.

Clearance Information

This section has more detail about what the customer can expect with regards to their shipment clearing customs. For example, one country states personal shipments valued up to $3000 will take three to five working days and all commercial goods will take up to seven days for clearance. Another country warns that shipments with missing or incomplete paperwork will be seized by customs.

Additional Sections

Depending on the shipment details, team members must also review up to five additional sections:

Gift Shipments

Only check the Gift Shipment if the customer indicates the shipment is a gift. The Gift Shipment section will indicate if these shipments are acceptable and if duties and taxes will or will not be assessed.

Ask the customer who is responsible for duties and taxes at the beginning of the transaction. If the sender wants to incur the charges, an account must be opened *(if the customer does not already have an account).*

Max Declared Value for Customs

Countries vary on the maximum declared value for customs depending on the service selected.

Customs Value *(CV)* must be the **true market value** of the items being shipped *(for example, $1 CV cannot be placed on an iPhone — it will be held at Customs)* and itemized on the commercial invoice.

Max Dimensions

Stations in foreign countries are sometimes smaller than in the U.S. Check to ensure the country can receive the package.

Max Weight

The maximum weight can also be less. Check to ensure the weight is accepted in the country.

P.O. Box Addresses

When the shipper wants to ship to a P.O. Box in a foreign country, team members must check to see if the country accepts shipments to P.O. Boxes. Some countries do and they may have additional requirements such as a valid phone number.

International Express Label Requirements

Proper use of labels assists FedEx team members throughout the network to efficiently locate specific package types.

When putting labels on boxes, follow these standards

- **Ensure the labels are applied securely and professionally**
- **Do NOT cover required material** *(e.g., airbills or ASTRA labels)*
- **Do NOT cover customer labels; ensure old shipping labels are covered**
- **Use the appropriate amount of labels**
  - Envelopes require two labels, preferably one per side
  - Boxes require four labels, preferably one on all four sides
  - Do NOT over-label as the package will no longer look professional

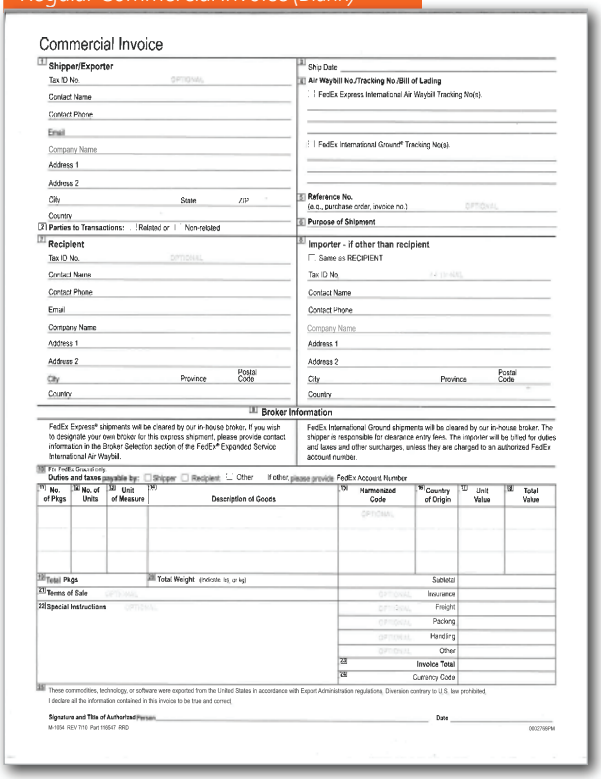


FedEx Office Confidential Information.
For Internal Team Member Use Only.

Commercial Invoice *(Express & Ground International)*

- **The Commercial Invoice** *(CI)* **is the official transaction record between an exporter and an importer**
- **In most cases, the Commercial Invoice is the form customs officials use to clear shipments**
- **All International Ground shipments must be accompanied by a Commercial Invoice**
  - Ensure that the customer is **not** shipping "**Personal Effects**" or "**Household Effects**"
    - For further information on how to handle **personal effects or unaccompanied baggage**, see the section later in this manual
  - A gift sent by a friend or family member is exempt from Customs duties and taxes if valued at $60.00 CAD or less
    - For further information on **gift shipments**, see the section later in this manual

Regular Commercial Invoice *(Blank)*

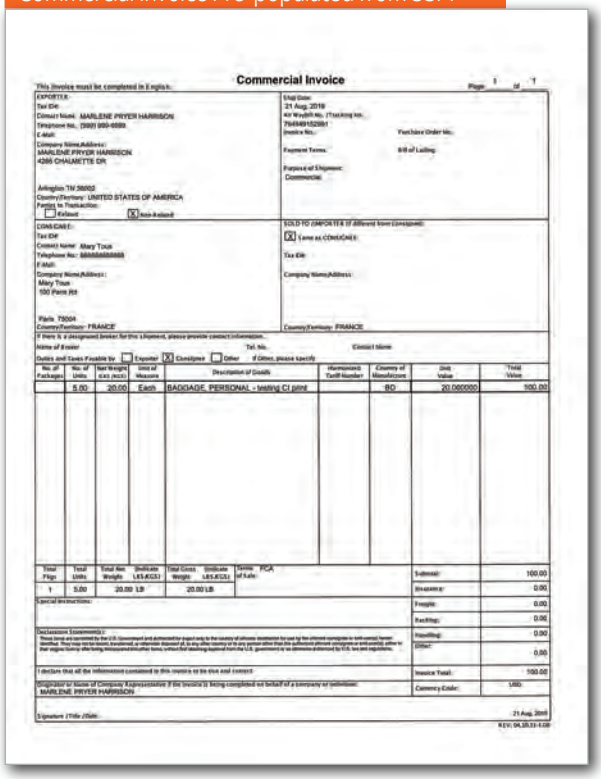

Commercial Invoice

1 Shipper/Exporter
Tax ID No. OPTIONAL
Contact Name
Contact Phone
Email
Company Name
Address 1
Address 2
City State ZIP
Country
2 Parties to Transactions: Related or Non-related
3 Recipient
Tax ID No. OPTIONAL
Contact Name
Contact Phone
Email
Company Name
Address 1
Address 2
City Province Postal Code
Country
4 Ship Date
5 Air Waybill No./Tracking No./Bill of Lading
FedEx Express International Air Waybill Tracking No(s).
FedEx International Ground® Tracking No(s).
6 Reference No. (e.g., purchase order, invoice no.) OPTIONAL
7 Purpose of Shipment
8 Importer - if other than recipient
Same as RECIPIENT
Tax ID No.
Contact Name
Contact Phone
Company Name
Address 1
Address 2
City Province Postal Code
Country
9 Broker Information
FedEx Express® shipments will be cleared by our in-house broker. If you wish to designate your own broker for this express shipment, please provide contact information in the Broker Selection section of the FedEx® Expanded Service International Air Waybill.
FedEx International Ground shipments will be cleared by our in-house broker. The shipper is responsible for clearance entry fees. The importer will be billed for duties and taxes and other surcharges, unless they are charged to an authorized FedEx account number.
10 For FedEx Ground only.
Duties and taxes payable by: Shipper Recipient Other If other, please provide FedEx Account Number

11 No. of Pkgs	12 No. of Units	13 Unit of Measure	14 Description of Goods	15 Harmonized Code OPTIONAL	16 Country of Origin	17 Unit Value	18 Total Value

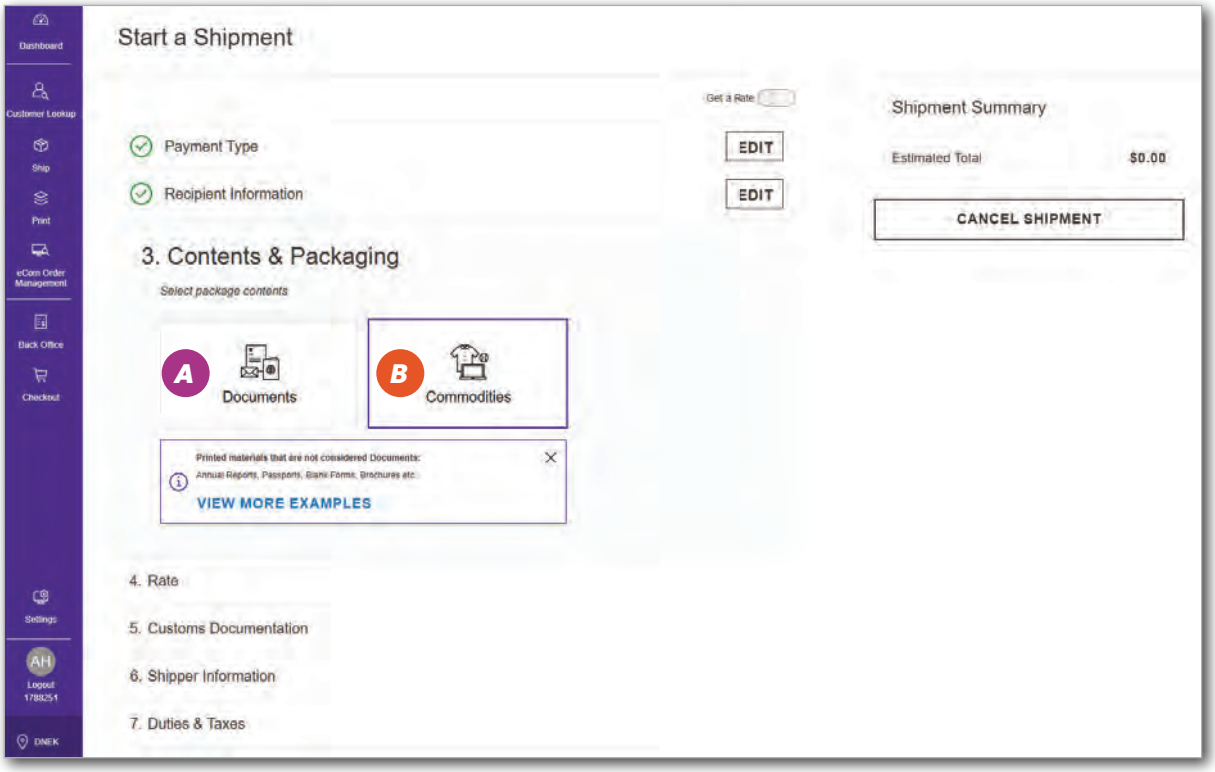
19 Total Pkgs. 20 Total Weight (indicate lb. or kg.)
21 Terms of Sale OPTIONAL
22 Special Instructions OPTIONAL
Subtotal
Insurance OPTIONAL
Freight OPTIONAL
Packing OPTIONAL
Handling OPTIONAL
Other OPTIONAL
23 Invoice Total
24 Currency Code
25 These commodities, technology, or software were exported from the United States in accordance with Export Administration regulations. Diversion contrary to U.S. law prohibited.
I declare all the information contained in this invoice to be true and correct.
Signature and Title of Authorized Person Date
M-1854 REV.7/16 Part #1854T RRD 0827/16PM

Commercial Invoice Pre-populated from SSM



International Commercial Invoice Printing

DECEMBER UPDATED 2025



Team members must ensure each international shipment is compliant when going through Customs and meets all regulations for the destination country, or the shipment will result in a *Wrong Day Late* **(WDL) or will be refused entry and could be held in customs or returned to the sender.**

FUSE and enhance the international shipping process by creating and printing the **Commercial Invoice** *(CI)* for **Express** and **Ground** International shipments.

Note: Unless a Commercial Invoice is a typed document, team members should create the CI through FUSE or SSM to ensure all key information is captured and legible.

Commercial Invoice Creation

CI creation begins on the ***Select Package Contents*** screen. Once commodities and description information is entered into SSM, a Commercial Invoice can be generated, streamlining the international shipping process. This process also ensures customers are including the correct customs documentation with their shipment.

A Documents

Selects the types of documents are being shipped with a detailed description. Select the ***Documents*** button for the package content when documents are being shipped *(e.g. legal documents, brochures, proposals)*.

B Commodities

Indicates what items are being shipped. Select the ***Commodities*** button as the package contents if a shipment contains products or documents (***e.g., books for resale***) with a commercial or customs value.

FUSE FedEx Unified Store Experience

For detailed step-by-step instructions on digitally creating and printing commercial invoices, refer to the **FUSE Procedures Guide** or the **SSM Procedures Guide.**

FedEx Ship Site Manager

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Commercial Invoice *(continued)*

1) Shipper/Exporter
- Required – Enter the shipper's complete information
- Optional – Include the tax ID number, if known

2) Parties to Transactions – Required
- Indicate whether the sender and recipient are related *(e.g., subsidiaries or divisions of the same company)* or non–related

3) Ship Date – Required
- Enter the date of the shipment

4) Air Waybill No./Tracking No./Bill of Lading – Required
- Check the appropriate box and enter the tracking numbers as indicated

5) Reference No. – Optional
- Enter any invoice or purchase order number

6) Purpose of Shipment – Required
- Enter the purpose of the shipment *(e.g., commercial, gift, sample, return and repair, personal effects, personal user*

7) Recipient
- Required – Enter the recipient's complete information
- Optional – Include the tax ID number, if known

8) Importer – If other than recipient
- Enter the name and address of the person responsible for import, if other than the recipient

9) Broker Information
- The customer should read either the FedEx Express International or FedEx International Ground broker instructions that pertain to the shipment

10) Duties and Taxes Payable by – Required
- Check the appropriate box
- If "Other," provide the FedEx account number for FedEx Ground only

11) Number of Packages – Required
- Enter the number of packages per line

12) Number of Units – Required
- Enter the number of items or units in all packages per line

13) Unit of Measure – Required
- Enter the unit of measurement *(e.g., pieces, lbs., Kg, sets, pairs, yards, each)*

14) Description of Goods – Required
- Enter an accurate description of the contents in your shipment that includes:
  - What it is?
  - What it is made of?
  - What it is used for?
  - Part or serial numbers *(if applicable)*

15) Harmonized Code – Optional
- Enter the six–digit standardized number for classifying a commodity, if known
- This number is used by customs to identify products for duties and taxes

16) Country of Origin – Required
- Enter the country where the item was manufactured, produced or grown

17) Unit Value – Required
- Enter the unit selling price or fair market value, if not sold, of each individual unit

18) Total Value – Required
- Multiply the number of units by the unit value and enter the total
  - # of Units x Unit Value = Total Value

19) Total Pkgs – Required
- Enter the total number of packages in the shipment

20) Total Weight – Required
- Enter the total weight of the shipment

21) Terms of Sale – Optional
- Enter the terms that define the agreement between the seller and the buyer, if known

22) Special Instructions – Optional
- Enter any special instructions

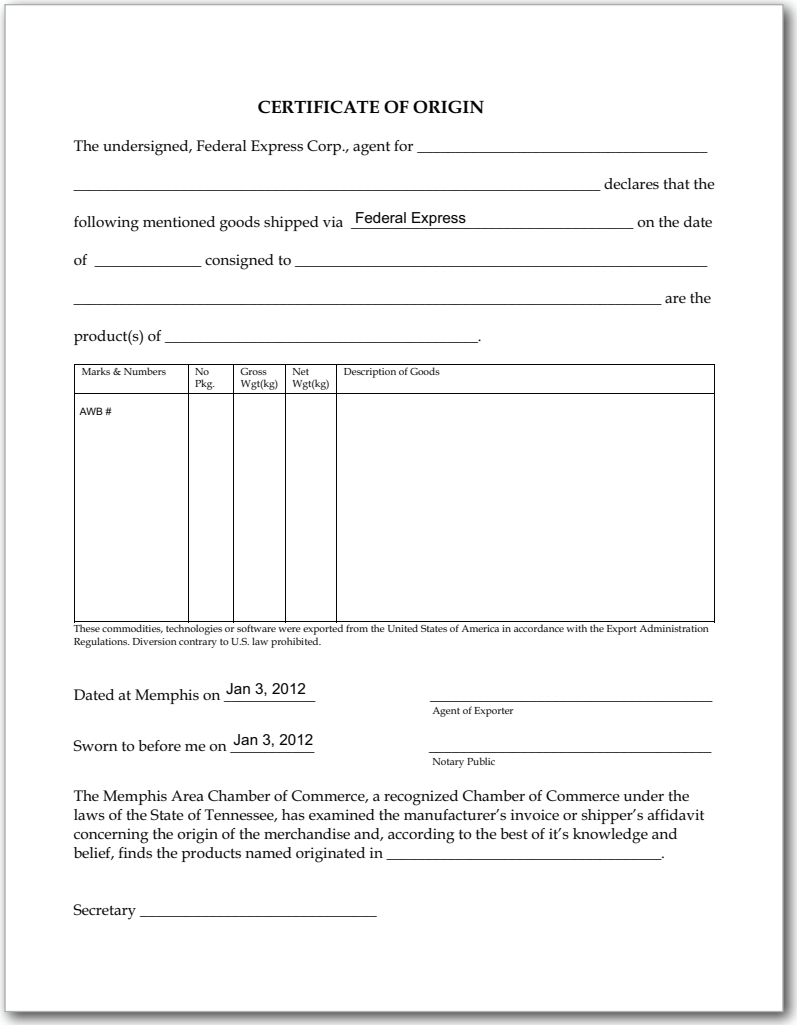
23) Invoice Total – Required
- Enter the value of all items listed on the invoice, plus other costs listed *(insurance, freight, packing, handling, other)*

24) Currency Code – Required
- Enter the currency code *(e.g., U.S. dollars = USD)*
- Required

25) Signature and Title of Authorized Person – Required
- The customer should sign and date the form after completing all information

Certificate of Origin *(COO)* — Express International Only

- **Certificate of Origin *(COO)* documentation verifies the country in which the product was manufactured**
- **The product being exported and its destination country determine if Certificate of Origin paperwork is required for customs**
- **Refer to the eSRG to verify if a Certificate of Origin is required**
- **If the shipment requires a Certificate of Origin, one original is required**
- **The descriptions and amounts on the Certificate of Origin must be consistent with those entered on the Commercial Invoice**
- **The customer must provide a Certificate of Origin, or FedEx can prepare one for a fee**
- **For more information, have the customer call 1.866.684.6023 or email: Prepare-COO@mail.fedex.com**



CERTIFICATE OF ORIGIN

The undersigned, Federal Express Corp., agent for _____

_____ declares that the

following mentioned goods shipped via Federal Express on the date

of _____ consigned to _____

_____ are the

product(s) of _____.

Marks & Numbers	No Pkg.	Gross Wgt(kg)	Net Wgt(kg)	Description of Goods
AWB #				

These commodities, technologies or software were exported from the United States of America in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited.

Dated at Memphis on Jan 3, 2012

_____
Agent of Exporter

Sworn to before me on Jan 3, 2012

_____
Notary Public

The Memphis Area Chamber of Commerce, a recognized Chamber of Commerce under the laws of the State of Tennessee, has examined the manufacturer's invoice or shipper's affidavit concerning the origin of the merchandise and, according to the best of it's knowledge and belief, finds the products named originated in _____.

Secretary _____

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Electronic Export Information *(EEI)* — Express International Only

- **Electronic Export Information *(EEI)* must be filed for certain Express International Shipments**
  - For example: when a single commodity or a single commodity category contained in a shipment is valued over $2,500 USD
  - When a shipment contains goods listed on the **Commercial Control List**, regardless of value.

DECEMBER UPDATED 2025

- **Customers can have FedEx file the EEI on their behalf, for a filing fee, charged to the customer's FedEx Shipping Account**
  - Customers who do not want to pay the fee, or do not want to set up a shipping account, can process the EEI themselves, through the Federal Government at **https://www.cbp.gov/trade/ace/training-and-reference-guides**
  - If desired, the customer can use FedEx Office computer rental service
    - Standard computer rental charges apply

NOTE: There is no application fee involved with filing online; however, the customer will be required to take and pass a 30 question quiz prior to being given authority to ship a package with an ITN number.
The form will not display a prompt stating the EEI is required for a shipment. The team member will need to review the International Air Waybill, the eSRG and consult with the customer to determine if the EEI is required.

- **Detailed information and EEI forms can be found on fedex.com, keyword search: EEI**

Resources for EEI:

EEI is a data requirement that must be filed through the **Automated Export System** (AES) for goods shipped from the United States to a foreign country.

It is important to understand when EEI filing requirements apply to shipments, and when they are exempt.

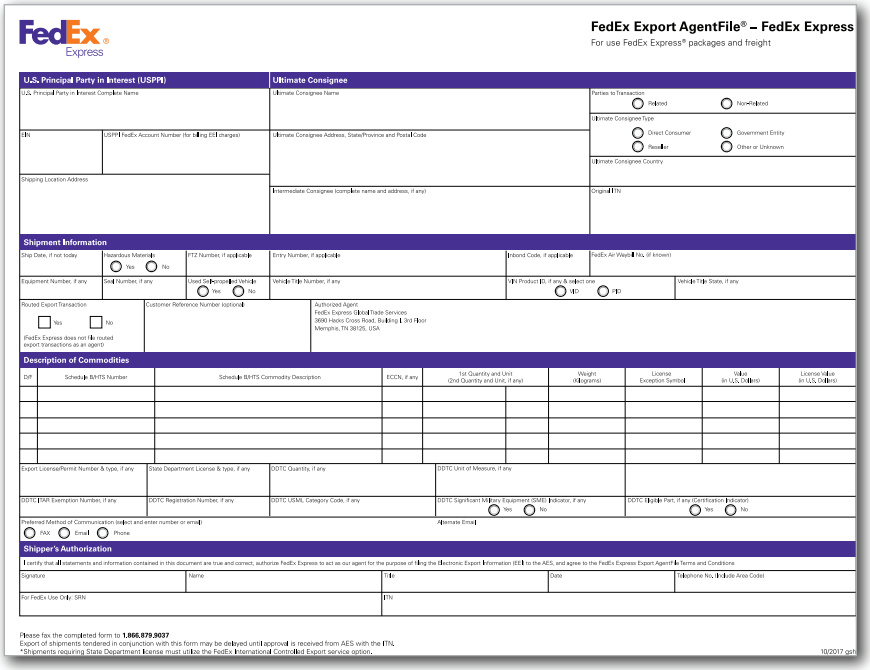
For more information on EEI, please call the **FedEx EEI Filing Department** or go to *fedex.com*

Contact Information:

FedEx International Customer Service:
800.247.4747

DECEMBER UPDATED 2025

EEI Operations email:
eeioperations@fedex.com



FedEx Express

FedEx Export AgentFile® – FedEx Express
For use FedEx Express® packages and freight

U.S. Principal Party in Interest (USPPI) | **Ultimate Consignee**

U.S. Principal Party in Interest Complete Name | Ultimate Consignee Name | Parties to Transaction: Related / Non-Related

EIN | USPPI FedEx Account Number (for billing EEI charges) | Ultimate Consignee Address, State/Province and Postal Code | Ultimate Consignee Type: Direct Consumer / Government Entity / Reseller / Other or Unknown

Shipping Location Address | Intermediate Consignee (complete name and address, if any) | Ultimate Consignee Country | Original ITN

Shipment Information

Ship Date, if not today | Hazardous Materials: Yes / No | FTZ Number, if applicable | Entry Number, if applicable | Inbond Code, if applicable | FedEx Air Waybill No., (if known)

Equipment Number, if any | Seal Number, if any | Used Self-Propelled Vehicle: Yes / No | Vehicle Title Number, if any | ITN Product ID, if any & select one: MID / PID | Vehicle Title State, if any

Routed Export Transaction: Yes / No
(FedEx Express does not file routed export transactions as an agent)

Customer Reference Number (optional)

Authorized Agent:
FedEx Express Global Trade Services
3690 Hacks Cross Road, Building I, 3rd Floor
Memphis, TN 38125, USA

Description of Commodities

D/F	Schedule B/HTS Number	Schedule B/HTS Commodity Description	ECCN, if any	1st Quantity and Unit (2nd Quantity and Unit, if any)	Weight (Kilograms)	License Exception Symbol	Value (in U.S. Dollars)	License Value (in U.S. Dollars)

Export License/Permit Number & type, if any | State Department License & type, if any | DDTC Quantity, if any | DDTC Unit of Measure, if any

DDTC ITAR Exemption Number, if any | DDTC Registration Number, if any | DDTC USML Category Code, if any | DDTC Significant Military Equipment (SME) Indicator, if any: Yes / No | DDTC Eligible Part, if any (Certification Indicator): Yes / No

Preferred Method of Communication (select and enter number or email): FAX / Email / Phone | Alternate Email

Shipper's Authorization

I certify that all statements and information contained in this document are true and correct, authorize FedEx Express to act as our agent for the purpose of filing the Electronic Export Information (EEI) to the AES, and agree to the FedEx Express Export AgentFile Terms and Conditions.

Signature | Name | Title | Date | Telephone No. (Include Area Code)

For FedEx Use Only: SRN | ITN

Please fax the completed form to **1.866.879.9037**
Export of shipments tendered in conjunction with this form may be delayed until approval is received from AES with the ITN.
*Shipments requiring State Department license must utilize the FedEx International Controlled Export service option.

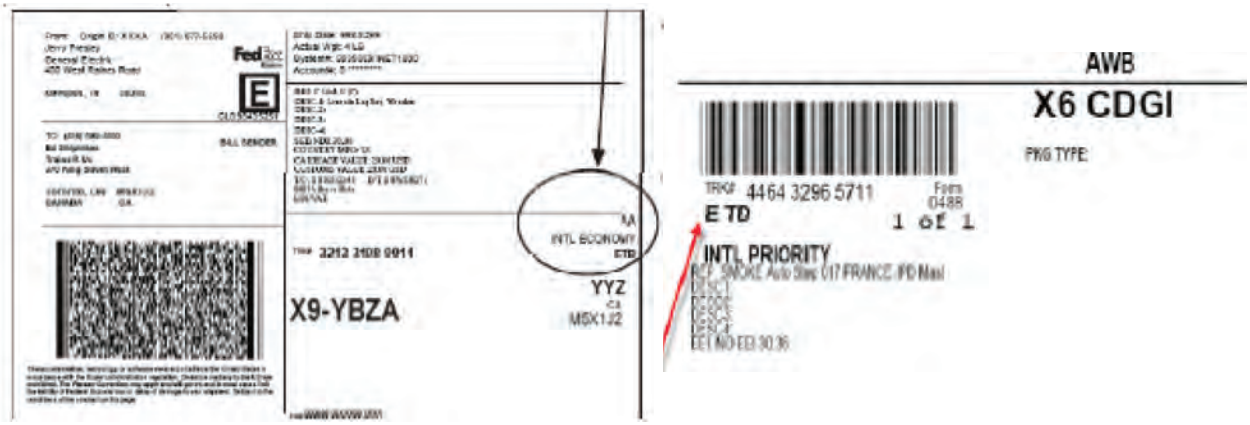
10/2017 ps1

Electronic Trade Documents

FedEx Electronic Trade Documents *(ETD)* automates the flow of international documents and offers FedEx customers a paperless shipping option.

FedEx automation platforms electronically transmit international documents generated by either the customer's own systems or FedEx automation platforms for Express shipments. Carefully reviewing this document will ensure uninterrupted service for our customers and leave all team members understanding how the release impacts daily shipping operations in store.

Electronic Trade Documents *(ETD)* is a service offering that allows customers who ship internationally and use automation devices to send required trade documentation *(Commercial Invoices, Certificates of Origin, etc.)* directly to the Express GENESIS system for imaging. It is not necessary to attach copies of this documentation to an ETD shipment at pickup or drop off.



Key Benefits of ETD

The Electronic Trade Documents process gives customers the ability to submit trade documents to FedEx on their own terms.

- **ETD provides a faster, paperless and easier shipping solution for Express International customers with pre-clearance assistance and enhanced proactive problem resolution for international shippers**
- **ETD reduces shipment processing time and decreases operational cost**
  - It optimizes pre-clearance by capturing trade documents earlier
  - ETD will also increase revenue and market share
- **ETD positions FedEx to compete with UPS' paperless service and further assist our "Go Green" efforts**
- **Documentation errors identified earlier in the shipping process result in reduced customs issues and caged shipments**

For more information, please contact:

International Customer Service
1.800.247.4747

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Boxes for Cost-Effective International Shipping

The FedEx 10kg *(kilogram)* box and 25kg *(kilogram)* box provide customers a convenient flat rate option based on the destination zone for FedEx Express International Priority shipments; with delivery typically in one to three business days to more than 220 countries and territories.



For more information on the 10kg and 25kg boxes, refer to **(see page SH.4.23)** of the **Packing Chapter.**

FIELD REFERENCE MANUAL

FedEx International Ground Overview

FedEx International Ground to Canada provides door-to-door service within two to seven business days to every business and residential address in Canada.

- FedEx International Ground cannot be shipped to P.O. boxes, CR Boxes, Military Boxes, FPO addresses and Military APO Addresses
- Rural Boxes, RR, are acceptable

International Ground enables both account and non account holders the ability to ship to Canada.

FedEx International Ground allows non-account customers the ability to pay by cash, check, or credit card. Flexible "Bill To" options that include a shipper's FedEx account number, recipients account number, or a third party account number can be used as well.

Note: Remember to follow **ID requirements** procedures when processing non-account holder shipments.

Team members can provide our customers with courtesy rate quotes that include transportation, Ground Clearance Entry Fee *(CEF)*, CEF Tax, and Fuel surcharges.

Quotes exclude Duty and Taxes.

Customers will be provided with a detailed receipt displaying all fees as separate line items.

FUSE FedEx Unified Store Experience

FedEx Ship Site Manager

Refer to the **SSM Procedures Guide**, or the **FUSE Guide**, "International Shipments" to enter Ground International shipment data into FUSE or SSM.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

International Ground *(continued)*

- **Do NOT use the eSRG when processing International Ground** *(it is for Express only)*
  - Follow the instructions and items listed in this manual

- **All International Ground shipments must be accompanied by a Commercial Invoice** *(CRITICAL)*
  - See the **Commercial Invoice section**
  - Ensure the commodity in NOT "Personal Effects" or "Household Effects."
  - Further information on how to handle personal effects or unaccompanied baggage is included later in this chapter
  - A gift sent by a friend or family member is exempt from Customs duties and taxes if valued at $60.00 CAD or less. Further information on gift shipments is included later in this chapter

- **The one-time GAA/POA form is required with all FedEx International Ground shipments when a shipper or third party pays the Duties and Taxes**
  - See the **GAA/POA section**, located later in this chapter further clarification

- **The FedEx Ground Tariff includes a complete list of items that are prohibited for shipping by FedEx International Ground to Canada**
  - **FedEx Service Guide**

- **All residential deliveries are FedEx Ground**
  - No Home Delivery is available for U.S. to Canada shipments

- **Coupons are not accepted for International Ground shipments**

- **For shipments valued at $20.00 CAD or more, the Clearance Entry Fee** *(CEF)* **and CEF Taxes are calculated in SSM and charged to the customer based on the shipment value**
  - Only applies to all Fed Ex International Ground shipments valued at $20.00 CAD or greater
  - The CEF should not to be confused with the Customs Duties and Taxes which are usually paid by the recipient
  - The CEF amount charged will be provided as a separate line item on the transaction receipt
  - The CEF Taxes are based on the amount of the CEF and the Canadian destination of the shipment
  - There are four types of CEF Taxes:
    - GST — Goods and Services Tax
    - HST — Harmonized Sales Tax
    - PST — Provincial Sales Tax
    - QST — Quebec Sales Tax

International Ground Items

International Ground Gift Shipments for Canada

A gift sent by a friend or family member is totally exempt from Customs duties and taxes if valued at **$60.00 CAD or less.**

Exempt from Customs duties and taxes:

- ✅ **Valued at $60.00 CAD or less**
- ✅ **Gift = goods from one individual to another individual**
  - The shipper or the recipient CANNOT be a company, business, or association

Does Not Qualify For Gift Exemption:

- ❌ **Gift Value in Excess of $60.00 CAD**
  - If the value of the gift is greater than $60.00 CAD, Customs duties and taxes must be paid on the amount **in excess of the $60.00**
  - On the Commercial Invoice, the item should be clearly identified as a gift along with the value of the gift
  - For gifts to multiple individuals in a single container, each recipient must be identified along with their respective "gift"

FedEx Office Confidential Information.
For Internal Team Member Use Only.

International Ground Items *(continued)*

Canadian Goods Returning to Canada

Goods of Canadian origin or Canadian-owned *(returning to Canada from the USA without having any work done to enhance their value or improve their condition)* qualify for duties and taxes exemption as follows:

- ✅ **Canadian Goods Returned, the value of the goods, and the country of manufacture must be clearly stated on the Commercial Invoice**
- ✅ **The importer must be able to provide proof of the initial export into the USA**

Return-for-Repair

Return-for-Repair shipments will fall into one of three different classifications:

- ❍ **Repair Under Warranty**
- ❍ **Replacement Under Warranty**
- ❍ **Non-Warranty Repair**

Repair Under Warranty, Replacement Under Warranty or Non-Warranty Repair must be clearly stated on the Commercial Invoice, along with the cost of the repair even when the repair is performed under warranty and there is no charge to the importer.

- ✅ **The importer must provide proof of the initial export into the USA**
- ✅ **For all warranty replacements, the importer must provide a copy of the original importation including the original value**
- ✅ **Proof that the original item was exported from Canada must be provided as well, otherwise Customs duties and taxes apply for the replacement item**

Repair Under Warranty

If the repairs were completed in the USA under warranty, the goods will qualify for customs duty-free and tax exemption upon re-entering Canada.

Replacement Under Warranty

Warranted goods, replaced due to non-reparability may be subject to Customs Duty, but are tax exempted.

Non-Warranty Repair

Non-warranted, repaired goods returning to Canada may be subject to duty on the cost of the repair and taxes apply. If the repairs were completed in a USMCA country, then the duty is exempted under Tariff Code 9992.

International Ground Prohibited Items

Prohibited Items

Subject to the terms and conditions of the FedEx Ground Tariff, FedEx Ground will not ship prohibited goods to Canada. FedEx Ground reserves the right to open and inspect any package tendered for delivery. FedEx Ground will refuse and may return any shipment that is considered unsafe, unlawful, or violates the terms and conditions of the FedEx Ground Tariff.

When checking for prohibited items while processing International Ground Shipments to Canada, refer to the **International Ground Prohibited Items** section of the **Commodity Restrictions Guide** for the listing of Prohibited Items. This list is not all-inclusive and is subject to modification without notice.

FedEx International Ground cannot be shipped to P.O. boxes.

International Ground Personal Effects / Personal Items

- **If items described on the Commercial Invoice fit into** *Personal Effects* **or** *Household Effects* **category, they are prohibited for transport via FedEx International Ground**
  - These descriptions are specific Customs Tariff classifications and generally mean that such a shipment is exempt from duties and taxes and must be cleared in person by the Canadian importer/recipient
  - Because FedEx Ground is unable to operationally accommodate the ability for importers to self-clear in person, these tariff classifications are prohibited
- **FedEx Ground monitors commodity descriptions of packages on a daily basis and any shipment found with** *Personal Effects* **or** *Household Effects* **commodity descriptions will be returned to the shipper**
- **Personal Effects are classified as used items intended for personal use and not for sale**
  - This may include luggage sent prior to a trip to Canada, luggage left behind, used clothing, personal electronics, golf clubs, toiletries, etc.
- **Household Effects are defined as household furnishings for personal use or use by one's own family**
  - Items may include furniture, dishes, linens, books home decor, etc.
- **Items intended for any other use, such as wholesale or retail sales, gifts, business purposes or for distribution are not considered Personal or Household Effects**
- **If the customer still wishes to ship their items as** *Personal Effects* **or** *Household Effects* **because they do not want the recipient to pay duties and taxes, they will have to use an Express International service**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

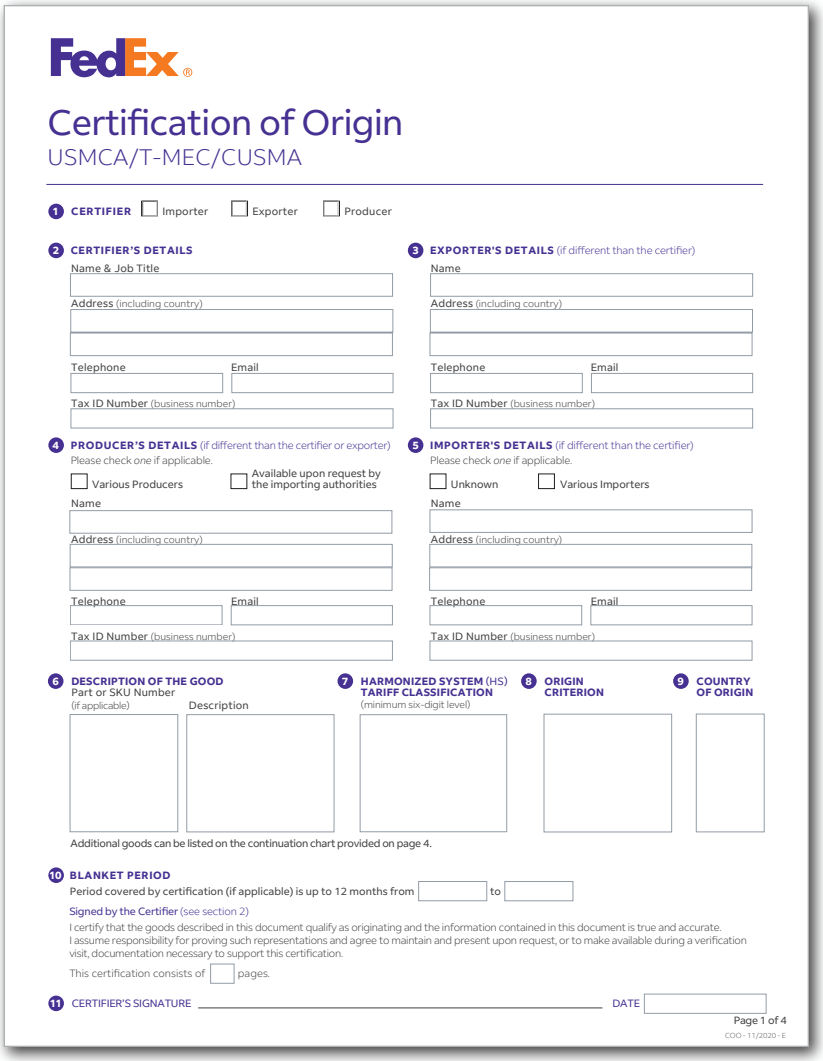
International Forms

Note: ***All International Ground shipments must be accompanied by a Commercial Invoice***. More information can be found in the International Express Chapter **(see page SH.2.21)**.

United States-Mexico-Canada Agreement *(USMCA)* Certificate of Origin *(Ground International Only)*

A **USMCA Certificate of Origin (CO)** replaces the 25-year-old North American Trade Agreement *(NAFTA)* which was required to eliminate the Customs Duty charge for goods made in the U.S., Mexico or Canada. The USMCA CO is eligible for Canada shipments with a value of $3,300 CAD, Mexico shipments with a value of $1,000 USD or US shipments with a value of $2,500 USD.

- **Print five** *(5)* **copies of the USMCA CO to keep on-hand in the Forms and Logs Binder**
  - The USMCA Certificate of Origin does NOT need to be notarized
  - The **form** can be accessed when needed at:
  - Detailed information for the **USMCA Certificate of Origin** can be accessed at:
    https://www.fedex.com/en-us/shipping/international/usmca-trade.html#new



FedEx

Certification of Origin

USMCA/T-MEC/CUSMA

1 CERTIFIER ☐ Importer ☐ Exporter ☐ Producer

2 CERTIFIER'S DETAILS
Name & Job Title
Address (including country)
Telephone Email
Tax ID Number (business number)

3 EXPORTER'S DETAILS (if different than the certifier)
Name
Address (including country)
Telephone Email
Tax ID Number (business number)

4 PRODUCER'S DETAILS (if different than the certifier or exporter)
Please check *one* if applicable.
☐ Various Producers ☐ Available upon request by the importing authorities
Name
Address (including country)
Telephone Email
Tax ID Number (business number)

5 IMPORTER'S DETAILS (if different than the certifier)
Please check *one* if applicable.
☐ Unknown ☐ Various Importers
Name
Address (including country)
Telephone Email
Tax ID Number (business number)

6 DESCRIPTION OF THE GOOD
Part or SKU Number (if applicable) | Description

7 HARMONIZED SYSTEM (HS) TARIFF CLASSIFICATION (minimum six-digit level)

8 ORIGIN CRITERION

9 COUNTRY OF ORIGIN

Additional goods can be listed on the continuation chart provided on page 4.

10 BLANKET PERIOD
Period covered by certification (if applicable) is up to 12 months from ____ to ____

Signed by the Certifier (see section 2)
I certify that the goods described in this document qualify as originating and the information contained in this document is true and accurate. I assume responsibility for proving such representations and agree to maintain and present upon request, or to make available during a verification visit, documentation necessary to support this certification.
This certification consists of ____ pages.

11 CERTIFIER'S SIGNATURE _____ DATE

Page 1 of 4
COO - 11/2020 - E

International Forms *(continued)*

One-Time General Agency Agreement *(GAA — Ground International Only)* / Power of Attorney *(POA)*

The **General Agency Agreement** *(GAA)* provides FedEx Trade Networks Transport & Brokerage *(Canada)*, Inc. (FTN) legal authority to act on behalf of the customer/customer's company with the Canada Border Services Agency (CBSA) to facilitate clearance of the customer's FedEx International Ground shipment to Canada.

- **The one-time GAA/POA form is required with all FedEx International Ground shipments when a shipper pays the Duties and Taxes**
- **Failure to complete the GAA/POA** *(if required)* **will lead to clearance delays**
- **One** *(1)* **signed original and two** *(2)* **copies of the GAA/POA must be included with the Commercial Invoice(s) in the international air waybill pouch on the package**
- **The customer is responsible for completing the GAA/POA form**
- **All sections are required**

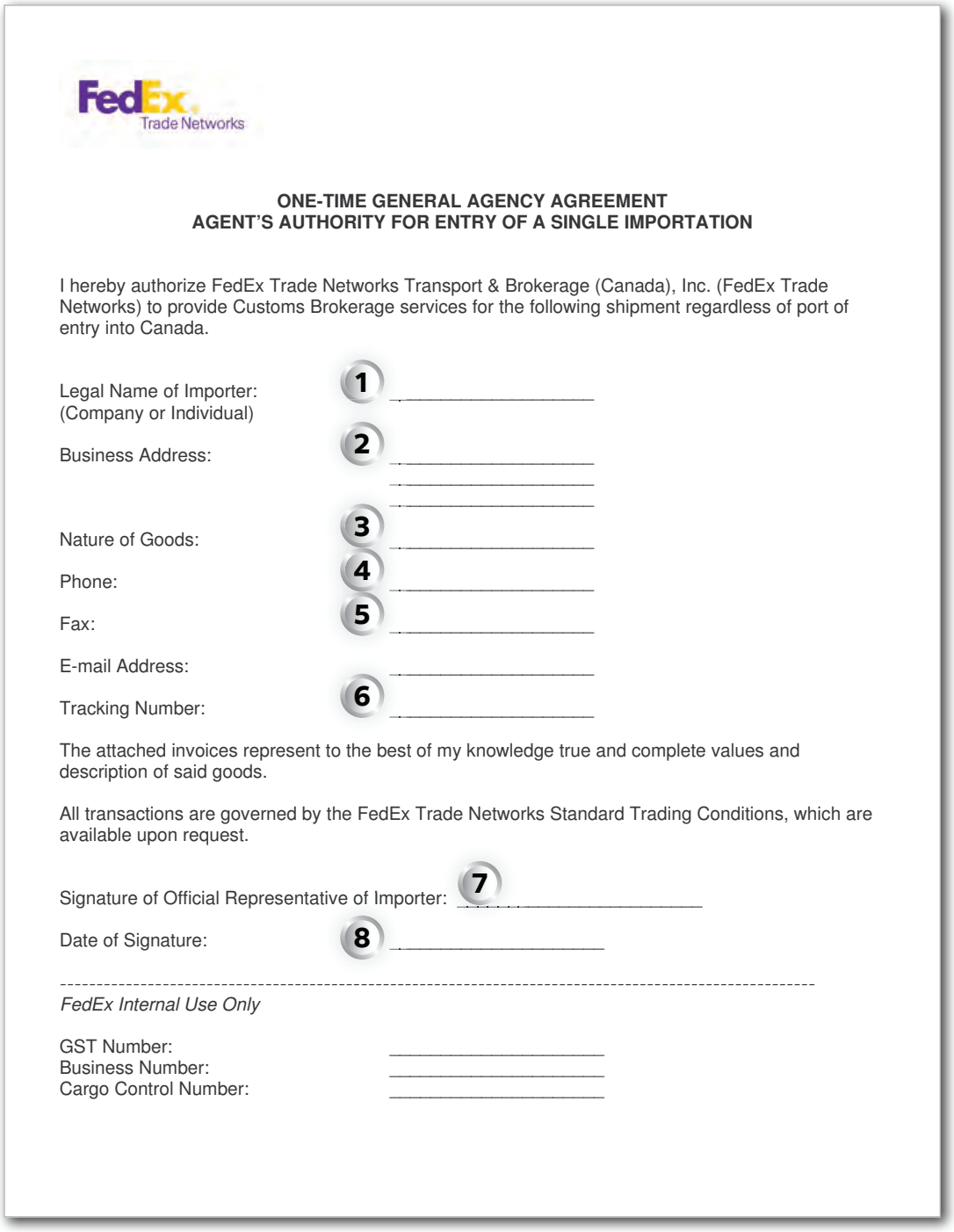
1. **Legal Name of Importer:**
   Full and legal name of customer or customer's business of the United States.
2. **Business Address:**
   Customer's or customer's business complete address including Zip Code.
3. **Nature of Goods:**
   Easy to understand description of the type of goods contained in the shipment.
4. **Phone Number:**
   Day-time telephone number where customer or customer's business can be reached.
5. **Fax Number:**
   Fax number that can be used to send customer or customer's company documents or electronic communication.
6. **Tracking Number:**
   One of the FedEx IG tracking numbers in the customer's FedEx IG shipment.
7. **Signature of the Official Representative of the Importer:**
   Signature required on all three copies of the GAA.
8. **Date of Signature:**
   Date that the customer signs the GAA.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

One-Time General Agency Agreement/Power of Attorney *(GAA/POA)*

- **Print five *(5)* copies of the One-Time GAA/POA to keep on hand in the Forms and Logs Binder**
  - The form can be accessed when needed at:

    http://www.ftn.fedex.com/us/assets/docs/One-Time_GAA.pdf



FedEx Trade Networks

ONE-TIME GENERAL AGENCY AGREEMENT
AGENT'S AUTHORITY FOR ENTRY OF A SINGLE IMPORTATION

I hereby authorize FedEx Trade Networks Transport & Brokerage (Canada), Inc. (FedEx Trade Networks) to provide Customs Brokerage services for the following shipment regardless of port of entry into Canada.

1 Legal Name of Importer: (Company or Individual) _____

2 Business Address: _____
_____
_____

3 Nature of Goods: _____

4 Phone: _____

5 Fax: _____

E-mail Address: _____

6 Tracking Number: _____

The attached invoices represent to the best of my knowledge true and complete values and description of said goods.

All transactions are governed by the FedEx Trade Networks Standard Trading Conditions, which are available upon request.

7 Signature of Official Representative of Importer: _____

8 Date of Signature: _____

FedEx Internal Use Only

GST Number: _____
Business Number: _____
Cargo Control Number: _____

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Accepting Multiple Piece Shipments *(MPS)* — Express and Ground

FedEx Office Confidential Information.
For Internal Team Member Use Only.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Multiple Piece Shipments *(MPS)*

Customers can ship FXE and FXG multiple pieces as a multiple-piece shipment if the pieces:

1. Use the same service, bill-to instructions, packaging type and delivery instructions *(including Delivery Signature Options, FXE Saturday delivery, HAL or FXG Home Delivery premium service upgrades)*

2. Move together on the same day from one sender to one recipient

3. Meet all size, weight and acceptance guidelines for the selected service.
   - Individual packages in a multiple-piece shipment may have different weights, dimensions and declared value.



Processing in FUSE and SSM:

MPS shipments can be processed using a manual airbill. FUSE and SSM can also accept MPS pre-metered shipments.

FUSE
FedEx Unified Store Experience

Step-by-step detailed instructions for processing MPS shipments are available in the **FUSE Procedures Guide** and the **SSM Procedures Guide**.



THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Accepting Pre-Metered Shipments *(Domestic and International)*

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Processing FedEx Express Pre-metered Shipments

When accepting a pre-metered shipment, team members may be required to confirm services and/or Special Delivery options which apply to the shipment. When completing the screens, it is **critical** to carefully review the shipping label and select any Special Delivery options indicated on the label.

- **When accepting a FedEx Express pre-metered shipment, team members may be required to confirm Services or Special Delivery options which apply to the shipment**
- **Review each service printed on the pre-metered label and include that information, specific to delivery options**
- **If a customer's shipping label does not indicate a special delivery service or signature option, DO NOT select one when processing the shipment**

Overview

When accepting pre-metered shipments, in addition to confirming the recipient zip code, team members may be presented with an additional screen requiring confirmation of the package type, service type, special delivery and/or signature options. It is critical to carefully review the label and identify any Special Delivery options the shipper may have selected *(e.g., Saturday, Hold at Location, Signature options)*.



continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Processing FedEx Express Pre-metered Shipments *(continued)*

Pre-metered Package Acceptance

If the shipping label indicates a Special Delivery or Signature option *(or any other special delivery or signature option as shown in the image below)*, ensure each option is selected when prompted. **If this**

DECEMBER UPDATED 2025

Outdated ASTRA Label

When a shipment is scanned and the ASTRA label is outdated, a replacement label will print.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Accepting Pre-metered Shipments

Use FUSE or SSM to scan and update all pre-metered shipments, both domestic and international. This includes single, pre-metered drop-off, multiple piece *(MPS)*, or mass pre-metered shipments.

For additional detailed instructions, refer to the Pre-Metered Package Acceptance chapter in the **SSM Procedures Guide** or in the **FUSE Procedures Guide**, Processing Pre-Metered Shipments section.

Note: As a courtesy, team members may print shipping labels or documentation **free of charge** *(up to 10 shipments)*.

Accepting Single Pre-metered Packages

- ☐ **Copies or printed photos of a shipping label are acceptable as long as the barcode can be scanned**
- ☐ **Always review the service printed on pre-metered labels and inform customers of the commitment time.**

Customer that wants to change commitment time:

- ☐ **Customers with access to online options can login to the *FedEx app* or be directed to a Computer Rental Workstation to login to fedex.com free-of-charge**
- ☐ **Customer without access to online options, direct them to contact the creator of airbill and request faster service**
- ☐ **Customer can choose to create a new shipment and ship at their own cost if they can't contact creator of airbill**

Notes:

- ☐ **FedEx Express and FedEx Ground pre-metered packages can be accepted together**
- ☐ *Tracking numbers should only be entered manually when it cannot be scanned* — **Manual entries increase the risk of missing special handling options** *(DSR, ASR, HAL, and SAT)*

Note:

A max number of ***30 packages*** can be accepted at one time when selecting the Mass Pre-metered check-box.

When accepting pre-metered shipments, remember to always inspect external packaging following the package acceptance guidelines.
Offer solutions for poorly packed items such as:

- Pack and Ship
- Retail product purchasing
- Correctly packing Items

Also kindly remind customers of our PNS options for their next shipment.

Accepting International Pre-metered Packages

When accepting International pre-metered shipments, it is important to check for all required paperwork before scanning the barcode to ensure the package arrives to its destination on time.



International Tips

- ***Certain international shipments will require additional paperwork, such as a Commercial Invoice or a Certificate of Origin***
  - Always refer to the Electronic Service Reference Guide *(eSRG)* before you process an international shipment for a customer
- ***P.O. Boxes are accepted in select countries for FedEx Express International***
  - Review destination requirements in the electronic Service Reference Guide *(eSRG)*

- **It is important to ensure pre-metered labels/ documentation are filled out correctly, and include the required paperwork, just like a sold transaction**
  - ***For FedEx Express shipments, check the eSRG*** for country- specific regulations
  - ***For International Ground,*** check the **International Ground Prohibited Items** list in the **Commodity Restrictions Guide**
- **If a customer comes in with a pre-metered International Air Waybill, ensure there are two copies of the Air Waybill on the package**
- **If the package requires a *signed* Commercial Invoice *(CI)*, ensure there are three copies of the CI present**
- **If the customer does not provide the copies, make copies in the store at no charge**

If the customer is no longer in the store, and a team member notices the International paperwork is missing or incomplete, the following steps must be followed:

- **Use the shipper contact information on the shipping label to call the customer**
- **Politely inform the customer the required paperwork is either missing or incomplete, and they must return to the store to complete in order for the package to travel through the network without delays**
- **If the customer is unable to be reached before the final pickup, fill out the "Other" section of the Exception/ Send Again form *(FXE)* or Ground Send to QA Label *(FXG)***
  - Indicate on the label that the package is either missing or contains incomplete paperwork
  - Place the label next to the shipping label — **do not cover the tracking barcode**
- **Hand the package over to the driver/courier for further research at the station**

FedEx Office Confidential Information. For Internal Team Member Use Only.

Duplicate Label Procedures for Pre-metered Shipments

What Types of Shipments Require a Duplicate Label?

- ☐ **All pre-metered Express shipments that do not have a self-adhesive label** *(see [see page SH.2.48] for an example)*
- ☐ **Includes pre-metered International Express packages**
- ☐ **Does not include FedEx Ground shipments**

Note: For pre-metered Ground package requirements, please refer to *[see page SH.2.51]*.

Why Does FedEx Office and Express Require Duplicate Labels for these Types of Packages?

If the original pre-metered label is accidently detached from the package during shipping, there is no way to deliver the package without a duplicate label.

The duplicate label ensures packages will continue moving through our shipping network, even if a customer's pre-metered label is accidentally separated from the package during shipping.

This process supports the on-time delivery of packages, helps prevent late or undeliverable packages and helps deliver The Purple Promise.

Relabel within Accept Pre-metered

Relabel within Accept Pre-metered gives team members the option to select certain packages to Reprint the ASTRA label as they are being scanned in.

FUSE
FedEx Unified Store Experience

FUSE will list the **number of labels** to print based on the shipment scanned.

- ☐ **A default of "*1*" will appear for a shipment that either:**
  - ❍ Requires a replacement label because the ship date on the current label has passed, or
  - ❍ A backup label is required
- ☐ **A default of "*2*" will appear for shipments requiring *both* a replacement label and a backup label**

FedEx Ship Site Manager

SSM automatically prints the backup ASTRA label when the shipment is created on **fedex.com**.

See the **SSM Procedures Guide** for instructions on how to relabel pre-metered packages.

Duplicate Label Procedures for Pre-metered Shipments *(continued)*

Placement of the ASTRA Label

- **For complimentary Express envelopes and paks, place the ASTRA label on the opposite side of the original shipping document in the top right corner**

Perform duplicate label process for all Express labels like this



- **For complimentary Express boxes, place the label in the upper-right corner of the shipping document side of the package, or in the upper-left corner if the label will cover the shipping document barcode**
  - If space does not permit for label to be placed on the document side of the box, place it on an adjacent side or opposite side of the documents
  - Avoid folding labels around edges when possible



continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Duplicate Label Procedures for Pre-metered Shipments *(continued)*

- ☐ **For all other boxes, the label should be placed in the upper-right corner of the shipping document side of the package, or in the upper-left corner if the label will cover the shipping document barcode**
  - If there is not space to allow for the placements as described above for boxes, place the new label fully on one side of the box
  - Never place on the bottom of the box
  - Avoid folding labels around edges when possible



- ☐ **Never cover customer labels or barcodes — ensure old shipping labels are removed or covered**
- ☐ **Never place labels over the corner of a box**

When the customer ships the package after the day they originally created their label, a new label will automatically print with the updated ship date. In this case:

- ☐ **Place the updated label over the old barcode**



- ☐ **Perform the duplicate label process and place the second label as described above**

Duplicate Label Procedures for Pre-metered Shipments *(continued)*

Securing Shipping Labels and Forms

Secure placement of all shipping labels and documents is required to prevent late or undeliverable packages and deliver on the Purple Promise.

Secure

When a pouch is used, ensure all the backing is removed so the entire adhesive surface can stick to the package.





Make sure the liner is removed along the flap so the pouch is securely sealed.

When Express envelopes are used, ensure the shipping forms are firmly placed inside of the built-in pouch.





Always use luggage tags and zip ties to secure labels and documents to luggage or any packaging type that has handles.

Zip ties should be secured to an area on the luggage that is less likely to break off during transportation.

- ☐ **Make sure boxes are clean before applying labels and pouches**
  - Dust or other debris can cause the label to come loose
- ☐ **Always firmly press adhesive surfaces against the packages so it is fully applied**
- ☐ **Place labels immediately on packages as they are being processed to avoid lost or switched labels**

continued →

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Duplicate Label Procedures for Pre-metered Shipments *(continued)*

Not Secure

Avoid the following:

Pouch can be torn off during transportation when back liner is not fully removed.





Check all dropped off shipments for securely closed flaps. Flaps should never be left unsealed so documents can be retrieved by the courier.

The adhesive allows for the pouch to be securely opened and closed.

Never place documents only half way in the built-in pouch.





Never apply labels and documents directly to the luggage.

Use approved luggage tags instead.

Is a Duplicate Label Created for Ground Packages?

- **Pre-metered Ground packages *do not need a duplicate label***
- **Pre-metered Ground packages without self-adhesive labels must be secured with additional tape:**
  - Tape down all four corners of the pouch that holds the Ground form.
  - Place two, long strips of tape on the right and left edges of the pouch *(refer to the picture to the right)*



SmartPost *(FedEx Ground Economy — FGE)* Shipments with Single Barcode

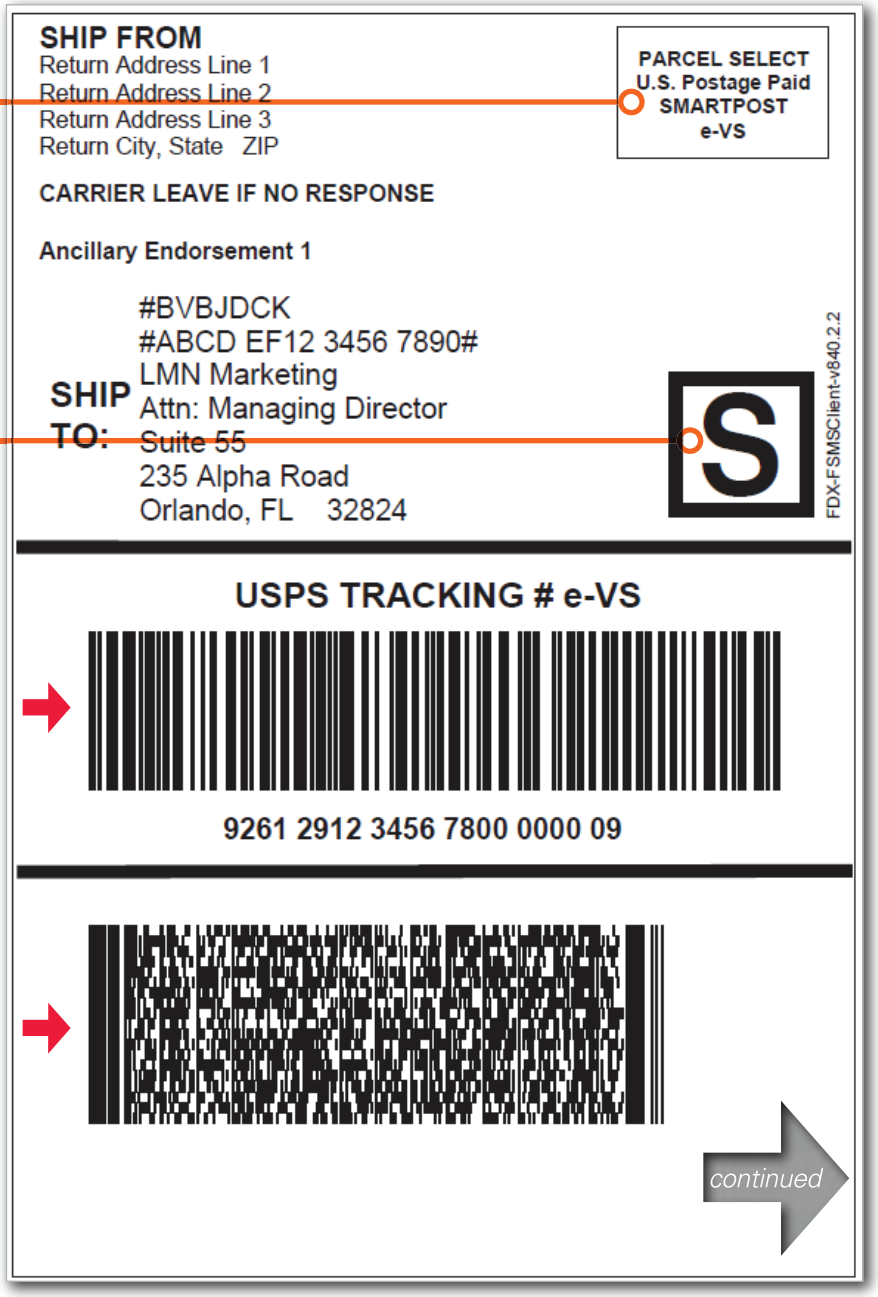
SmartPost *(FGE)* Label Identification

- **These visual cues will help identify SmartPost *(FGE)* packages**
- **Team members must scan the** *USPS barcode (see image below)* **to accept the package** *(not the 2D barcode)*.

- **SmartPost will be visible in the upper right hand corner of the label**
- **Similar to the "*E*" for Express or "*G*" for Ground, a capital "*S*" along the right hand side will indicate a SmartPost label**

USPS Barcode

2D Barcode DO NOT SCAN



FedEx Office Confidential Information.
For Internal Team Member Use Only.

SmartPost *(FGE)* Shipments with Single Barcode *(continued)*

Key Indicators of SmartPost (FGE) Shipment Labels

- **SmartPost Shipment labels will have two indicators in the address section of the label**

If a customer leaves a shipment intended for USPS or UPS, attempt to contact the customer using the information on the shipping label.

If contact cannot be made, the shipment should be handed over to the correct transportation company.

- **On the bottom right corner, the "*F01*" also indicates a SmartPost**



SmartPost *(FGE)* Package Acceptance Procedures

Do not refuse SmartPost *(FGE)* packages.

When accepting all SmartPost (FGE) Packages, team members must:

1. **Scan the universal USPS barcode** to accept and process the package exactly the same as any pre-metered Ground shipment
2. If a SmartPost USPS Barcode is not accepted, team members must **still accept the package from the customer**
   - No drop-off receipt is available in this scenario
3. Place all packages in the **Ground outbound staging area**
   - Notify the FedEx Ground Driver to process any package*(s)* that did not scan

SmartPost *(FGE — continued)*

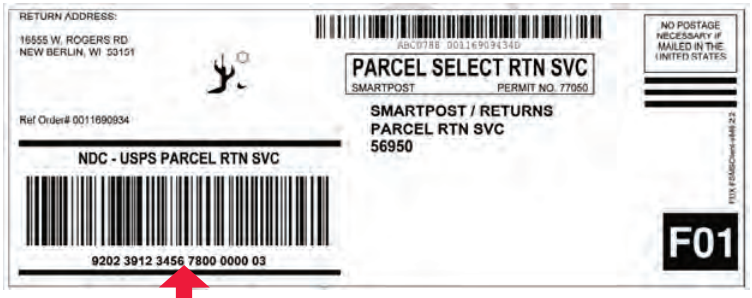
SmartPost (FGE) Custom Label Examples

Customers will also have the ability to create custom labels.

Shown here are some examples of custom labels that a shipper can create:

Note: Though the labels may differ in layout, the same **single USPS barcode** is consistent on all new labels.

SmartPost Shipment (Example #1)



Standard SmartPost (Example #2)



UNITED STATES POSTAL SERVICE

USPS Barcode

SmartPost Shipment (Example #3)



Key indicators of Standard SmartPost Labels

FedEx Office Confidential Information.
For Internal Team Member Use Only.

SmartPost *(FGE — continued)*

Accepting Older SmartPost Label version

FedEx Office will continue to support customers with integrated SmartPost labels; those that include both a Ground barcode and SmartPost barcode.

- **If both barcodes are present,** *always scan the* **Ground** *barcode*



UNITED STATES POSTAL SERVICE

USPS Barcode

FedEx Ground

Ground Barcode

SmartPost *(FGE)* Shipments Packaging

All SmartPost *(**FGE**)* shipments packaging has been pre-approved for shipping in the FedEx and USPS systems. This packaging includes different boxes and customer-specific bags to ship soft products such as clothing.

Team members must accept these packages in accordance with current Package Acceptance guidelines.

Here is an example of FedEx approved customer packaging to ship garments using SmartPost Returns:



FedEx Office Confidential Information.
For Internal Team Member Use Only.

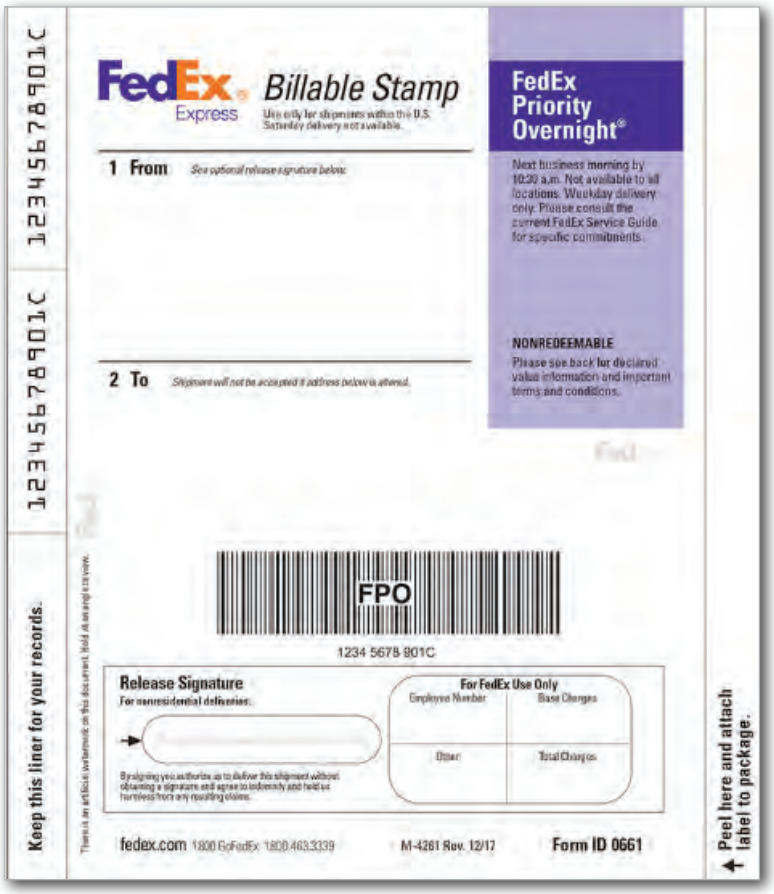
Billable Stamps

FedEx Billable Stamps are preprinted labels that are an easy way for customers to manage their returns and other inbound FedEx Express shipments.

They're trackable, time and cost-effective solutions that enable customers to choose a FedEx delivery service in advance.

The Billable Stamps are processed through a similar flow to Creating a Shipment, but will generate a new ASTRA label at the end of the transaction.

Refer to the **SSM Procedures Guide** for detailed steps on accepting FedEx Billable Stamps.



DECEMBER UPDATED 2025

It is important to understand that Billable Stamps are processed in Accept Pre-metered in SSM.

They are not handled exactly the same as a regular pre-metered package.

Do not relabel a Billable Stamp and then scan the label in as pre-metered. This impacts revenue/invoicing downstream for the shipment.

Do NOT accept a copy of a Billable Stamp.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

TNT Labeled Shipments

Customers in the U.S. may begin dropping off TNT-labeled shipments at FedEx Office locations. TNT shipments can only be accepted if the package has both a TNT and FedEx ASTRA label.

Note: **Do not replace, cover or cross out the TNT label.**



TNT Label



FedEx ASTRA

If the shipment only has a TNT label on it, please ask the customer to call TNT customer service at **800.558.5555**.

TNT customer service will email the customer the appropriate labels for the shipment.

If the customer chooses to have the package picked up at their location, TNT customer service will also schedule a pickup for their convenience.

Package Acceptance Quality Check: PST

To ensure customers receive all services requested on all shipments, it is important for team members to use the **Package Acceptance Quality Check**: Primary, Secondary and Tertiary *(PST)* process to reduce the risk of service failures and ensure proper billing is applied.

- **The Primary Secondary Tertiary** (PST) **quality check process for shipments is** *extremely important* **and must be performed on** *all outbound shipments*

The Package Acceptance PST process consists of the following:

The team member consults with the customer, accepts the package and processes the package. The team member will perform the Primary and Secondary check while consulting with the customer and processing the information. After processing, the team member performs the Tertiary check prior to before Staging the Package.

CRITICAL: **Shipments with labels that indicate Dangerous Goods or Hazmat cannot be accepted at FedEx Office. We cannot remove, mark through or cross out these labels. Contact the customer to pick up the package, if the customer has left the store.**

DECEMBER UPDATED 2025

Follow through with the PST Process for ALL shipments processed:

1. **Primary Check** *(P)* — Read back the information on the Summary Screen and have the customer verbally verify the information is correct.
2. **Secondary Check** *(S)* — Ask the customer to review the shipment information on the Ingenico Payment Terminal to verify correct and select the Ship button or Enter key to confirm.
3. **Tertiary Check** *(T)* — Prior to staging the package in the outbound area, inspect the package and labels:
   - ☐ **Remove/cover/mark through old shipping labels** *(e.g., old Hold at Location labels, old ASTRA labels)*
   - ☐ **Ensure current labels are secured to the package, including duplicate labels for pre-metered FedEx Express domestic and international shipments that do not have a self-adhesive label**
   - ☐ **Tape down pouches and ensure they are fully sealed to prevent them from getting caught in the sort belts**
   - ☐ **Use the H-Tape method on both the top and bottom of the box to ensure box is properly secured**
   - ☐ **Tape flaps to securely seal kraft packaging**

continued

FedEx Office Confidential Information. For Internal Team Member Use Only.

Package Acceptance Quality Check: PST *(continued)*

Review when Sender is Not Present

There are times when a customer leaves a package on the shipping counter and leaves the store before a team member has a chance to consult with the customer and review the label information on the package.

When the Sender is not present, **the review of any dropped-off packages should be completed as soon as possible**. Review the shipment for the required information, to ensure it can move through the network.

Below are the required elements of the manual airbill and are done by the Primary Check** (P)**:

Ship Date:
If missing, write the current date and circle the Ship Date section.

Sender's FedEx Account Number:
This must be provided by Sender if the Payment section is marked Bill Sender. If missing or illegible call customer immediately to obtain the account number and process the package.

From:
For shipments with an account number, the sender address is not required.

To:
The Recipient's address must be complete; and remember, FedEx does not deliver to Post Office Boxes.

Service:
If the Sender did not choose a FXE service type, team members should first attempt to contact the customer to determine service type; if unable to reach the customer before final pickup, select FedEx Priority Overnight and circle the Service Type selection for FedEx Express.

Packaging *(FXE)***:**
Refers to the packaging type; if missing, complete with appropriate packaging and circle the section.

Special Handling/Delivery Signature Options/FedEx Home Delivery Options:
If missing, do not make any selections on behalf of the customer but proceed with processing the package.

Payment:
If the Sender did not provide a method of payment, call the customer immediately to obtain an account number and process the package.

continued

Package Acceptance Quality Check: PST *(continued)*

Once the form review is complete, and all required information is available, process the package. This is the ***Secondary Check*** *(S)*.

Prior to staging the package in the outbound area, conduct the **Tertiary Check** *(T)*:

- ☐ **Inspect the box and remove or cover old labels** *(e.g., old Hold at Location labels, old ASTRA Labels)*

> **Note:** **Shipments with labels that indicate Dangerous Goods or Hazmat cannot be accepted at FedEx Office. We cannot remove, mark through or cross out these labels. Contact the customer to pick up the package.**

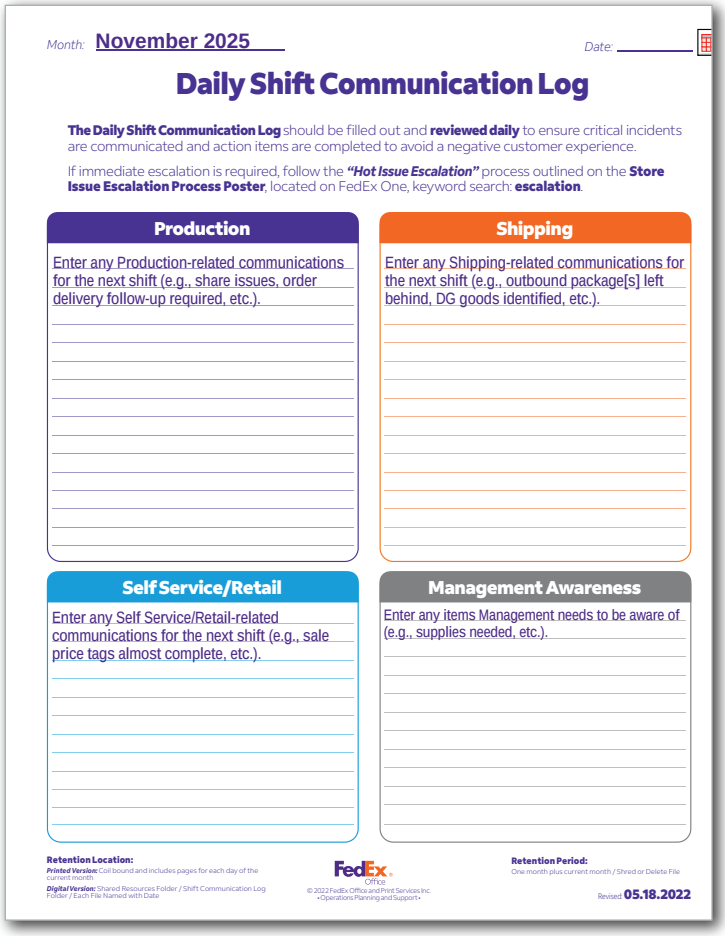
- ☐ **Ensure current labels are secured to the package, including duplicate labels for pre-metered FedEx Express domestic and international shipments that do not have a self-adhesive label**
- ☐ **Tape down pouches and ensure they are fully sealed to prevent them from getting caught in the sort belts**
- ☐ **Use the H-Tape method on both the top and bottom of the box to ensure box is properly secured**
- ☐ **Tape flaps to securely seal kraft packaging**

Escalation and Follow-up

If an issue is discovered during the PST process that prevents a package from being processed/scanned, in addition to following the steps outlined in this manual, provide notes on the issue in the **Shift Communication Log**.

Any attempt to resolve the issue should also be included *(e.g., called customer, left voicemail)*.

Refer to the **Shift Communication Log Refresh Procedures Sheet** for more information on the **Shift Communication Log.** ➡



Month: November 2025 Date: _____

Daily Shift Communication Log

The Daily Shift Communication Log should be filled out and **reviewed daily** to ensure critical incidents are communicated and action items are completed to avoid a negative customer experience.

If immediate escalation is required, follow the ***"Hot Issue Escalation"*** process outlined on the **Store Issue Escalation Process Poster**, located on FedEx One, keyword search: **escalation**.

Production
Enter any Production-related communications for the next shift (e.g., share issues, order delivery follow-up required, etc.).

Shipping
Enter any Shipping-related communications for the next shift (e.g., outbound package[s] left behind, DG goods identified, etc.).

Self Service/Retail
Enter any Self Service/Retail-related communications for the next shift (e.g., sale price tags almost complete, etc.).

Management Awareness
Enter any items Management needs to be aware of (e.g., supplies needed, etc.).

Retention Location:
Printed Version: Coil bound and includes pages for each day of the current month.
Digital Version: Shared Resources Folder / Shift Communication Log Folder / Each File Named with Date

FedEx Office
© 2022 FedEx Office and Print Services Inc.
•Operations Planning and Support•

Retention Period:
One month plus current month / Shred or Delete File

Revised **05.18.2022**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Acceptance: Unusual Transactions

There may be times when team members encounter unusual shipping transactions are not sure what to do next.

The steps outlined here capture common scenarios. Contact the Shipping Team (*fxo.shipping@fedex.com*) if situations occur and no procedures are available.

- **A Return to Shipper** *(RTS)* **package left with the FedEx Express** *(FXE)* **courier or FedEx Ground (FXG) driver and is redelivered to the store**
- **The shipper or recipient called the store to request a Hold at Location** *(HAL)* **package be returned to the shipper**
- **A pre-metered shipment was accepted but it is too large to travel though the FXE or FXG network**
- **A customer came into the store with a box that has 2½" or more void space at the height of the box**

RTS Package Left with the FXE Courier/FXG Driver and is Redelivered to FedEx Office

1. Give the package back to the courier/driver before they leave and advise this is an RTS shipment that went out with the outbound packages the previous night and should not have been delivered back to the store.
2. If you are unable to give the package back to the courier/driver, follow SOP for entering a HAL, then follow RTS procedures and stage it with the outbound packages; ensure the **FXG Send to QA label** or **FXE Exception/Send Again label** is filled out and visible on the top of the package.
3. Advise the final pickup courier/driver the package is a RTS and must be taken back to the station/terminal.

continued

Package Acceptance: Unusual Transactions *(continued)*

Shipper/Recipient Calls the Store to Request a HAL Package is Returned

1. Instruct the customer to call **1.800.GoFedEx** and advise the customer service agent they want to submit a RTS request. Advise the customer to have their tracking number available before calling.
2. Customer service will create a case number to document the request and the information is sent to the appropriate transportation opco.
3. The appropriate opco courier/driver will retrieve the package at the final pickup.
4. Prior to the courier/driver arriving to retrieve the package, team members must complete the **RTS SOP** applicable to either FXE or FXG.

Pre-Metered Shipment Accepted Which is Too Large for the FXE/FXG Network

1. It is **critical** team members assess shipments, which look larger than normal shipments before the customer leaves the store to ensure it can travel through the FedEx network.
2. If a package is located after the customer has already left the store, the team member must immediately attempt to contact the shipper using the **sender information** on the shipping label. Advise the shipper the shipment exceeds the size/weight restrictions for FXE/FXG transportation customer must return to the store to retrieve it or as an exception, FedEx Office can assist contacting FedEx Freight in order to move the package.
   a) If the first attempt to reach the customer is unsuccessful, reattempt contact on the third and fifth business day. Document each attempt on the Daily Shift Communication Log.
   b) If voicemail is available, leave a message advising the shipment exceeds the size/weight restrictions for FXE/FXG transportation and alternate plans for transit must be discussed.
3. On the fifth business day, the store manager must call the senior manager of your local FXE station or FXG terminal and ask if they can send a driver/courier to pick up the package. Explain the shipment is too large/heavy to travel through the network and attempts to contact the shipper have been unsuccessful.
   a) When the FXE courier/FXG driver arrives to pick up the package, enter a Comment scan *(package transferred to FXE or FXG)* and show them which package*(s)* they are taking.
4. If there is an issue with FXG/FXE assisting with this, please email (**fxo.shipping@fedex.com**) immediately.

Note: Document package details on the **Daily Shift Communication Log**. Include who retrieved the package (FXE, FXG or 3E). Include the tracking number, shipper name and attempts made to contact the shipper.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Acceptance: Unusual Transactions *(continued)*

Customer Comes in with a Box that has Excess Void Space at the Top

When charging a **PNS Filler SKU**, team members must follow proper PNS SOP.

1. Perform an exterior inspection of the customer's box to determine if it is structurally intact *(for example, no holes, ripped seams or water damage)*.

2. Offer our **PNS Filler Service**.

3. Inspect the contents of the box to ensure all items are packed to FedEx Office standards; if not, apply the sufficient amount of cushioning material according to the fragility chart in the **Front Counter Shipping Companion**.

4. Using the box-sizing tool, determine how many inches the box needs to be cut down.

5. Remove all items from the box and use the box-sizing tool to score the inside of the box.

6. Use the box cutter to cut upward *(away from yourself)* from the corners of the box; remember to wear a cut-resistant glove on the non-cutting hand.

7. Place items back in and seal the box using the H-tape method; remember to tape all seams.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Handling Incorrectly Processed Shipments

It is **critical** to apply the appropriate scans to both inbound and outbound shipments to ensure tracking details reflect the correct information.

Scenario "A"

Inbound HAL Package Mistakenly Processed as an Outgoing Shipment

1) Upon discovery, immediately apply a HAL scan to the package
2) Stage the package in the designated HAL storage area
3) Follow the daily HAL management process SOP

Note: The outbound scan cannot be deleted.

Scenario "B"

Outbound Package Mistakenly Scanned in as a HAL

1) Upon discovery, immediately process the package as an outbound shipment
2) After processing, stage the package in the appropriate outbound staging area

Note: The tracking number cannot be deleted from the HAL Inventory screen but it should eventually fall off within 30 days, depending on HAL volume.

Scenario "C"

HAL Package Delivered to the Incorrect FedEx Office Store by Courier

1) Apply a HAL scan to the package
2) Immediately call the FXE Station or FXG terminal and request the courier return to retrieve the package and deliver to the correct FXO store the same day
3) If the station/terminal cannot send the courier back, call the customer to inform of the error and ask if they are willing to pick up the package at your store
4) If the customer agrees, follow daily HAL management SOP until the customer retrieves the package
5) If customer refuses, inform them the package will be available for pickup at the correct FXO location on the next business day, by the end of the day
    a) Perform the Return to Station/Terminal *(RTS)* process when the driver arrives to collect the HAL that was incorrectly delivered
    b) Inform the courier the package was delivered to the incorrect FXO location and the correct address is on the shipping label

Scenario "D"

DECEMBER UPDATED 2025

HAL Package Released to the Incorrect Recipient

1) Immediately inform your store manager and district manager of the error
2) Determine which customer the package was released to and contact them to advise a courier/driver will come retrieve the package
3) After speaking with the customer, immediately contact the FXE or FXG Station Manager to advise of the error and request the package be picked up from the customer and returned to FXO
4) Once the package is returned:
    a) Apply a HAL scan to the package
    b) Contact the correct recipient to advise package is at the location and is available for pickup
    c) Follow daily HAL management SOP until the customer retrieves the package
5) If you can't identify the person the package was released to, immediately contact Shipping Ops via email at **fxo.shipping@fedex.com** and/or your location's Global Security Advisor to determine next steps

Creating Shipments for Non-Account Holders

FedEx continually enhances its security processes and procedures to ensure the safe acceptance, handling and transport of all shipments in its network. The following steps reflect the commitment FedEx has to **security and safety.**

Ongoing shipment creation customer identification procedures are in place for non-account holder shipments tendered at all FedEx Office and FedEx Express locations.

- ☐ **Customers paying with cash, check or credit card must present a valid government/state-issued photo ID**
- ☐ **Payment type buttons include specific identification requirements**
- ☐ **All manually entered information must be entered exactly as it appears on the customer's ID**
- ☐ **The name entered must match the Government ID**
- ☐ **If a customer's Government ID reflects an International address, politely advise the customer a U.S. address is required to process the shipment**

Photo ID Requirements

All customers paying for their shipment with cash, check or credit card must present one form of these Government ID options:

☐ **Driver License** ☐ **State-issued ID** ☐ **Military ID** ☐ **Passport**

Payment type buttons include specific identification requirements. The Cash, Check and Credit Card payment type buttons display "Gov't Photo ID Required."

The Photo ID requirements remind team members to request and review a government-issued photo ID when processing a shipment using either payment type.

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Creating Shipments for Non-Account Holders *(continued)*

Non-Account Holder Shipment Creation

- ☐ **If available, scan the 2D barcode on the customer driver license to auto-populate the Government ID Information**
  - If the 2D barcode is not able to be scanned, manually type the customers' information ***exactly as it appears on the ID***
- ☐ **If the customer is shipping on behalf of a business, information for the business can be entered**
  - The customer must still present their government-issued ID for the team member to scan or manually enter the information



Accepting a Check as a Form of Payment

- *Follow the standard procedures for accepting checks*
- *Refer to the* **Back Office Field Reference Manual**

Capturing Customer ID Information and Type When the Customer and Sender are the Same

On the **Government ID Information** screen. Only U.S. and select Canada driver licenses can be scanned at this time.

- ☐ **Scan the driver license or manually enter information provided from the other forms of Government ID type**
- ☐ **Enter the shipper's phone number**
- ☐ **Select the button representing the Government ID type provided**

Always compare the information on the government ID with the sender information for each shipment.

Note: All manually entered information must be entered exactly as it appears on the customer's ID.

continued →

Creating Shipments for Non-Account Holders *(continued)*

DECEMBER UPDATED 2025

Capturing Customer ID Information and Type When the Customer and Sender Are NOT the Same or ID Information Is Not Current

Customers are required to present government-issued photo identification when paying for their FedEx shipment via cash, check or credit card.

The information from the ID is entered on the ***Government ID Information*** section.

The information from the customer's ID **must be entered as it appears on the ID**. The ***Government ID Information*** screen does **NOT** appear for account holder shipments.

If the customer has moved and the address information on their ID doesn't match their current address, their new address can and should be updated on the ***Sender Permanent US Shipping Address*** screen. The address entered on the ***Government ID Information*** screen should always be **exactly as it appears** on their government-issued ID

Note: Only U.S. addresses are acceptable and must be entered on the ***Sender*** screen.

Customers shipping whose Government ID has an address outside the US, or is a PO Box:

For customers with a valid Government ID reflecting an International address and are unable to provide a U.S. address —

- ***U.S. address must be provided***
  - If the customer cannot supply a U.S. address where they are currently residing *(even temporarily)*, politely refuse the shipment, and advise a U.S. address is required

For customers with an International ID and staying at a hotel —

- **If a customer's ID reflects an International address, they must present an U.S.-based address where they are currently residing** *(even temporarily)*
  - For example, if the sender is staying at a hotel

For customers with a valid Government ID reflecting a PO Box —

- **A PO Box address can be entered on the** *Enter Government ID Information* **screen, however, a physical street address must be entered on the Sender screen**
  - Please advise the customer a US-based address is required

For customers using a passport as their government-issued ID—

- **If a customer presents their passport as a form of Government ID, the team member is required to manually enter the information**
  - The customer's name as it appears on the passport must be entered in the **name** field
  - Ask the customer for their address and enter the information in the remaining fields
  - The customer's U.S.-based address must be entered

FedEx Office Confidential Information. For Internal Team Member Use Only.

Creating Shipments for Non-Account Holders *(continued)*

Customer shipments for hotels/airlines/rental car agencies left behind and/or at the end-of-show closeouts

- **When an item is left behind at a hotel or in a rental car, an employee from the hotel or rental car agency will gather the customer information and ship it on behalf of their customer**
  - The hotel, airline or rental car agency employee shipping the package must present their government-issued ID and their information must be entered In the ***Government ID*** section
  - The information from the customer they are shipping on behalf of must be entered in the ***Sender*** section

Students shipping a package with a valid student/school ID and a valid Government ID that want to use their current school address as the shipper information:

- **Acceptable as long as the customer provides their valid Government ID and the Student ID also matches the person shipping the package**
  - Government ID information must be entered **exactly as it appears on their ID** into the **Government ID** section
  - Their current school address should be entered in the **Sender** section

Customers shipping on behalf of someone else

- **If the customer at the counter is paying cash, check or credit card, the customer must show a valid Government ID and that information must be entered in the *Government ID* section**
  - if the **Government ID** information does not match the shipper information, their correct address should be updated on the ***Sender Permanent US Shipping Address*** screen.
  - The address entered on the ***Government ID Information*** screen should **always be exactly as it appears on their Government ID**

Interline Shipments

FedEx Express and FedEx Ground offer reduced rate personal shipping to eligible FedEx team members, eligible retirees, and eligible team members of select airlines and Operating Companies *(opcos)*. These shipments must conform to the requirements detailed below.

DECEMBER UPDATED 2025

- **Politely advise Interline customers that their shipment travels on a "space-available" basis — the estimated delivery date on the receipt** *may not always be applicable to interline shipments*

- **Always use the FedEx Interline Sticker** *(FIS)* **on these shipments ➡**



Note: Extended family members are not eligible for reduced rate shipping. This includes but is not limited to: siblings, parents, grandparents, in-laws, cousins, aunts, uncles, friends and other unauthorized third parties (e.g., neighbors).

Eligible Shippers

Eligible FedEx Operating Companies

Employees of the following companies

- **FedEx Express**
- **FedEx Corporation**
- **FedEx Services**
- **FedEx Office**
- **FedEx Ground***
- **FedEx Freight Corporation**
- **FedEx Freight System**
- **FedEx Freight East**
- **FedEx Freight West**
- **FedEx Custom Critical**
- **FedEx Trade Networks**
- **FedEx Trade Networks Trade Services**
- **FedEx Trade Networks Transport & Brokerage**
- **FedEx Supply Chain** *(formerly FedEx GENCO)*
- **Caribbean Transport**
- **World Tariff Limited**

***Note:** FedEx Ground contractors are only eligible for the discounted shipping by using their active FedEx account.

Eligible Airline [Interline] Employees

Employees of airlines that have an interline agreement for reduced-rate personal shipping with FedEx. A list of eligible airlines can be found in FUSE and SSM.

- **The shipper must be a permanent employee of the airline**
- **Spouses of airline employees are eligible to ship**

Note: Dependents and other family members of airline employees are **NOT** eligible to ship.

continued →

FedEx Office Confidential Information. For Internal Team Member Use Only.

Interline Discounts *(continued)*

Eligible Retirees

Eligible FedEx Operating Companies	Eligible Airline [Interline] Employees
Retired employees of FedEx Companies who have been issued a Company retiree ID. ○ **For FedEx Express Retirees only** *(spouses and dependent children are eligible)* ▸ **Spouses and dependent children of Retirees from other opcos** *(Freight, Ground and Office)* **are not eligible**	Retired employees of specific airlines are allowed to ship. A list of eligible airlines with retiree benefits can be found in FUSE or SSM.

ID Requirements

Eligible FedEx Companies	Eligible Airline [Interline] Employees
○ **Employees of FedEx Companies must present a valid Company photo ID** ○ **Spouses, domestic partners and/or dependent children must present a valid photo ID of themselves with a copy of the FedEx employee's company photo ID** ○ **Retired employees of FedEx companies must present a valid Company retiree ID** ○ **Spouses and dependent children of FedEx Express Retiree must present a valid photo ID of themselves with a copy of the FedEx Express Retiree Company ID**	○ **Airline employees must present a valid Company ID with hire date issued by their employer.** ○ **Spouses must present a valid photo ID along with a copy of his/her spouse's airline ID to the FedEx team member accepting the shipment**

FedEx Office Team Member Discounts

Immediate family members of the team member may use the copy and print services discount and reduced rate shipping.

For the purpose of the discount policy, immediate family members are defined as:

- **Legally-married spouse or common-law spouse recognized as valid under the laws of the state in which the spousal relationship was established**
- **Registered domestic partners, domestic partners, and civil union partners; or**
- **Dependent children, defined as age 26 or younger**

Any family member outside of the above definition, including parents and siblings, are not eligible for team member copying services discount or reduced rate shipping. It is the team member's responsibility to ensure that immediate family members* are aware of the guidelines and regulations.

Interline Discounts *(continued)*

Airline Employee Discounts

Select airline permanent employees and their spouses are eligible. Airline employees must present a valid Company ID with hire date issued by their employer. Spouses must present a valid photo ID along with a copy of his/her spouse's airline ID to the FedEx team member accepting the shipment. Dependents and other family members of airline employees are NOT eligible to ship.

FedEx Opco Retirees

FedEx opco eligible retirees must pay for shipping with a FedEx Shipping Account to receive an interline discount. Retired employees of FedEx must present a valid Company retiree ID. Spouses and dependent children of FedEx companies must present a valid photo ID of themselves with a copy of the FedEx opco Retire Company ID.

Independent Contractor and Seasonal Badges

Independent contractor and seasonal badges are different from team member badges. FedEx Ground Contractors are only eligible for discounted shipping by using their active FedEx Account Number.

Note: Applying a team member/airline discount to a customer that is not eligible is a policy violation and subject to team member discipline, up to and including termination.

- Badges with no wording are contractor badges





Indicates **Contractor**

Ineligible Participants

Those ineligible to receive an interline discount include:

- **Retirees of most participating airlines; however, some exceptions apply**
- **Friends and other unauthorized third parties** *(e.g., neighbors)*
- **Independent contractors/vendors**
- **Family members of FedEx Office full-time and part-time employees and eligible retirees other than immediate family members of the team member as defined as:**
  - Legally-married spouse or common-law spouse recognized as valid under the laws of the state in which the spousal relationship was established
  - Registered domestic partners, domestic partners, and civil union partners; or
  - Dependent children, defined as age 26 or younger
    - Example of family members not eligible to receive interline discounts include: parents, parents-in-law, grandparents, cousins, uncles, aunts, siblings, ex-spouses

DECEMBER UPDATED 2025

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Interline Discounts *(continued)*

Shipping Restrictions

Interline shipping only applies to personal shipping.

To receive reduced-rate shipping, the following restrictions apply:

- **Shipping associated with any business activity** *(profit or nonprofit)* **or commercial enterprise is considered business shipping and is not permitted at a reduced rate under this policy**

  Examples include:
  - Use of the discount for activities for which team members, eligible retirees or immediate family members will be reimbursed
  - Using discount privileges to deliver package to customer or winning bidder in connection with sale of personal item from eBay sale or auction
  - Purchase of services or products that are associated with any business activity *(profit or non-profit)* or commercial enterprise using the Employee Discount Shipping

- **Purposely-attempting to change pricing on an account that does not belong to the team member/eligible retiree**

- **Failing to promptly pay a FedEx Office shipping invoice or charges**

- **Failing to keep your account current with a valid credit card belonging to the team member/eligible retiree or their spouse**
  - If the credit card belongs to the spouse, the team member/eligible retiree must be listed on the account as an authorized user

- **Permitting unauthorized family members or friends to use or receive benefits from the Authorized User's discount privileges. Examples include:**
  - Sending packages on behalf of parent in connection with the parent's home-based business
  - Accompanying a friend to FedEx Office location and allowing friend to send package using shipping discount account number

- **Use of the discount for persons other than the team member/eligible retiree or the team member's immediate family member*or by shipping for commercial purposes not related to FedEx Office**

- **Providing shipping discount account number to unauthorized family members or friends**

  Examples include:
  - Providing your brother discount shipping account number to allow him to send packages at a discount

- **It is the team member's responsibility to ensure that immediate family members* are aware of the reduced-rate shipping guidelines and regulations**
  - Shipping privileges will be suspended for team members or eligible retiree's whose immediate family members abuse this privilege

- **Shipments travel on a** *"space available"* **basis**
  - Employees are limited to an ***total weight of 150 lbs.*** and/or ***10 individual pieces tendered in a 24-hour period***

- **Packages with an actual or dimensional weight greater than 150 lbs. may not be shipped at a discounted rate**

- **FedEx may limit package acceptance 90 minutes prior to location closing**
  - Alternate hours of acceptance may occur during Peak Season, which generally occurs November 1 through December 25

- **Improper or non-personal use of discounts is considered abuse of this discount program and may lead to disciplinary action, up to and including termination**

****Immediate family members are defined as:*** *legally-married spouse or common-law spouse recognized as valid under the laws of the state in which the spousal relationship was established; registered domestic partners, domestic partners, and civil union partners; or dependent children, defined as age 26 or younger.*

Interline Discounts *(continued)*

Discounts

To receive a shipping discount, a valid company photo ID must be presented at the time of shipping. FedEx Office team members must present a FedEx Office ID badge, or a current pay stub with a government-issued ID.

The FedEx ID number of the FedEx employee receiving the interline discount for shipping **must be input into the system when the shipment is processed**.

Note: Spouses, domestic partners or dependant children of eligible airline employees/eligible retirees or a FedEx Operating Company (Office, Express, Ground, Services, etc.) team member/eligible retiree requesting a discount must present a copy of the team member's ID or check stub and provide a government-issued ID with photo. Only shipping charges are discounted.

Declared value charges and additional services or handling fees are not discounted.

The reduced rate services offered by FedEx vary based on the terms of each airline's interline agreement.



Interline Discounts

For FedEx Office employees, the Interline discounts for personal use shipping are:

- **Express and International** *(some restrictions apply)*
  - Up to 75% off list price and subject to a $5 minimum
- **Ground and Home Delivery** *(some restrictions apply)*
  - Up to 50% off base price and subject to a per package minimum

Payment Methods

All payment options are available to current FedEx team members with the exception of:

- **Retirees of FedEx must pay using a FedEx account number**
- **FedEx Ground Contractors must pay using a FedEx account number**
- **Airline employees must pay by cash, check or credit card only**

Note: If a FedEx team member is paying with an account, do not process the shipment as Interline. Process the shipment as a FedEx account holder.

Employees/eligible retirees receive their discount for shipments routed **Bill Recipient**, provided the appropriate payment box is marked.

The discount is also available when an employee is billed as a third party provided the appropriate payment box is marked and the employee's account number is written in the **Payment** section on the shipping document.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Interline Discounts *(continued)*

Claims

Senders have the option to declare value, which is not discounted, and may file a claim if their shipment is lost or damaged and FedEx is at fault.

Senders may not request refunds under the FedEx money-back guarantee for untimely delivery.

Suspected Abuse of Reduced-Rate Shipping

Using reduced-rate shipping to send business shipments constitutes abuse. If a sender is suspected of abusing the reduced-rate personal shipping privileges, or is observed displaying abusive behavior while using reduced-rate shipping, a complaint must be sent in writing via email:

- **When reporting Airline/Interline** *(non-FedEx Employee)* **employee discount shipping abuse, email: airline-emp-question@corp.ds.fedex.com**
  - Complaints must include the airline team member's name, ID number, airline name, FedEx Express tracking number, a brief description of what happened, the date, time, and location of the incident.

- **When reporting FedEx Employee employee discount shipping abuse, email: employeediscountshipping@corp.ds.fedex.com**

Human Resources Information Services *(HRIS)* will notify Revenue Services when an employee is no longer eligible to ship at reduced rates due to death, termination, or abuse of privileges. Revenue Services will cancel the employee or eligible retiree's account number.

Abuses of Interline shipping are considered company policy violations and the team member may be subjected to disciplinary action, up to and including termination.

Walmart Associate Shipping Discount

Walmart associates are eligible to receive a 10% discount for Packing and Shipping services.

The discounts are **exclusive** to FedEx Office stores located inside Walmart and are not available at all FedEx Office stores.

Note: **Store 1588** in Bentonville, Arkansas, which serves Walmart HQ, is the **only exception**.

Ensure the **Walmart Associate Discount Keyboard Card** is placed under the keyboard or drawer of the primary counter. FedEx One, keyword: **Walmart discount.**



Packing Services 10% Discount

Walmart Associates are eligible to receive a **10% discount on packing services**.

- The Walmart associate must show their Walmart name badge/ID or Walmart Discount Card to receive the discount
- **Packing discount must be applied in FUSE**
- Use the account named **WMTSIS EMP DISCOUNT (#096628335)** to process packing in FUSE
- The discount **does not apply to retail box purchases**

Express and Ground 10% Discount

Walmart Associates are eligible for a **10% discount when shipping from a FedEx Office store located inside Walmart.**

- The Walmart associate must show their Walmart name badge/ID to receive the discount
- All current customer identification requirements for cash/credit card shipments also apply
- This discount is **only offered to Walmart associates**; it **cannot** be used by family members or friends
- FedEx Express First Overnight, FedEx Express International and FedEx Ground International shipments are **not eligible** for the discount
- Select Interline code: **X-WMTSIS EMP DISCOUNT**

FedEx Office Confidential Information. For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Stopping Packages

Stopping Packages

Stopping and Returning a Shipment

In the event a customer wishes to stop a shipment and retrieve a package before it leaves the store, team members must stop the shipment and ensure the customer is the rightful owner.

- **Stopping a shipment does not void the retail portion of a transaction —** If you need to refund a pack and ship transaction or retail box, refer to ***Refunding Retail Products*** in the ***FedEx Transactions*** chapter **(see page SH.2.88)****.**
- **Once package has left the store, the customer must call FedEx Customer Service**

Merchandise Sales

- ***All merchandise sales are final***
- ***Merchandise is not refunded automatically when a shipment is stopped — regardless of the payment type for the transaction. This also applies to transactions containing both transportation and merchandise.***

Before Returning the Package

- **If the person retrieving the package is the named shipper on the shipping label they must present:**
  - Government-issued photo ID
    - ***Accepted IDs include:*** driver license, military ID, passport

      OR
    - State-issued photo ID
    - ***The name must match the package***
- **If the person retrieving the package is not the named shipper** *OR* **the ID does not have the same address as on the label, they will be required to provide alternate proof which connects them to the package**
  - The **HAL Release Grid** *(located in the* **Front Counter Shipping Companion***)* has a list of acceptable forms of alternate proof **(see page SH.5.32)**
- **Remove the shipping label from the package and discard it** *(do not give it back to the customer)* **or if the label is unable to be removed, completely mark through the barcode and shipping information with a permanent marker** *(item#***672087***)*

Note: If the shipper is a business and there is not a name listed, only a company-issued ID can be accepted.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL | FedEx Accounts

FIELD REFERENCE MANUAL

Creating FedEx Accounts

FedEx Accounts provide valuable tools to our customers including online address books, ship history and auto-fill shipping labels. Presenting FedEx accounts as an option for our customers also ensures customer loyalty and repeat business.

Customers can use the self-service computer rental station to open a FedEx account free-of-charge under the ***FedEx Shipping*** tab.

Customers can also visit **www.fedex.com** on their smart phone or home computer or download the **FedEx app** for account setup.

There is no activation or annual fee associated with opening a new FedEx shipping account. However, the customer is required to present a **credit card** and **valid government-issued photo ID** to open the account. Account numbers are issued based on the origin shipping location and are nontransferable.

All company-issued account numbers are subject to credit investigation and verification by FedEx Credit Operations.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

DECEMBER UPDATED 2025

Create A FedEx Shipping Account in SSM

The **Create an Account** feature gives team members the ability to set up a new FedEx account for customers in SSM directly at the front counter.

This feature is not available in FUSE.

To create an account, a **valid credit card with a logo** *(e.g., Visa, Master Card, American Express)* **is required**.

From the **Select an Option to Get Started** screen, select **Customer Account Support** and then **Create an Account** to get started.

Contact information must be provided by the customer and the customer **must provide a government-issued photo ID** that **matches the contact name**.

For customers with only a Passport for identification:

1. A passport is an acceptable form of ID; the name on the credit card used to create the account **must match** the name on the passport
2. Team member must advise the customer the address used to create the account must match the address currently linked to the credit card or the SSM system will not allow the account to be created

Opening FedEx Accounts *(continued)*

Upon successful creation of an account, a receipt will print with the new **FedEx account number** that can be used immediately.

Give the receipt to the customer.

Note: Advise the customer to store the receipt in a secure location.



Note:

*When new accounts are opened, customers receive a **Welcome to FedEx kit** generally within 10 business days from the date the account is opened.*

A FedEx account card and other shipping materials are included in the kit.

Please Note:

- **An Account Type must be selected to complete the Create an Account process**
  - All new accounts can be used immediately for shipping
- **SSM will display a prompt asking if you would like to complete a** *sales lead form*
  - Select ***No*** to complete creating the account and not complete a sales lead form
  - Remember, the Lead Form feature is only used at **FedEx Express** locations

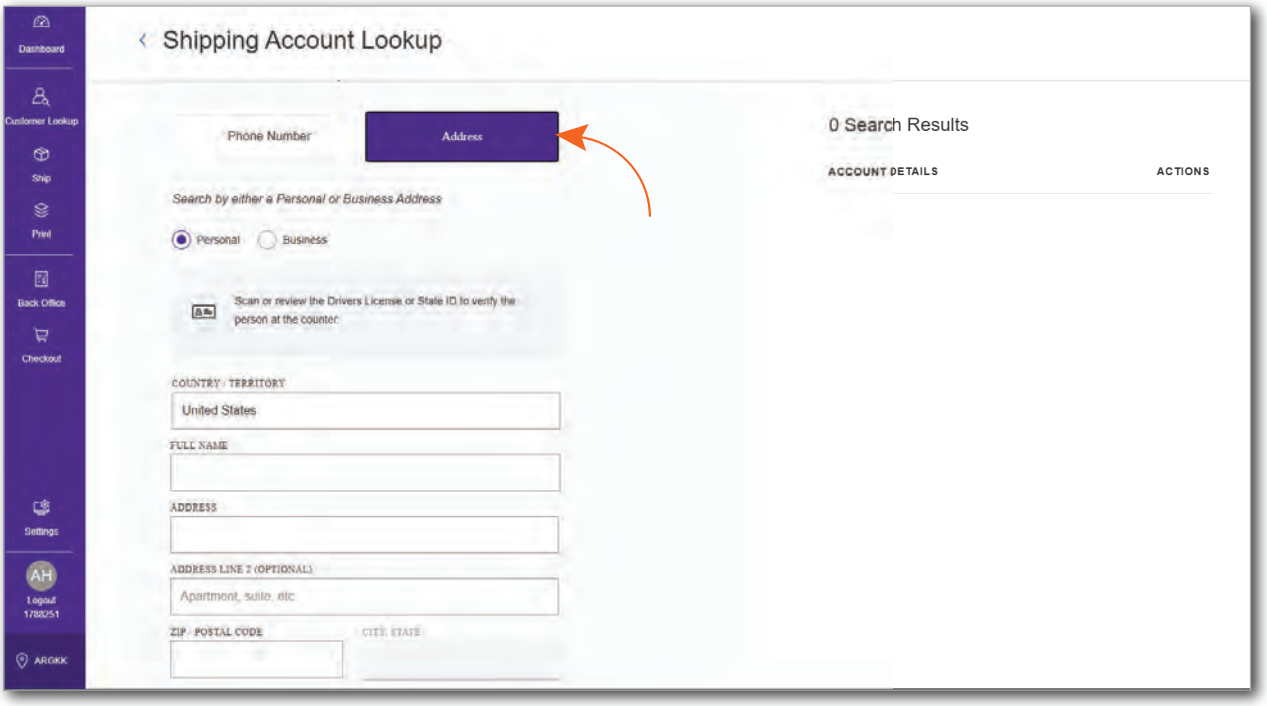
FedEx Office Confidential Information. For Internal Team Member Use Only.

DECEMBER UPDATED 2025

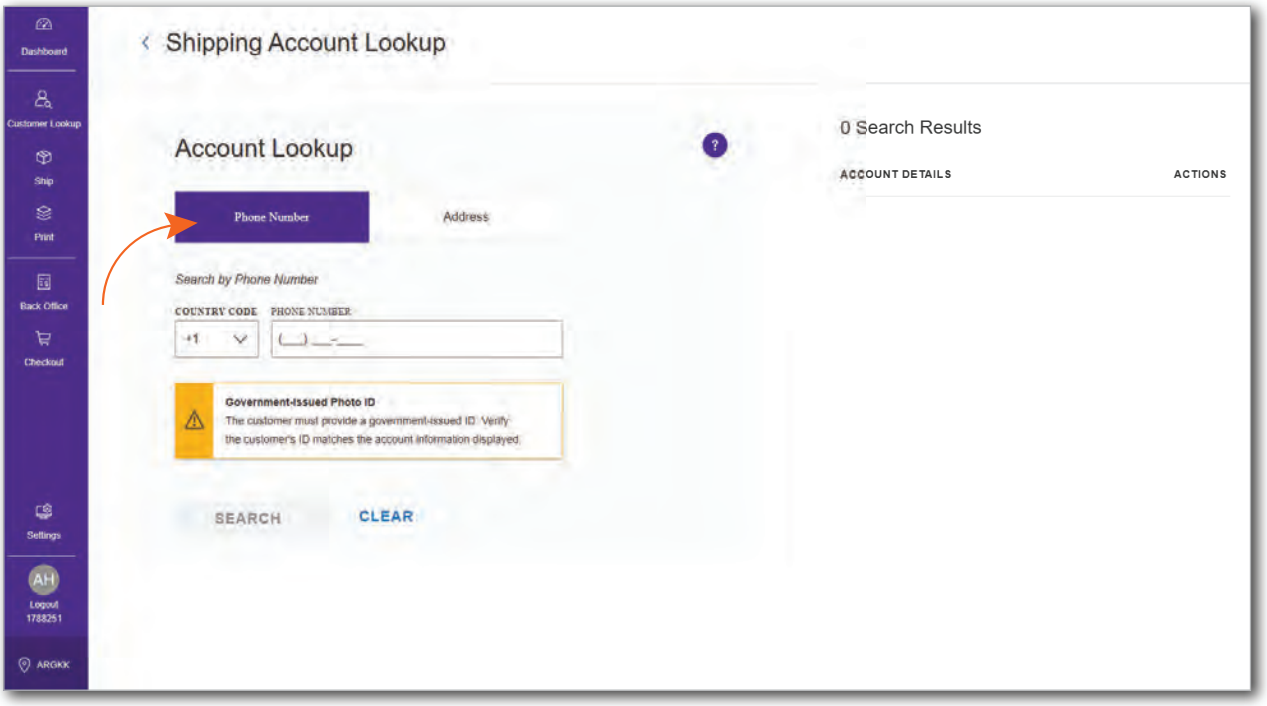
FedEx Shipping Account Lookup

FedEx Shipping accounts can be searched in FUSE and SSM. FUSE offers account lookup by address or phone number.

Shipping Account Lookup By Address Using FUSE



Shipping Account Lookup By Phone Number Using FUSE



FedEx Shipping Account Lookup *(continued)*

When to search for a customer's FedEx Account

FedEx Office team members must only search for FedEx account numbers:

- Only look up the sender's account
- Only upon request by the sender
- When the sender can provide the appropriate information as listed in the Customer Validation section on the following page

When NOT to search for a customer's FedEx Account

Team members should not search for a customer's shipping account number:

- Without customer permission
- Additional research is prohibited if the account is not found based off of the information provided by the shipper
- Never search for a recipient or third party account

DECEMBER UPDATED 2025 **Note:** ***All recipient, third party, or non-locatable account lookup requests must be handled by 1.800.GoFedEx***

DECEMBER UPDATED 2025

How to Look Up a customer's FedEx Account

FUSE FedEx Unified Store Experience

Customer Account Lookup is available in FUSE and SSM. Refer to the applicable procedures guide for more details.

FedEx Ship Site Manager

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Customer Validation

Personal Accounts

Customers requesting a FedEx Office team member to lookup their personal account must be able to supply the customer contact name as shown on the account and must provide a government-issued photo ID that matches the contact name.

Note: If the information does not match, do not supply the customer with the account number. Refer the customer to the Accounts Payable department at **1.800.GoFedEx.**

Business Accounts

You cannot supply customers with business account numbers when **multiple** numbers are listed. Customers who can't remember their account number must contact **Accounts Payable** at **1.800.GoFedEx**.

When multiple accounts are listed for the business, there is no way for a team member to know which number to use. If the wrong account number is used, this can result in a charge-back and lost revenue.

Customers requesting a FedEx Office team member lookup their business account must be able to supply:

- **The business name as shown on the account**
- **A government-issued photo ID**
- **A valid company ID** *(A check stub dated within the last two (2) months or company-issued ID)*

Business cards are not a valid form of company ID.

Accountability

Providing a shipping account to a customer not authorized to use the account causes a negative customer experience for the account holder, and can cause charge backs to the FedEx Office location where an unauthorized transaction occurred. The responsibilities below will help FedEx Office reduce the occurrences of unauthorized account searches and reduce the number of negative customer experiences.

Store Manager/Assistant Manager

- **Monitor team member interactions with customers at the counter and ensure team members are not performing unauthorized account searches**
- **Receives forwarded inquiries from Corporate on unauthorized charges on customer FedEx Shipping Account**
- **Store manager/AM should research DVR to discover the team member who processed shipment and follow up accordingly**

Team Members

- **Review and understand the Customer FedEx Account Lookup Procedures**
- **Request proper identification from customers requesting FedEx Account lookup**
  - Customers unable to supply the required information will need to call **1.800.GoFedEx**
  - Engage store Management for any customer requiring a lookup without being able to supply required info
- **Direct all Third Party and Recipient account lookup requests to 1.800.GoFedEx**

Retail Product Sales and Refunds

Selling Merchandise

Selling boxes, shipping supplies or related products can be accessed from two areas.

1. Selling Only Merchandise

- Selling only merchandise to a Shipping Account is **not** available in FUSE
- Use caution when selling merchandise to a shipping account in SSM — ***refunds to a shipping account are not processed in SSM***

2. Adding Merchandise to a Shipping Transaction

- Merchandise SKUs can be added to the cart before checkout

Refunding Retail Products sold in SSM

Retail products refunds must be made using FUSE.

- **FUSE cannot process a return with an SSM receipt**



- **Refer to the *FUSE Paid Outs* instructions in the FUSE Back Office Procedures Guide**
- **Merchandise returns tendered to shipping accounts must be submitted to Revenue Services: 800.622.1147**

Tax Exemption

Paperwork for tax exempt shipping transactions must be faxed, scanned and emailed or sent via regular mail to:

Fax number:
901.434.6890
or
Scan and Email:
salesandusetax@fedex.com
or
Mailing address:
FedEx Services Tax Dept.
3630 Hacks Cross Rd.
Bldg. C, 3rd Floor
Memphis, TN 38125-8800

FedEx Office Confidential Information.
For Internal Team Member Use Only.

3 Package Acceptance Procedures

Overview	SH.3.02
Package Acceptance	SH.3.03
Dangerous Goods	SH.3.04
Tobacco	SH.3.05
Firearms Shipments	SH.3.05
Customer-packed Shipments	SH.3.06
Package Inspection	SH.3.09
Package Review	SH.3.11
Non-Standard Packaging	SH.3.18
Tire Shipping	SH.3.20
Packing Automotive and Mechanical Parts	SH.3.23
Luggage	SH.3.24
Banker Boxes	SH.3.25
Re-Wrap Process	SH.3.28
Suspicious Packages	SH.3.32
Measuring and Dimensional Weighting	SH.3.38
Maximum Dimensions	SH.3.39
Declared Value (DV)	SH.3.40

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Overview

FIELD REFERENCE MANUAL

> **"The primary focus of your brand message must be on how special you are, not how cheap you are.**
>
> **The goal must be to sell the distinctive quality of the brand."**
>
> Kerry Light, Brand Strategist

This chapter focuses on the general guidelines for packing customer material for safe transport. It is critical to offer our Professional Packaging Services to all shipping customers as well as ensuring customer packaging meets FedEx package acceptance standards.

- **As a FedEx Office team member, you play a vital role in our Pack and Ship service**
- **Proper Packaging is critical to ensure our customer's shipments arrive safely**
- **We stand behind our Pack and Ship services with our FedEx Office Packing Pledge**

Restrictions

As with all shipments, some items are restricted and size and weight restrictions apply.

- **FedEx Office does not accept Dangerous Goods at any store**

If you are unsure whether the commodity meets the criteria for dangerous goods, contact the **FedEx Dangerous Goods Hotline** at **1.800.463.3339** and press "**81**" then "**4**."

DECEMBER UPDATED 2025

Additional Information is available in the **Front Counter Shipping Companion**, and the **Commodity Restrictions Guide**, as well as the **Dangerous Goods decal** posted at the Shipping counter.

FedEx Office Confidential Information. For Internal Team Member Use Only.

FIELD REFERENCE MANUAL | Package Acceptance

When accepting packages, it is important to provide the **Purple Promise** to all of our customers. Ensure you are educating customers about the importance of proper packing to reduce damage and not simply rejecting customer shipments.

Remember, we want to delight our customers so they will come back and also refer their friends and colleagues to FedEx Office. If there is ever any question about proper package acceptance please contact **One Call** at **866.395.4571**.

Customers bring their items to us either A.) *already packed,* or B.) *need to be packed.* The processes in this chapter will outline each of these scenarios.

Commodity Restrictions Guide

- ***For information on shipping restrictions and limitations, refer to the Commodity Restrictions Guide***

eSRG

- ***The eSRG is a tool to use during FXE International Shipments to locate country-specific restrictions and paperwork requirements. The eSRG can be accessed** Operations Quick Links Landing Page **or the Shipping Site on FedEx One on an OUT workstation***

DECEMBER UPDATED 2025

Dangerous Goods

As with all shipments, some items are restricted and size and weight restrictions apply.

Dangerous Goods are prohibited at all FedEx Office locations.

If you are unsure whether the commodity meets the criteria for dangerous goods, contact the **FedEx Dangerous Goods Hotline** at **1.800.463.3339**, Option **81**, then press **4.**

Additional Information is available in the **Front Counter Shipping Companion** and the **Commodity Restrictions Guide**, as well as the **Dangerous Goods decal** *(on the* **Store Front App***)* posted at the Shipping counter.



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Tobacco

FedEx prohibits the shipping of tobacco and tobacco products.

Tobacco and all tobacco products **cannot** be accepted at any FedEx or FedEx Office location.

This includes but is not limited to:

- Cigarettes
- Cigars
- Loose tobacco
- Smokeless tobacco
- Shisha

If tobacco is discovered to be in a shipment, separate the package and contact your Global Security Advisor **immediately**. Use the **Daily Shift Communication Log** as appropriate, to document the shipment.

Always refer to the Commodity Restrictions Guide or the Front Counter Shipping Companion to determine if a commodity is restricted for packing and/or shipping at FedEx Office.

Firearms Shipments

Do not open any shipments when the customer has identified the shipment as a firearm.

Remember, we CANNOT pack snd ship FIREARMS.

If a customer needs packing materials, direct them to our retail supplies.

Recommending the appropriate supplies, and allowing the customer to pack the item, will improve the overall customer experience.

FedEx Office can only accept firearm shipments when presented with a pre-metered shipping label. FedEx Office stores cannot perform a "sold" shipping transaction for customers. Team members may print a merchant label via email/QR code/mobile barcode for a firearms shipment.

All established packaging apply to these shipments.

When a pre-metered shipment identified to be containing a firearm is presented, you should:

1. Ensure the outer box is sturdy and there is no movement heard inside when the box is shifted.
2. There should be no marks or labels on the box identifying the item as a firearm.
3. Ensure the shipment conforms to the firearm guidelines in the **Commodity Restrictions Guide**.
4. **Ammunition** can only be accepted as an **inbound GHAL shipment** with the proper **Limited Quantity label**.

For additional resources on Dangerous Goods, refer to the Dangerous Goods Decal, as well as the Commodity Restrictions Guide

DECEMBER UPDATED 2025

Customer-packed Shipments

1. Engage with the customer; "Tell me about your shipment."

- You are actually assessing the shipment contents, destination and requested service in order to make a decision for the next step in the shipping process

2. Based on the answer given determine which step to follow next:

a) Dangerous/ Hazardous Goods or / Restricted Items

- Refuse shipment and refer customer to call **1.800.GO.FEDEX** for assistance
- If box is compromised/wet/leaking, refuse and/or offer to repack or offer retail packing supplies, as appropriate

b) Fragile

- Request to open and inspect for adequate packing material
- Opportunity to promote professional Pack & Ship service

c) High Declared Value *($300 or greater)*

- Explain Declared Value to customer
- Request to open and inspect

d) Customer refuses inspection

- Select "***Refused Inspection***" PAA Indicator when processing the shipment
  - Explain the benefits of allowing an internal inspection to ensure the items are packed correctly and will arrive undamaged
- Alternatively, use your best judgement and offer the **Re-Wrap Process (see page SH.3.28)** to ensure safe movement through the systems, as well as not to cause damage to other packages, equipment, or any employees of any Operating Company *(opco)*
- Seek advice from the store manager to reject the shipment if it will not make it through the system without it being damaged or if it could damage other shipments

3. Create Shipment in FUSE or SSM

4. Complete packaging and/or shipping process as outlined in this manual.

5. Give customer receipt and point out thefollowing:

- Tracking Number
- Service
- Commitment Date and Time
- Any special services requested

6. Show the ASTRA label to the customer and point out the following:

- Tracking Number
- Service
- Commitment Date and Time
- Any special services requested

7. Thank the customer for their business and stage the shipment in the dedicated package staging area of the store.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Acceptance Procedures *(continued)*

DECEMBER UPDATED 2025

Unpacked Shipments

If you cannot immediately identify the item, say to the customer, *"Tell me about your shipment. What are we shipping today?"* and recommend our packing service. If you identify something as a Dangerous/ Restricted Good and/or item with a high declared value, follow the same process as outlined in the "Customer Packed" section.

Note: Ensure commodity is not regulated or restricted by reviewing the **Commodity Restrictions Guide**. Reject and/or follow packing and acceptance standards as appropriate *(e.g., cannot pack perishables, cannot accept damaged batteries)*.

1. Say to the customer, *"I recommend our professional packing service which comes with our FedEx Office Packing Pledge"*
2. If the customer says yes, follow the **Pack and Ship** process (**Chapter 4**)
3. If the customer refuses your offer to professionally pack the item, point out the benefits of having us professionally pack
   - **Trained professional packing**
     - Greatly reduces any risk associated with transportation through our FedEx systems
     - Backed by our FedEx Office Packing Pledge
4. If the customer still refuses to allow the team member to pack the item, team members should assist the customer with choosing the appropriate materials needed for self pack.
5. Create Shipment in FUSE or SSM
6. Complete packaging and/or shipping process as outlined in this manual.
7. Give customer receipt and point out the following:
   - Tracking Number
   - Service
   - Commitment Date and Time
   - Any special services requested
8. Show the ASTRA label to the customer and point out the following:
   - Tracking Number
   - Service
   - Commitment Date and Time
   - Any special services requested
9. Thank the customer for their business and stage the shipment in the dedicated package staging area of the store.

Note:

To ensure customers receive all services requested on all shipments, it is important for team members to use the **Package Acceptance Quality Check:** *Primary, Secondary and Tertiary (PST)* process to reduce the risk of service failures and ensure proper billing is applied.

PST Process is outlined in the **Package Acceptance Quality Check** section in this manual.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Inspection

Asking customers to inspect their shipment is required if the Declared Value is $300 or more or if the customer indicates glass or an extremely fragile item is being shipped. Team members are required to ask the customer if they can inspect the contents of the shipment for proper packaging.

- **Ask the customer to allow you to check the package for proper packaging**
  - Explain the benefits of allowing an internal inspection to ensure the items are packed correctly and will arrive undamaged

- **Begin a dialogue with the customer by saying,** *"To help ensure your package will arrive without damage, I need to open and inspect the internal packaging. Do I have your permission to open the shipment?"*

Note$_1$: Pre-metered drop off shipments are not required to receive an internal packaging inspection.

Note$_2$: Packages containing hazardous materials **cannot be accepted at FedEx Office locations**; shippers can call **1.800.GoFedEx** and schedule a pickup.

Note$_3$: If a customer states the package includes an acceptable commodity but you suspect the package contains contraband, restricted items *(due to smell, sound, etc.)*, **do not require inspection** and instead, accept package, separate it and contact your Global Security Advisor — **do not contact law enforcement without approval from Global Security or your district manager.**

Conducting an Internal Packaging Inspection

The package inspection process doesn't change — once the customer agrees, ensure the item*(s)* being shipped is packed correctly to move safely to its destination. Use the **3C Method** to ***connect*** and collaborate, determine the appropriate packing needs, and ***close*** by offering the customer the correct solution.

Customer Allows Inspection

- ☐ **Once the customer gives permission, open the shipment by cutting along the taped seam***(s)* **at the top of the box, being careful not to penetrate too deeply to avoid damage to the contents**

- ☐ **Ensure the package has ample packing material** *(Bubble Wrap®, Ranpak paper, foam, etc.)*
  - If the item is DG/HazMat or any other restricted commodity, refer the customer to the appropriate FedEx Operating Company or call **1.800.GoFedEx**

- ☐ **Check the exterior of the package for any holes, wet spots or damage**
  - If the package fits any of these descriptions, inform the customer that the package will not make it through the system and may need to be replaced with new packaging

- ☐ **Once the package has been inspected, select the "***Inspection Done, items packed correctly***" PAA Indicator when processing the shipment**
  - Select this when an internal inspection is done and the interior contents are confirmed as being packed properly *(e.g., Bubble Wrap® or foam has been used for fragile items, filler has been used appropriately for non-fragile items)*
  - When conducting an internal packaging inspection if you identify internal damage advise the customer and select "**Inspected, damage known**" PAA Indicator
  - If you charge for filler or provide Pack and Ship, select **Packing or Filler Charged by FXO**
  - Comment scans can be entered detailing the interaction with the customer and include damage details

DECEMBER UPDATED 2025

continued

Conducting an Internal Packaging Inspection *(continued)*

Customer Refuses Inspection

- ☐ **If the customer refuses to allow you to inspect the package, mark the appropriate "*Refused Inspection*" PAA Indicator**
  - If the exterior of the box is compromised, use the **Re-Wrap process** **(see page SH.3.28)** before staging

- ☐ **If the customer drops off a package and is not available when you process the package, and the package appears to be compromised, mark the appropriate "*Refused Inspection*" PAA Indicator**
  - Use the **Re-Wrap Process** **(see page SH.3.28)** to ensure package will make it through the network

- ☐ **If you suspect damage to the contents inside the box** *(e.g., rattling when lightly shaken)***, mark the** *"Refused Inspection, damage known"* **PAA Indicator and be sure to apply a comment scan notating the damage**
  - This will be used in the event of a claim

FedEx Office Confidential Information.
For Internal Team Member Use Only.

PACKAGE REVIEW

Inspect the Package/Follow FedEx "How to Pack" Guidelines

1) Outer Protection

- Boxes must be sturdy, undamaged, with all flaps intact
- Do not over pack items
- Follow weight limits printed on the bottom of the box

2) Internal Protection

- Ensure contents are wrapped properly with proper cushioning material
- Ensure contents do not shift within the box.
- **Items are not overpacked**

3) Closure

- Use 2" – 3" wide pressure-sensitive tape over every box seam
- Tape using the H-taping method at the top and bottom of the box

H-taping method



4) Labels

- Barcode labels must be scannable
- Any old labels MUST be removed or the barcode crossed out
- All labels, including those in pouches, securely taped down/ pouches fully sealed
- Check for any labels, stickers or symbols that would indicate **dangerous goods** or **hazmat** — ***shipments with those labels/symbols cannot be accepted for shipping at FedEx Office*** *(we cannot mark through or take those labels off)*

DECEMBER UPDATED 2025

5) Proper Address Labels

- Origin and destination information should be placed inside and noted on the outside of each package in the shipment

DECEMBER UPDATED 2025

Value: Damage Known Comment

If there is internal damage, be sure to select a "**damage known**" option and post a comment scan detailing the interaction with the customer.

- **The following pages will show packages that are not acceptable or require further review — and how to provide a solution to our customers**

PACKAGE REVIEW

DECEMBER UPDATED 2025

Package Review *(continued)*

Visible damage, packaging and contents

	Solution
	▸ Do **not** accept any FXO-restricted/DG shipment, such as, tobacco, paint, car batteries, any item containing gasoline, etc. ▸ Do **not** accept a box that is leaking or has water damage ▸ Suggest our customer use a new box and provide other suggestions for shipping liquids

Wet, Leaking and/or Odor

Corrugated boxes that get wet can weaken the box strength, cause the box to tear open, and can damage other shipments.

Check for odors that may indicate a DG/ restricted commodity, such as, tobacco, gasoline, paint, etc.

continued →

FedEx Office Confidential Information.
For Internal Team Member Use Only.

DECEMBER UPDATED 2025

Package Review *(continued)*

	Solution
 **Punctured** When performing inspections, carefully examine the box for any holes, punctures or extreme dents. Stay Safe. **Note:** Punctures from the inside of the box may be a sharp hazard. **Handle with care.**	▸ If box is too damaged, offer our Pack and Ship service ▸ Sell a new box for the customer to self pack ▸ Advise the customer they can repack the box and bring it back ▸ If the customer has refused all options, then use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)**
 **Visibly Damaged/Compromised** When performing inspections, Look for dented or damaged areas, especially the corners. Look for sections of the box wall that are too thin due to prior label or tape removal Box cannot contain any type of Dangerous Goods labeling. Even if the packed item is not a dangerous goods, the package will be treated as Dangerous Good regardless of actual contents of shipment.	▸ If box is too damaged, offer our Pack and Ship service ▸ Sell a new box for the customer to self pack ▸ Gently remove or mark out old labels or addresses ▸ **Shipments indicating DG/ Hazmat cannot be accepted at FedEx Office**, even if the packed item is not considered DG/hazmat ▪ Check all sides of every box for DG/ hazmat symbols, stickers and labels ▪ **DO NOT** remove, mark through or cross out these labels — once it is determined the commodities being shipped are not DG/hazmat, **the shipment must be repacked** ▸ Ensure the box is sturdy and all flaps are intact ▸ Be certain the box has no punctures, tears or corner damage ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, then use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)**

DECEMBER UPDATED 2025

Package Review *(continued)*

	Solution
 **Improper Banding** Only two packages of the same size, with a total weight not exceeding 75 pounds may be taped or banded together with the minimum of four *(4)* bands; two *(2)* in each direction. Banding different sized packages together creates voids that can snag and cause the bands to break. **String or rope does not constitute proper banding material.**	▸ Offer our Pack and Ship service to pack in one box, if possible ▸ Sell a new box the customer can use for all boxes ▸ Separate banded packages that do not meet the requirements ▸ Process the individual packages as a multiple piece shipment ▸ If box*(es)* is*(are)* too damaged, offer our Pack and Ship service ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)**
 **Crushed** Crushing can be due to inner packaging no longer filling the void area. The inner packaging may have become condensed or may have migrated during transit.	▸ If the box is crushed prior to accepting, offer our Pack and Ship service ▸ Sell a new box for the customer to self pack ▸ As a preventive measure, suggest that the customer use the appropriate dunnage *(e.g., air-cellular cushioning, Ranpak, etc)* ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, then use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)** ▪ **Do not re-wrap packages with DG/hazmat labels** unless it is determined the commodities being shipped are ***not*** DG/hazmat

FedEx Office Confidential Information. For Internal Team Member Use Only.

Package Review *(continued)*

	Solution
 **Torn** Carefully examine the box for any tears or torn flaps.	▸ If tears exist, offer our Pack and Ship service ▸ Sell a new box for the customer to self pack ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)**
 **Bulging** Packing a box with more contents than it was designed to hold can result in damage to the contents due to improper packaging.	▸ Offer our Pack and Ship service ▸ Sell a new larger box for the customer to self pack ▸ Remove some of the contents and place them in an additional box making the shipment a multiple piece shipment ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store, **perform a Re-Wrap** **(see page SH.3.28)**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

DECEMBER UPDATED 2025

Package Review *(continued)*

	Solution
 **Thin-Walled Boxes** Thin-walled, non-corrugated boxes *(such as department store gift boxes)* are **not acceptable**. This type of box does not offer sturdy enough outer protection for the contents. Outer wall of the shipping box must be of sturdy corrugated cardboard, able to withstand severe weight, pressure, and shock. Thin-walled boxes that are easily crushable and **must be reboxed.**	▸ Offer our Pack and Ship service ▸ If the box is **not** sturdy, sell a new sturdy corrugated box for the customer to self pack ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store**, perform a Re-Wrap** **(see page SH.3.28)**
 **Wrapped** Items or boxes wrapped with paper or plastic wrap are **unacceptable**. The wrapping does not provide a secure surface area for the placement of labels and airbills, and can be easily torn.	▸ If the box is a sturdy corrugated box, the customer can remove the wrapping ▸ Offer our Pack and Ship service ▸ If the box is **not** sturdy, sell a new sturdy corrugated box for the customer to self pack ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, use the **Re-Wrap Process** or refuse the package if the customer is a habitual offender ▸ If the customer has already left the store**, perform a Re-Wrap** **(see page SH.3.28)**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Package Review *(continued)*

	Solution
	
Contents ***Contents must be within the weight limits of the box used.*** Gently shake the package to make sure the contents are secure. If contents move within the box, and are fragile, the inner packaging should be inspected by the team member before the package can be accepted. If a customer refuses internal inspection, team member should accept the package, and inform the customer the package will be marked with an **inspection refused**.	▸ Offer our Pack and Ship service ▸ Fill the bottom with at least three *(3)* inches of cushioning material ▸ Wrap the items separately ▸ Store the items in the carton or provide protection between items to prevent heavier items from crushing lighter ones ▸ If the package could truly damage equipment, personnel, or other packages in the network *and* the customer will not accept any solution, use the **Re-Wrap Process** **(see page SH.3.28)** or refuse the package if the customer is a habitual offender

Non-Standard Packaging

Non-Standard Packaging: Express and Ground

- ☐ **Not fully encased in an outer shipping container**
- ☐ **Encased in an outer shipping container not made of corrugated fiberboard** *(cardboard)*
  - Materials including but not limited to metal, wood, canvas, leather, hard plastic or expanded polystyrene foam *(e.g. Styrofoam)*
- ☐ **Encased in an outer shipping container covered in shrink wrap or stretch wrap**
- ☐ **Encased in a soft-sided pack that exceeds 18 inches along its longest side or 13 inches along its second-longest side or five** *(5)* **inches in height**
  - The FedEx Express packaging is smaller than this
- ☐ **Cylindrical, including cans, buckets, barrels, drums or pails**
- ☐ **Bound with metal, plastic or cloth banding, or has wheels, casters, handles or straps**

This Includes packages:

- Where the outer surface is loosely wrapped
- Where the contents protrude outside the surface area
- Which would become entangled in or cause damage to other packages or the FedEx sort station system

Non-Standard Packaging: Examples









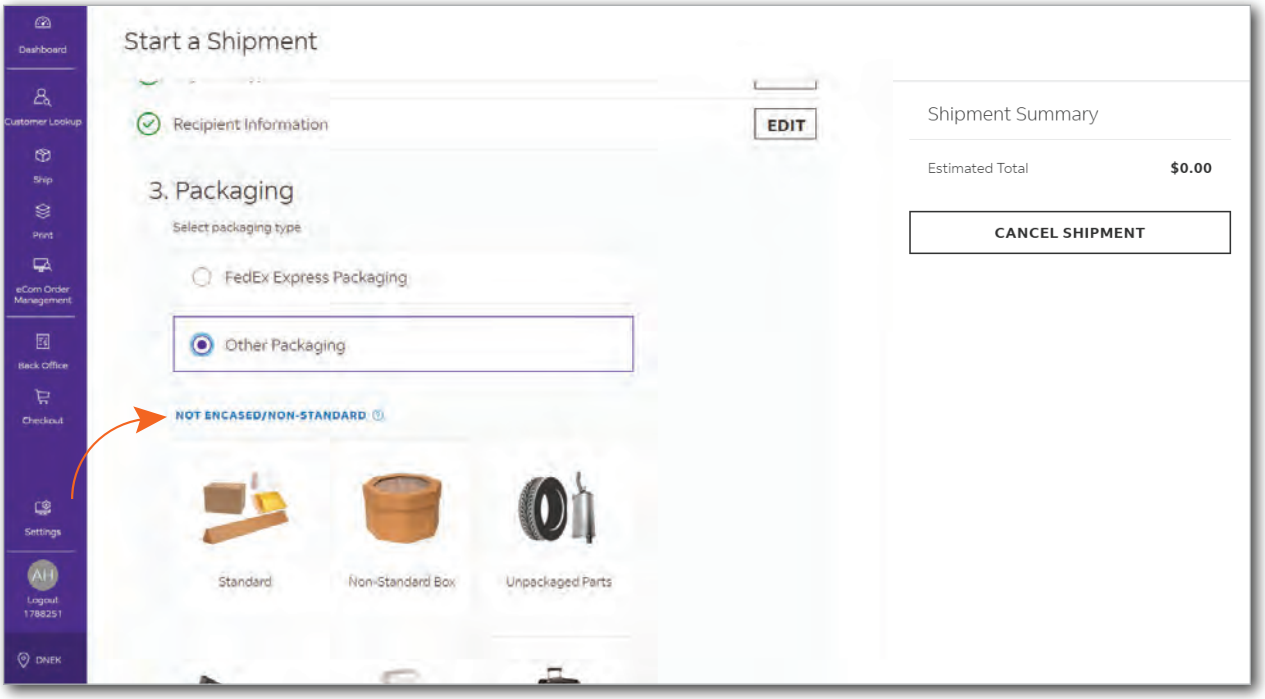
FedEx Office Confidential Information.
For Internal Team Member Use Only.

Non-Standard Packaging *(continued)*

General Guidelines for Non-Standard Packaging

When a shipment is considered "not encased," the Non-Standard Packaging option must be selected, in order for the correct price to be charged.

DECEMBER UPDATED 2025



- **Place documentation and shipping or routing labels on flat surfaces that will allow for maximum adhesion**
  - Avoid placing labels around curved surfaces
- **Place all labels on the widest surface area**
- **Use FedEx tie-on tags, tire/crate labels or plastic airbills instead of wire tags**

Non-Standard Packaging *(continued)*

Tire Shipping

Proper labeling procedures related to shipping tires has a direct impact on the quality of the tire shipping process. Following theses recommended placement practices will assist in preventing the shipping label from being detached from the tire during transit.

- **When shipping tires, ensure the shipping label is without wrinkles which can prohibit proper scanning**
- **Ensure tape is not covering any barcodes on the shipping label**
- **All tires require additional handling and extra care; even if the shipper attempts to encase the tire, it must be processed as a** *Not Encased/Non-Standard* **shipment**
- **If your store ships tires on a regular basis, you are required to have the** *Tire Crate Labels* **in stock**
  - *Item #***156841**

Tire/Crate Labels

Using FedEx-recommended foundation label and following proper application of the labels onto the tire will provide optimal performance of the shipping label during transit. It is important to ensure labels are secure and sturdy to withstand transit through the FedEx network.

Proper Use of Tire/Crate Label *(Thermal)*

DECEMBER UPDATED 2025

The **Tire/Crate Label** is a standard 5×7 inch blank label. This label provides excellent adhesion and is recommended when a shipping label is created or when a shipper presents their own thermal shipping label.

To properly apply the shipping label to the Tire/Crate label:

1. Place the 5×7 tire/crate label on the tread of the tire
2. Apply the FedEx thermal shipping label on top of the tire/crate label. ➡
3. ***Do not apply tape over the shipping label;*** when the tire/crate label is used properly, tape is not required



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Non-Standard Packaging: Tire Shipping *(continued)*

Properly Attaching Paper Labels *(Non-Thermal)*

If a customer presents a paper shipping label printed on 8½"×11" plain paper:

- ☐ **Fold the paper so** *all barcodes* **on the label are in view for scanning**
- ☐ **Place the shipping label in an airbill pouch making sure the entire label is in view**
- ☐ **Apply to the tire with tape on the edges of the airbill pouch, as shown here ⬇**



Note: Ensure tape is not covering any barcodes on the shipping label.

Non-Standard Packaging: Tire Shipping *(continued)*

Best Practices

To help prevent service delays, follow these recommended placement practices:

- **Ensure the surface of the tire is clean, dirt-free and dry when applying shipping labels to tires**
- **Ensure the label is completely adhered to the surface of the tire** *(no "lifting" corners)*
- **Ensure the label is without wrinkles which can prohibit proper scanning**
- **Tires with rims are not required to be shipped in a box however, using corrugate to protect the rim is recommended**

Not Encased/Non-Standard Packaging

All tires require additional handling and extra care even if the shipper attempts to encase the tire.



DECEMBER UPDATED 2025

These shipments must be processed as **Not Encased/Non- Standard Packaging**.

A help icon (?) helps explain when the "Not Encased/Non-Standard Packaging" option must be selected.



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Automotive and Mechanical Parts

General Guidelines for Packing Automotive and Mechanical Parts

- **Pad all sharp edges, corners and burrs of parts such as sheet metal and bare metal**
- **Pad or cover precision-machined areas of parts, such as threads and fittings**
- **Protect all parts that are susceptible to damage due to dents, scratches and scuffing by using the appropriate amount of cushioning**



Luggage

General Guidelines for Packing or Shipping Luggage

- **Luggage must be in good shape and meet our shipping standards**
- **Luggage should be locked or secured**
- **Airbills, air waybills, pre-metered labels and ASTRA labels must be attached to the shipment with a tie-on tag for the airbill**
- **Educate customers to not pack items considered Dangerous Goods** *(DG)* **even though they are "normal" travel items** *(e.g., hairspray can, cigarette lighters, nail polish, etc.)*
  - FedEx Office ***CANNOT SHIP*** any package, including luggage, that contains Dangerous Goods
- **FedEx does not accept liability for damage to any type of luggage not enclosed in protective outer packaging**
- **If items are not fully encased in an outside shipping container, then a non-standard packaging fee must be applied** *(unless the shipment is pre-metered).*





FedEx Office Confidential Information.
For Internal Team Member Use Only.

Banker Boxes

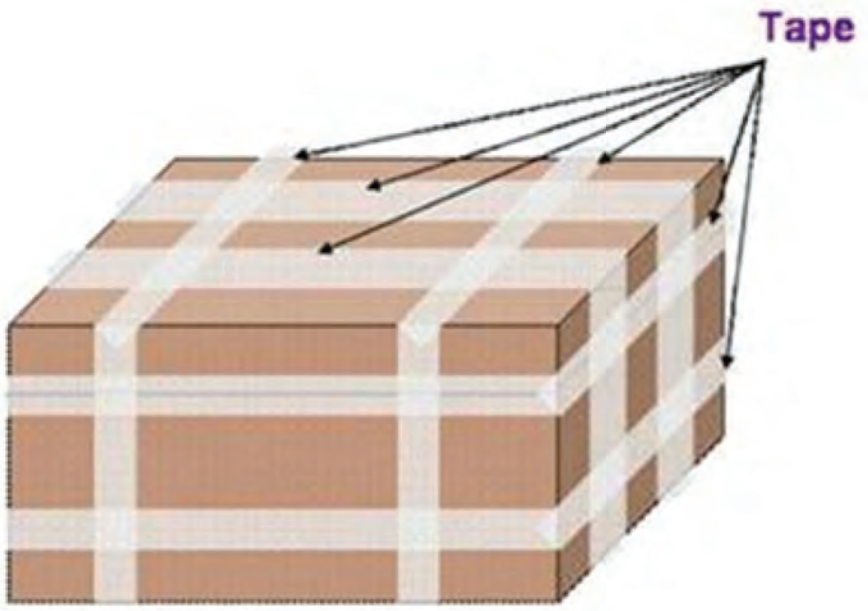
Banker Boxes are designed for palletized transport and storage, not individual transport. However such boxes can be shipped successfully with proper reinforcement and within certain parameters.

FedEx will accept such shipments but the following criteria are strongly recommended:

- **Let the customer know you want their material to get to its destination in good condition**
  - Inform the customer that Bankers Boxes are not recommend for individual shipping

- **Suggest the Heavy Materials Box**
  - This box was designed to "house" a bankers box and full case paper box
  - The customer doesn't have to repack their material; they can simply secure the bankers box or copy box into the Heavy Material Box
  - Although this box is highly recommended, it is not mandatory
  - If FedEx Office packs the customer's banker's box into a heavy materials box, the team member will need to inspect the inner packing to ensure customer's items are properly packed for transit. Placing an improperly boxed shipment into a heavy materials box will not improve the security of the inner items

- **If a customer refuses the Heavy Materials Box and meets package acceptance guidelines:**
  - Proceed with the shipment ONLY if the box and contents **do not exceed 30 pounds**
  - If the box is not completely full of product, offer filler to completely fill all void areas
  - Use **"Tic-Tac-Toe" tape pattern** on all sides of the box



- **Express**
  - Add "**Hvy Materials Box Refused**" as comment scan

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL | Re-Wrap Process

Re-Wrap Process

Packages accepted at FedEx Office locations travel through the Express and Ground system and must be properly packaged to ensure safe movement through the systems as well as not to cause damage to other packages, equipment, or any employees of any Operating Company *(opco)*.

- **Ensuring that shipments are properly packaged when received at any FedEx Office location is our responsibility**

Re-Wrap is a solution used when a customer has already left the store to ensure the shipment can be safely transported, or for a customer as a one-time courtesy.

All packages should be inspected for packaging standards and visible damage. If a package is deemed **unacceptable for transportation**, as illustrated on the previous pages, the procedures listed below should be followed. These procedures vary based on the damage and whether or not the customer is present.

Note$_1$: **Shipments with DG/hazmat labels cannot be re-wrapped**. The contents of the package being shipped ***must be determined as non-hazardous*** to be accepted by FedEx Office locations.

Customer is present

- **Politely inform the customer that the package will not withstand transportation**
- **Offer the following options:**
  - FedEx Office professional Pack and Ship Service
  - The purchase of Self Service Retail Packing Supplies
  - The customer may return with the item repacked
- **If the customer refuses all repacking options the team member can do a re-wrap as a one-time courtesy to ensure the package will not damage other shipments**

Customer is not present

- **Determine if the customer needs to be contacted for shipment pickup**
  - Customers should be contacted for oversized box shipments which cannot be re-wrapped in our standard pack and ship boxes
  - As noted below, contact customers for leaking packages or when warranted, follow suspicious shipment instructions, located in the **Suspicious Packages** section **(see page SH.3.32)**
- **When the damaged shipment fits in one of our standard pack and ship boxes, take to the re-wrap area**
  - Rewrap package to ensure it meets all packaging guidelines
  - Add "Package re-wrapped at FXO" as a Comment Scan
  - Stage the re-wrapped package for pickup

Note$_2$: **Packages which are leaking are not allowed to be transported through the FedEx system.** In addition, team members should wear gloves when handling a leaking package. If substance can be determined to be non-hazardous, store personnel should clean area, bag and dispose of the package *(remove all labels)*. If substance is unknown or determined hazardous, ***immediately isolate the package and notify team members of the potential hazard***. Then, **call 3E** at **1.800.451.8346** and **email our FXO Safety Team** at **fxo.safety@fedex.com** with details and pictures of the package. If the package is contained, request a non-emergency pickup. The customer must be notified that the package will not be shipped.

Note$_3$: The rewrap process can also be used when a customer brings in a Ground shipment packed in FedEx Express packaging. *Suggest to the customer:* purchase brown packaging, bring in their own packaging, or offer our PNS services. **Do not refuse these shipments**, but rather rewrap the package if the customer refuses to change out the box.

FedEx Office Confidential Information. For Internal Team Member Use Only.

How to Re-Wrap

1. Remove or copy the airbill/shipping label from the damaged package and place into a new FedEx pouch and set aside.
   - If airbill/shipping label cannot be removed or if the package is too heavy to place on a copier, carefully cut around the label, place into a FedEx pouch, and set aside.
2. Place customer's original box into a larger box from our retail stock.
   - **Never open a customer shipment and transfer the contents**
3. Fill any void between the two boxes with Ranpak material.
4. Tape the new box using the H-Taping method.
5. Adhere the airbill/shipping label you previously placed in a new pouch on the top of the new box.
6. Enter "Package rewrapped at FXO" as a Comment Scan if processing the package.

DECEMBER UPDATED 2025

7. Stage the package.
8. Complete the optional **Package Rewrap Log Sheet** located on FedEx One, keyword: **rewrap log**.





THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Suspicious Packages

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Suspicious Packages

It is the policy of Global Security to adequately secure and safeguard shipments entering the FedEx shipping network. **FedEx Office team members are not allowed to open a package unless the customer is present and gives consent**.

It is important you know and understand how to handle suspicious packages.

Suspected Shipment of an Illegal Item

- **Any team member who suspects a customer is attempting to covertly ship an illegal item,** *(e.g., illicit drugs)* **should accept the shipment without questioning its content**
- **Do NOT discuss your personal suspicions or concerns with the customer**
  - Additionally, team members must not open the package for inspection
  - At no time should a team member alert local police or another outside agency about a suspicious shipment unless directed by a FedEx Office Global Security Advisor or member of your Senior Operational Team *(district manager or managing director)*, or it can be verified that a received shipment poses an immediate threat to your personal safety, other team members, customers, or our business operations
- **To ensure the safety of our team members, customers and brand, FedEx Office does not allow law enforcement to conduct undercover operations within our stores**
- **HAL areas will not be used as a staging point for law enforcement investigations**
  - Operations should contact their respective Global Security Advisor when requests are made by law enforcement
- **Follow the procedures for contacting Global Security on the following page under "***Inspections and Suspicious Package Guidelines***"**

Note: **Packages which are leaking are not allowed to be transported through the FedEx system.** In addition, team members should wear gloves when handling a leaking package. If substance can be determined to be non-hazardous, store personnel should clean area, bag and dispose of the package *(remove all labels)*. If substance is unknown or determined hazardous, ***immediately isolate the package and notify team members of the potential hazard.*** Then, **call 3E** at **1.800.451.8346** and **email our FXO Safety Team** at **fxo.safety@fedex.com** with details and pictures of the package. If the package is contained, request a non-emergency pickup. The customer must be notified that the package will not be shipped.

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Suspicious Packages *(continued)*

Inspections and Suspicious Package Guidelines

It is the policy of Global Security to adequately secure and safeguard shipments that enter the FedEx shipping network. **Team members are not allowed to open a package unless the customer is present and gives consent.**

DECEMBER UPDATED 2025

If a customer refuses consent, or is not present for the inspection, select the **Refuse Inspection** option on the PAA screen when processing the shipment.

If a team member encounters a package which is suspicious *(e.g., odor, appearance)*, or a package is discovered outside or in the entry doorway, **leave the package where it is and immediately contact the location's Global Security Advisor** to report their suspicions.

Contact information for Global Security Advisors are available in the **Quick Tools and Contacts** chapter of this manual.

Note: **Never profile customers** and deem their package suspicious based on assumptions. Profiling customers is strictly forbidden.

Potential suspicious package characteristics:

- ☐ **Bulky, rigid, lopsided or unusual shape**
- ☐ **Excessive wrapping, tape or string**
- ☐ **Strange odor, leakage or powdery substance on shipment**
- ☐ **Ticking or strange noise**
- ☐ **Wires or aluminum foil coming out of the package**
- ☐ **Excessive postage**
- ☐ **Undesignated recipient** *(title with no specific named associate)*
- ☐ **Unusual markings or instructions on the packaging**
- ☐ **Misspelled words on packaging or threatening verbiage**

Note: Restrictive handling instructions and warning labels in combination with one or more of the above-mentioned suspicious package characteristics could be considered dangerous.

Interaction with Law Enforcement

Never alert local police or other outside agencies about a suspicious package unless directed by the location's Global Security Advisor, management from the district level or higher, or if it can be verified the shipment poses an immediate threat to your personal safety, other team members, our customers, or our business operations.

Note: Undercover sting operations by law enforcement to identify suspicious packages or apprehend suspects **are not** allowed within FedEx Office. When in doubt, contact Global Security to bridge the gap with law enforcement.

Whenever Hospitality and Convention *(HC)* locations encounter a suspicious package that requires notification to law enforcement, hotel management should first be notified in conjunction with Global Security.

continued →

Suspicious Packages *(continued)*

Ensuring Safety while Handling Suspicious Packages

Team member safety is a top priority. It is important you know and understand how to handle suspicious packages. A suspicious package is any package that contains an item that is restricted from being shipped from FedEx Office *(see the* **Commodity Restrictions Guide***)*.

Keep the following tips in mind when handling suspicious packages:

- **DO NOT accept any restricted commodities listed in the Commodity Restrictions Guide**
- **If you suspect the package contains a restricted or illegal commodity, DO NOT confront the customer; accept the shipment from the customer and follow the steps outlined in this section**
- **DO NOT open a package if it is suspected to contain an illegal commodity**
  - To ensure team member safety, do not discuss the suspicion or concern with the customer
  - Once the customer has left, call your Global Security Advisor
- **Separate the package from all others in the staging area**
- **Inform the Security Manager you have accepted a suspicious package**

  Have the following ready to provide:
  - ❍ Your name and title
  - ❍ Store number and Alpha Identifier
  - ❍ Store address
  - ❍ Store telephone number
  - ❍ FedEx tracking number *(if available)*
  - ❍ A brief summary of the confrontational customer exchange or why you believe the package may contain a dangerous or illegal item
  - ❍ The next Express or Ground pickup time scheduled for your store
- **Security Manager will provide instructions on next steps**

FedEx Office Confidential Information. For Internal Team Member Use Only.

Suspicious Packages *(continued)*

Releasing Packages to Law Enforcement Officials: Express and Ground Packages

If instructed, or the circumstances warrant contacting local law enforcement for assistance, and the responding agency takes possession of the suspect shipment:

- ☐ **Do NOT open the package**
- ☐ **Work with security to comply with law enforcement requests**
- ☐ **Should law enforcement need to open the package, ensure the package and officers are on camera**
- ☐ **If the package is confiscated by Law Enforcement, complete the FedEx Office Package Seizure Form and email a copy of the completed form to your FedEx Office Regional Security Manager**



Before a Law Enforcement Official takes possession, team members must apply the proper scans. Refer to the **Releasing Packages to Law Enforcement Officials: Express and Ground Packages** section in the **SSM Procedures Guide.**

Resource:

Package Seizure Form:

- This form is available in the Forms and Logs Binder behind the Package Seizure Form tab and also on FedEx One. It should be completed any time a package is seized/confiscated by law enforcement
- *Once completed, the form should be emailed, along with a copy of the ground order form, to the FedEx Office Global Security Advisor for approval* ***prior to releasing any shipment to law enforcement.***
- In addition, the form and copy of air bill should be ***retained by the Manager for 12 months in the store manager's file cabinet.***

continued

Suspicious Packages *(continued)*

When the Law Enforcement Official is taking possession:

- ☐ **Obtain a business card from the confiscating official to verify customer transfer to custody transfer**
  - FedEx Office Global Security Advisor must review and approve before any shipment is released to law enforcement
  - Attach a copy of the law enforcement officer's business card to the area designated on the Package Seizure Form
  - Secure and retain a copy of the business card along with a copy of the Airbill/Order Form/Shipping Label in the store manager's file cabinet for 12 months
  - Scan the law enforcement officer's business card and the completed Package Seizure Form to PDF format

- ☐ **Complete the Package Seizure Form**
  - Package Seizure Form can be found in the Forms and Logs binder behind the **Package Seizure Form** tab and is available on the FedEx One Security Site for reprints
  - Email Subject Line: **Package Seizure**
    - Completed Package Seizure forms should be retained in the store manager's file cabinet for 1 year and then shredded

The safety of every team member is the top priority for FedEx Office

- ☐ **If a request is made by law enforcement to conduct an investigation or operation within the store, immediately contact your Global Security Advisor and district manager**
  - District managers should notify their managing director

FedEx Office Confidential Information. For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Measuring and Weighing

Measuring and Dimensional Weighting

Proper Measuring Procedures

There are size and weight restrictions for packages. Entering the correct dimensions during shipment creation will guarantee each shipment is calculated correctly for shipping and payment.

Value: Proper Measurements

- ***The printed dimensions on brown retail boxes are interior dimensions only***
- ***Outer dimensions MUST be measured for each shipment once packaging is complete***
- ***Measure and weigh every package; never guess or estimate weight or dimensions***

DECEMBER UPDATED 2025

Round all dimensional measurements ***up*** to the ***next whole number***.

Any measurement ***over*** any fraction of a whole number ***must be rounded up to the next whole number***.

For example:

Measures **8.1**" — Round **up** to **9**"
Measures **8.8**" — Round **up** to **9**"
Measures **8.0**" — Enter **8**" *(no rounding)*



Length and Girth Formula

Measure the Length, Height, and Width of the package.

Length and Girth = *Length + (2 × Height) + (2 × Width)*

Remember, Length is always the side with the greatest dimension. Enter dimensions from largest to smallest *(Length being the largest)*

Dimensional Weight

The billable weight calculated according to a shipment's volume is called "**dimensional weight**" or "**dim weight**" *(the amount of space a package occupies in relation to its actual weight).*

If the dimensional weight exceeds the actual weight, charges based on the dimensional weight will be assessed. Dimensional weight pricing is applicable on a per package or shipment basis, on all U.S. Domestic and International shipments and is automatically calculated when a team member processes an outbound package.

- **To calculate dimensional weight:**
  - Multiply length by width by height in inches
  - Divide by **139**
  - Compare the dimensional weight and actual weight

Dimensional Weight

Measure the Length, Height, and Width of the package.

$$\textbf{Dimensional Weight} = \frac{\textit{Length} \times \textit{Width} \times \textit{Height}}{139}$$

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Maximum Dimensions

- **For FedEx Express International Shipments, always check the electronic Global Service Reference Guide** *(eSRG)***, as maximum dimensions and weight will vary by country**

- **Maximum Dimensions — FedEx Express Domestic Shipments:**
  - 150 lbs. or less in weight
  - 119" or less in length
  - 165" in length and girth combined *(use the length and girth formula above)*

- **Maximum Dimensions — FedEx Express International Shipments:**
  - 150 lbs. in most countries
  - 119" or less in length
  - 130" in length and girth combined *(use the length and girth formula above)*
  - For International Shipments, always check the eSRG as maximum dimensions and weight will vary by country



- **Maximum Dimensions — FedEx Ground and Home Delivery Shipments**
  - 150 lbs. or less in weight
  - 108" or less in length
  - 165" in length and girth combined *(use the length and girth formula above)*

Note: Place packages smaller than 7" in length, 4" in width, and 2" in depth in a FedEx Pak, except where otherwise restricted. For Ground shipments, offer our PNS mailers or one of our retail solutions.

Value: Measuring Irregular-Shaped Packages and Irregular-Shaped Articles With Hollow or Open Spaces

- ***To measure combined length and girth, assume the package or article to be enclosed in a six-sided, rectangular container, and then determine the combined length and girth as for regular-shaped packages***



Declared Value (DV)

The **Declared Value** *(DV)* of any package represents the maximum liability in connection with the shipment of that package. **Declaring a value does NOT provide insurance for a shipment.**

A key distinction between our declared value policy and insurance is that insurance typically pays out regardless of who is at fault. For example, if you wreck your car and the damage is your fault, your insurance company may still pay to settle your damage claim, even though it was your fault. **The FedEx Declared Value policy does not cover loss or damage that is not the direct fault of FedEx.**

For example, even though a package with a declared value is damaged, if the cause of that damage was the customers' improper packaging, FedEx will not be liable.

Additionally, FedEx is not liable for damages resulting from weather conditions.

- **For Express and Ground shipments within the U.S., the FedEx standard limit of liability is $100**
- **Declared Value allows shippers to pay an additional fee in order to increase the maximum liability**
- **Declaring a value does not necessarily mean that FedEx will be liable for loss or damage**
- **Regardless of Declared Value, the limit of liability will not exceed a shipment's repair cost, its depreciated value or its replacement cost** *(whichever is less)*
- **The Direct Signature Required** *(DSR)* **option will automatically be applied to any package being shipped to or within the U.S. and Canada that has a declared value** *(DV)* **equal to or greater than $500; direct signature fees will not apply to these packages.**
  - It is ***critical*** to let customers know about this requirement so they can inform the recipient
- **If U.S. multiple-package shipments or FedEx International Ground multiple-package shipments are processed together on a FedEx electronic shipping solution contain a package with a DV equal to or greater than $500, DSR will automatically be applied to the entire shipment.**
  - DSR fees will apply only to those packages within the shipment with a DV of less than $500
- **Rates are available in the FedEx Service Guide**
- DECEMBER UPDATED 2025 **An additional tool can be found on FedEx One, keyword: Declared Value Rate Sheet**

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Declared Value *(continued)*

What Declared Value Means to FedEx

Think about DV as a service option similar to FedEx Direct Signature, Indirect Signature and Ground Appointment Home Delivery. DV helps to provide an outstanding customer experience and therefore should be consistently offered during every shipping transaction. Educating customers on DV allows them to make an informed decision and provides them with added peace of mind until their shipment reaches its destination safely.

Successful Declared Value Consultation

Listening to the customer is critical to providing the best possible recommendation and solution. Listen for the following terms or phrases:

- *"This is an expensive item!"*
- *"I am shipping a personal item and not sure of its value."*
- *"Is this item packed OK — do you think it will ship safely?"*
- *"This is my first time shipping with FedEx."*
- *"I hope nothing happens to this!"*

The most successful stores execute upon fundamental steps when offering DV, including:

- **Always ask the same basic question during every shipping transaction:*"What is the replacement value of your shipment?"***
  - Keeping the DV rate sheet at the shipping workstation to assist with consultation and to quickly provide the customer with the cost for additional coverage
  - Reviewing the Shipping Field Reference Manual or FedEx Service guide for more details around DV

When Customers Refuse Inspection

When a customer brings in a pre-packed shipment and requests a Declared Value of **$300 or greater**, we request to inspect the shipment.

If a customer does not allow us to inspect the package with a Declared Value $300 or greater, ensure you select the appropriate "Refused Inspection" PAA Indicator and add any Comment Scan if applicable.

This will help reduce cargo claims in the event of a claim.

Declared Value Advantage *(DVA)*:

DVA is a contract-based Express service that allows eligible customers who ship jewelry, watches, gemstones and precious metals used in the jewelry industry to declare a value up to $50,000 on jewelry commodities typically limited to $1,000 per the FedEx Service Guide.

- **Shipments not eligible for DVA are:**
  - One-time-only jewelry and watch shipments are not eligible and are restricted to the Service Guide declared value limit of $1,000
  - Gold and silver coins, bars and bullion are not eligible for DVA
  - Artwork is not eligible
  - Not available with Ground or Express Freight or Custom Critical Services
  - Not available with Express Saver; FedEx will honor current and existing agreements that include Express Saver but will not include the service on any new or updated agreements
  - Not available if commodity is restricted per the laws and regulations of the origin or destination country

Most DVA customers will have pre-metered shipments, unless they have been granted special permission.

DECEMBER UPDATED 2025

A pop-up window will display with message "*this customer is a DVA account*" when applicable.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

4 Packing

FedEx Office Packing Pledge SH.4.02
The Do's and Don'ts of Packing SH.4.04
How to Sell Pack and Ship SH.4.06
Packing Shipments After the Transaction SH.4.07
Box Size and Fragility Level SH.4.11
Packing Materials SH.4.19
Boxes SH.4.20
International Boxes SH.4.23
Pack and Ship *(PNS)* Poly Mailers SH.4.26
Supplies SH.4.27
Instapak SH.4.28
Ranpak SH.4.33
Poly Strapping Kit SH.4.34
Stretch Wrap SH.4.35
Other Available Items SH.4.36
Supplies and Tools SH.4.40
Tools SH.4.41
Internal Packing Methods SH.4.42
Pack Plus SH.4.49
Golf Bag Box SH.4.50
Guitar Box SH.4.51
Bike Box SH.4.52
Wardrobe Box SH.4.54
Telescoping Box SH.4.55
Packing Artwork SH.4.57
Framed Artwork Box SH.4.58
Framed Art Boxes: Packing Procedures SH.4.60
Deluxe Art Boxes SH.4.63
Packing Computers and Peripherals SH.4.66
How to Pack a Tablet SH.4.68
How to Pack the Small Electronics Box SH.4.69
Packing Flat Panel Screens SH.4.70
Cold Shipping Solutions SH.4.72
Packing Methods SH.4.77
Proper Filler Usage SH.4.78
Single Box Method SH.4.81
Double Box Method SH.4.82
Determining Price for Box-in-Box Packing SH.4.83
Fragile Pack and Ship SH.4.84
Fragile Packing SH.4.85
Custom Box Building SH.4.87
Custom Box Creation SH.4.88
Processing Transactions SH.4.89
Building a Custom Box SH.4.90
Instructions for Poly Strapping SH.4.95
Digital Custom Box Calculator SH.4.96
Bundled Packing Method SH.4.105
Claims & Billing Questions SH.4.109
OSP Pack & Ship Damage Claims Information SH.4.111

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Office Packing Pledge

What is the FedEx Office Packing Pledge?

The FedEx Office Packing Pledge provides peace of mind to our customers by reimbursing them for their Pack and Ship transaction in case of any damage/loss as related to inadequate packaging.

The Packing Pledge promises that if a package is packed and shipped at FedEx Office, and if the claim is approved by the FedEx claims process, the customer will receive a full refund of the Pack and Ship charges as well as the cost of the contents up to $100 or greater if additional Declared Value is purchased.

This pledge also demonstrates our confidence in the packaging capabilities of our trained FedEx Office team members. We stand by our quality work in case of packaging related damages and/or loss up to the declared value amount.

Declared Value

Unless a higher value is declared and paid for, our liability for each package is limited to $100.00 *(other restrictions apply. Refer to the* **FedEx Service Guide** *(FedEx Express Terms and Conditions → U.S. Shipments).*

Also please note that the transaction receipt, indicating the shipment tracking number, and the Pack and Ship charges on the same receipt must be provided by the customer in order for the FedEx Office Packing Pledge to be honored.

Why Do We Have the FedEx Office Packing Pledge?

The FedEx Office Packing Pledge provides an opportunity for the FedEx Office team member to explain the advantages for the customer to have their item packaged by a FedEx Office professional, then shipped through a FedEx Office location. This leverages the FedEx Office superior packaging services with the reliability of FedEx shipping for the best guarantee in the shipping industry.

Per our current claims process, when a customer purchases our Pack and Ship Service, as defined herein, and if the shipment is damaged or lost and the customer files a claim pursuant to the applicable claims process described in the then-current **FedEx Service Guide,** the claim will not be denied for inadequate packaging and the customer will be eligible for full reimbursement of the amount paid for the Pack and Ship Service.

If the loss/damage claim is honored by FedEx, the customer will receive reimbursement of the price paid for the Pack and Ship Service, and, in accordance with the applicable FedEx Express Terms and Conditions or FedEx Ground Tariff, reimbursement of transportation costs and the lesser of the actual value, replacement or repair cost, or the Declared Value amount of the shipment.

When the claim is paid by FedEx, the store will receive an OSP Pack and Ship Damage Claims failure.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Office Packing Pledge *(continued)*

Customer Asks:

"Does the FedEx Office Packing Pledge cover me in the event of damage or loss?"

Team Member Responds:

"Yes, it does. If you purchase Pack and Ship services and ship your package with us on the same receipt, then your package is eligible for coverage of up to $100. If your package has a declared value of higher than $100, you can purchase additional coverage.

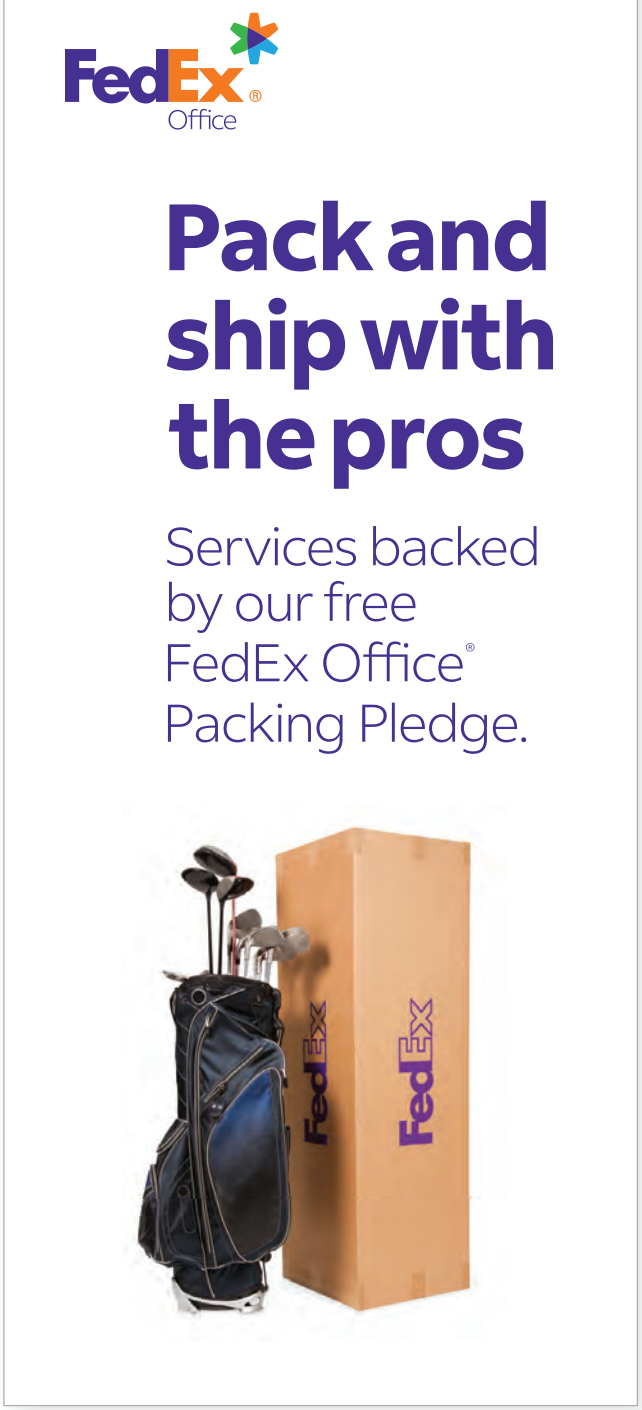
Note: The FedEx Office Packing Pledge does not alter in any way the Declared Value and Limits of Liability terms and conditions found in the FedEx Service Guide.
See the **FedEx Service Guide** for more details.
Please hand our customers the **FedEx Office Packing Pledge brochure**, which is available for download from the **Store Front App**, CS#: **621.VM11.001**

Question:

Do customers have to make a Pack and Ship purchase to have their shipment covered by The Pledge or can they buy packaging from FedEx Office, pack it themselves and be covered by The Pledge as well?

Answer:

In order for a customer shipments to qualify for the FedEx Office Packing Pledge, packing and shipping services must be purchased and charged on the same transaction.



Store Front App

Keep a neat stack of FedEx Office Packing Pledge brochures behind the counter to hand out to your Pack and Ship customers and make them aware of the conditions of the pledge. The **FedEx Office Packing Pledge** brochure is available for download from the **Store Front App**, CS#: **621.VM11.001**.

The Do's and Don'ts of Packing

DO

Processing Shipments

- Reject packages that contain DG/HazMat or have those markings
- Measure every package using a tape measure
- Ensure weight and dimensions are correct
- Ensure the right label is on the right package
- Use the correct full-service packing SKU, not a combination of SKUs to come up with a price
- Use the appropriate filler SKU when adding to a customer-packed shipment
- Check the "non-standard" box when a shipment is not contained in a corrugated shipping box or otherwise falls into the non-standard category
- If you charge for filler or provide Pack and Ship, select **Packing or Filler Charged by FXO**
- Place a heavy sticker *(Item #**119686**)* on any package weighing over 25 lbs, to provide a visual aid for potential risk

Artwork

- Add corrugate sheet to the face of the frame for extra puncture resistance protection
- Apply glass mask to glass surface
- Recommend Deluxe Art Box for any framed art valued over $500 or sentimental value
- Include the correct Declared Value up to $1000

Bubble Mailers

- Recommend for non-fragile items, soft goods
- Measure all three dimensions of the mailer, making sure to account for any bulging areas
- Ensure dimensions do not cause additional handling fees

Custom Packing

- Use for oversized, unique-shaped items
- Process the shipment before the customer leaves using the digital custom box calculator
- Ensure correct weight and dimensions are used
- Use a box-in-box when necessary

Restricted Items (see Commodity Restrictions Guide)

- Ask the customer what is being shipped and then check the commodity restrictions list before packing or accepting a shipment

Ranpak

- Coil Ranpak in order to provide proper stabilization

Bubble Wrap

- Ensure Bubble Wrap® is wrapped tightly around the customer's item to avoid coming undone and presenting a professional image to the recipient

FedEx Office Confidential Information.
For Internal Team Member Use Only.

The Do's and Don'ts of Packing *(continued)*

✕ DON'T

Processing Shipments

- Require the customer to wait while you pack the item
- Exceed weight limit indicated for the box being used
- Use more than one filler SKU when adding to a customer-packed shipment
- Guess or estimate the dimensions or weight of a package
- Use a filler SKU and a full-service packing SKU for the same shipment
- Pack items using complimentary Express packaging to avoid charging for a box

Artwork

- Fill voids with Ranpak, Instapak or Bubble Wrap® when using specialty art boxes
- Use an art box to ship a flat panel TV or monitor
- Apply glass mask to the surface of the frame
- Pack multiple frames in a single specialty box

Bubble Mailers

- Use for fragile items like picture frames or electronics
- Use the pre-packed dimensions

Custom Packing

- Tape two existing boxes together to avoid custom box building
- Use filler SKUs to build a price for custom packing
- Tell customers we don't offer packing for large items

Restricted Items *(see Commodity Restrictions Guide)*

- Pack items that are on the list as not being able to be packed by FXO (e.g., perishables, firearms)
- Accept boxes for shipment with old DG/ Hazmat markings or labels

Ranpak

- Place loose sheets of Ranpak in the box as "filler"

Bubble Wrap

- Apply Bubble Wrap® in a sloppy manner which will look unprofessional upon opening a shipment
- Use packing tape to secure Bubble Wrap

How to Sell Pack and Ship

The major selling points to remember when consulting with customers regarding our Pack and Ship services are:

- ☐ **Comes with our FedEx Office Packing Pledge**
  - ❍ Offered on all items Packed and Shipped through a FedEx Office
  - ❍ Team members must select "***Packing or Filler Charged by FXO***"
  - ❍ Receipt includes tracking number and Pack and Ship SKU *(there will be times this is not possible, for example, when packing a pre-metered shipment)*

- ☐ **Convenience and peace of mind offered to customer to leave the packing to us**
  - ❍ The customer doesn't have to wait while we pack the item; we can process the shipment and pack after the customer leaves
  - ❍ Our team members are trained professionals

- ☐ **Cost for Pack and Ship is often less than purchasing proper supplies for customer to pack themselves**
  - ❍ Full Serve Packing sales include not only the FedEx Office Packing Pledge, but all materials are included
  - ❍ Once the customer buys a box, the appropriate amount of cushioning and peanuts to fill the void space, they could have paid us to pack for them—often at a lower cost—and the shipment would have been guaranteed to arrive safely

- ● ***Note: Our professional Pack and Ship services use new, unused packaging materials***
- ● ***Never reuse packaging materials when performing Pack and Ship services***

Always remember to follow the Package Acceptance Process Flow to ensure all appropriate questions and options are discussed with the customer.

- ● ***Always select the proper PAA Indicator in FUSE or SSM***
- ● ***If you charge for any packing service, select*** *Packing or Filler Charged by FXO*
- ● ***If you do not charge for packing*** *(including filler)* ***do not select Packing or Filler Charged by FXO***

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Shipments After the Transaction

No Wait Packing

To expedite transactions at the shipping counter, use the **PNS Order Pad** to correctly charge for packing and shipping, without packing the item while the customer waits. Packing after the customer has left, allows for items to be packed during non-peak times in the store. This allows resources to focus on reducing shipping lines at the counter.

Always pack the customer's item*(s)* after they leave the store and before the pickup occurs. If the customer requests the item to be packed before the transaction is completed, the team member should provide the packing service while the customer waits.

Always consult with customers to ensure their shipments do not contain restricted or regulated commodities *(e.g., batteries, alcohol, tobacco)*. When offering no-wait packing, it is extremely important to confirm the item can indeed be packed and shipped by FedEx Office.

Use this manual, the **Front Counter Shipping Companion**, the **Commodity Restrictions Guide** and the **Dangerous Goods Decal** to determine if an item can be packed and shipped by FedEx Office.

The following steps will allow you to pack the item after the transaction, while still correctly charging the customer:

Before processing shipment, completely fill out the PNS Order Pad to capture required information:

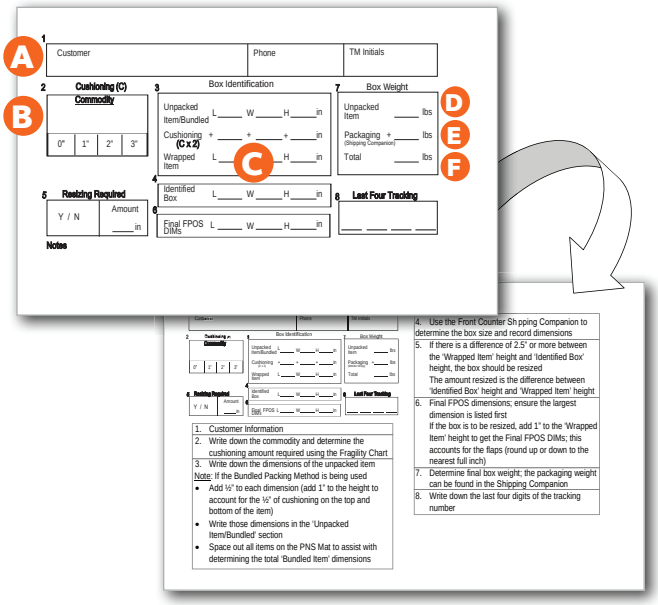
A. Complete customer information *(name/phone number)* and team member initials

B. Assess Fragility to determine cushioning

- Determine the cushioning amount of the item using the fragility chart located in the **Front Counter Shipping Companion**

C. Identify the appropriate box

- Measure the length, width and height of the unpacked item
- Multiply the cushioning by 2 to ensure adequate cushioning is applied to ALL six sides of the item
- Add unpacked item dimensions to the cushioning to get the wrapped item dimensions
- Use the box selection in the **Front Counter Shipping Companion** to determine the appropriate box for the "Wrapped Item" dimensions



Note: If the "Wrapped Item" dimensions are too big for our selection, offer our Custom Box Building Services.

D. Determine package weight by weighing all unpacked items being shipped

E. Use the **Front Counter Shipping Companion** to determine the weight of the packaging materials of the identified box

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Shipments After the Transaction *(continued)*

During the transaction and before the customer leaves:

1. Team member can now process the shipment
2. Manually enter the weight and dimensions as recorded on the Pack and Ship Order Pad
3. Record customer's name and phone number from the Pack and Ship Order Pad
4. **Make sure to charge the correct packing SKU**

Once the transaction is complete but before processing the next shipment (customer does not need to be present):

1. **Store should have pre-made boxes prepared**
   - If not, then H-tape the bottom of the appropriate sized box
2. Place customer's item*(s)* inside the box
   a) Always remember the **Golden Package Rule**
   b) Carefully handle customer's items to avoid breakage in the store prior to packing
3. Place ASTRA label and shipping forms in box along with the Pack and Ship Order Pad
4. Once all items and paperwork for the shipment are in one box, place box in the Packing staging area

As time allows (but before the final pickup), the team member packing the item will:

1. Refer to the Pack and Ship Order Pad for instruction on how to pack the shipment
2. Pack the item using the correct packing method
3. Seal the box using the H-Tape method and apply ASTRA label, shipping forms, and any other appropriate labels on the outside of the box *(e.g., HAL, SAT DEL)*
4. If the team member who packed the item also processed the item, then place the shipment in the PST staging area
5. If the team member who packed the item did not process the shipment, then perform the final PST check and stage package in the appropriate outbound staging area

If a customer enters the store and has a shipment that requires extensive packing and cannot be packed before the Express or Ground arrives, suggest:

- ***"We can pack it for you today; however, it will ship out on the next scheduled pickup"***
- **If further escalation is needed, contact your store manager**
- **Remember to activate the AFT PU tab before processing a package that will not be shipped the day it is accepted over the counter**

Step One: Assess the Item



1 Assess the item.



- **Is this an item we can pack? (not restricted or oversize)**
- **What is the fragility?**
- **What is the declared value?**
- **What type and size of box is needed?**
- **Can the item be packed in one of our boxes?**

← **Check the Fragility Chart in the Front Counter Shipping Companion for commodity-specific cushioning amounts.**

← **Team members are not permitted to pack perishable items** *(e.g., meat, fruit, fish)* **which may spoil during shipping.**

- Refer to the **Commodity Restrictions Guide** for information on what we can/cannot pack for our customers.
- **Restricted Items list** is also available in the **Front Counter Shipping Companion**.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Box Size and Fragility Level

The first steps in packaging include determining the fragility level of the item and the box size.

Determine the Fragility

- **Use the Fragility Chart** (in the **Front Counter Shipping Companion**) **to determine the amount of cushioning needed**
  - If ANY Bubble Wrap® is used, charge for a Fragile Pack
- **Fragile items require anywhere from 1" to 3" of Bubble Wrap® on all six sides**

Value: Correct Cushioning

- *Using the correct amount of cushioning and the correct box will help ensure the customers' package arrives safely*
- *Ensuring that shipments are properly packaged reduces claims and improves the customer experience*

Fragility Levels

Commodity	Single-Item Cushioning Required	Can *Bundled Packing Method* be used?	Can be packed with other items?
Acrylic *(Box, case, displays)*	3"	No	Yes
Cameras *(Disposable or Digital)*	1"	Yes	Yes
Cameras *(High end)*	2"	Yes	Yes
Ceramic/Glass Items *(Flat)*	2"	Yes	Yes
Ceramic/Glass Items *(Hollow or Rounded) more than 10 lbs*	3"	No	Yes

← The Fragility Chart is commodity-specific.

For items not shown as a commodity, refer to the **General Fragility Assessment** section. ↓

General Fragility Assessment
(for items not on this list)

Non-Fragile	Moderately Fragile	Fragile	Extremely Fragile
No Cushioning	1"	2"	3"

Note: 2 sheets of ½" Bubble Wrap®= 1" of cushioning.

For FedEx Office stores inside Walmart: Ready roll bubble is 5/16" and requires three layers to equal about 1"

Determine the Correct Box Size

Use the Box Size Chart below to determine the size of the box needed. Only use NEW, unused boxes and approved filler for all Pack and Ship items. Remember to never place more weight in the box than it is rated for. Weight limits listed on the bottom of the box.

1. **Measure the item**

2. **Calculate the total cushioning needed based on the commodity-specific cushioning amount identified on the Fragility Chart**
- Write the number in each of the three columns
- **Amount of cushioning needed × 2 = Total amount of Cushioning Needed**
- Example: *(3")* × 2 = 6" Total cushioning

3. **Calculate the minimum box dimensions needed by adding lines 1 and 2 above**

Box Identification

3
Unpacked Item/Bundled L 18 W 14 H 12 in
Cushioning (C x 2) + 6 + 6 + 6 in
Wrapped Item L 24 W 20 H 18 in

4
Identified Box L ____ W ____ H ____ in

6
Final FPOS DIMs L ____ W ____ H ____ in

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.



Step Two: Prepare the Item

2 Prepare the item for packing.

- "Square the item."
- Add cushioning material to any brittle or fragile area of the item; immobilize any moving parts.
- Secure mechanical items as recommended by the manufacturer.
- Place items in poly bags (such as inkjet or toner cartridges from printers and fax machines) and tape to principle item.
- Remove protruding parts, such as handles, with customer approval.



Step Three:

Select the Appropriate Packaging Material



3 Select the appropriate packaging materials.



- Lightweight, fragile items need individual bubble pack wrapping.
- Cushioning materials should have appropriate densi ty and thickness.
- Use adequate cushioning material; if void exists after cushioning is applied, fill void with Ranpak or cut down the box when excess void exists at the top.

← **If the items(s) will break when dropped it is FRAGILE.**

- Use Bubble Wrap® *(bubbles facing the item)* or Instapak, as applicable, to wrap each item individually before placing in box.
- Use painter's tape to secure bubble wrap, not packing tape.
- Fill empty space in box with Ranpak before sealing.

← **Discarded or used shipping supplies, paper boxes or other store boxes must not be used to pack any item, including printed matter. Pack and Ship is a professional service we offer, and we should only be using product that has not been shipped before.**

- Always use a new brown pack and ship box from retail stock.
- Do not reuse shipping supplies. Most packaging materials lose their structural integrity with one shipment.

FedEx Office Confidential Information.
For Internal Team Member Use Only.



Step Four:
Select the Appropriate Container

4 Select the appropriate container.

DECEMBER UPDATED 2025



- **Utilize the Front Counter Shipping Companion or Pack and Ship Price Grid to select the appropriate size box.**
- **Laptop computers we pack must be packed in the FedEx Laptop Box.**
  - Tablets we pack must be packed in the **FedEx Tablet Box**.
- **Small electronics (e.g., phones or iPods) must be packed in the FedEx Small Electronics Box**
- **When shipping artwork, you must place glass mask** *(a clear protective film which clings to glass)* **only on glass surfaces** *(never on the frame)***.**

  Note: **Never add Bubble Wrap® or Ranpak to the Framed Artwork box**
- **When packing artwork that will not fit into a standard size art box, a custom box is required.**
  - Follow instructions for **Custom Packaging section** in the this chapter.
- **Never attempt to fit an item into a box that is too small, never place an item diagonally into a box, always fill empty space in box with Ranpak and always supply adequate Bubble Wrap® around item(s).**

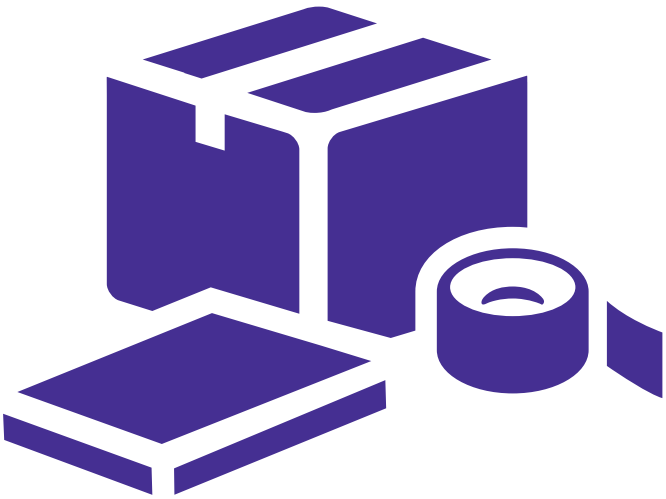
Specialty Boxes

FedEx Office team members have many specialty boxes available for specific packing needs. These include special boxes for the following items:

- **Art**
- **Golf Bags/Clubs**
- **Guitar**
- **Heavy Materials**
- **Laptops**
- **Smart Phones**
- **Snowboard**
- **Tablets**
- **Telescoping**

Instructions for building and utilizing some of the most common specialty boxes are further outlined in this chapter.

Step Five:
Use the Appropriate Packing Methods



5 Use the appropriate packing methods.

- Use single box, the **Bundled Packing Method**, box-in-box or laptop box.
- Cushion items using adequate cushioning amount identified on the **Fragility Chart**.
- **If there is more than one item in a shipment and damage could result by items rubbing against each other, use Bubble Wrap®** *(bubbles facing the item)* **to wrap each item individually before placing in box.**
  - Use **Bundled Packing Method** when packing multiple items of the same size and commodity.
  - Fill empty space with Ranpak, then seal.
- **If 2½" or more void exists at the height of the box, use the box sizer to cut down the box.**



FedEx Office Confidential Information.
For Internal Team Member Use Only.



Step Six: Seal the Box

6 Seal the box.

- Apply at least three (3) strips of tape evenly to the top and bottom sides of the container.
- Distribute the tape evenly across flaps and seams, using the "H" method shown.
- Always use the H-tape method even when cutting down the box; tape across all additional seams and flaps.



"H" Taping Method



- **Bankers Boxes require more extensive "tic-tac-toe" taping.**



Step Seven: Label the Item



7 Label the box.

DECEMBER UPDATED 2025

- Place the label on the **most visible side of the box**, away from any folds or seams *(for FedEx Express packages requiring duplicate label, place according to SOP)*

For Multiple Piece Shipments *(MPS)**:***

DECEMBER UPDATED 2025

- ***It is very important to make sure the correct ASTRA label is matched to the appropriate package***
- The dimensions and weight on the label must be applicable to the package



FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL | Packing Materials

Boxes

FedEx Express



Value: Supply Misuse

If your store has made multiple attempts to address Express supply misuse directly with the customer and the abuse continues, please report to our FedEx Express Customer Supply Specialists:

supplymisuse2@corp.ds.fedex.com

Please include all known information regarding the account: Account Name, Account Number, Address, Shipping Location, Tracking Number, etc.

FedEx Express services include complementary packaging ranging from envelopes to XL boxes and tubes.

FedEx has transitioned certain complimentary Express packaging to a new kraft-style.

Note: When using the Express kraft-style packaging, ample pressure must be applied to the self-adhesive flap to **ensure the flap is sealed**. If needed, **apply a strip of clear packing tape** to provide extra security.

FedEx Express packages can be sent in:

- **Complimentary Express Packaging**
  - No additional charge
- **FedEx Brown boxes**
  - Retail or Pack and Ship charges apply
- **Customer Packaging**
  - Follow the Package Acceptance process to ensure the items and packaging are secure **(see page SH.3.06)**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Boxes *(continued)*



FedEx Ground

FedEx Ground shipments require the customer to provide or purchase packaging.

FedEx Ground packages can be sent in:

- **FedEx Brown Boxes**
  - Retail or Pack and Ship Charges apply
- **Poly Mailers**
- **Some Express complimentary packaging has been redesigned to be reusable — allowing customers to** *ship a second time in the Ground network*
- **Customer Packing**
  - Follow the package acceptance process to ensure the items are packed securely and the packaging is acceptable

Note: FedEx Ground Shipments cannot be sent in Express complimentary packaging ***unless it is a pre-paid return and/or the second use***.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

International FedEx 10kg and 25kg Boxes

For a flat rate, customers can ship these double-walled boxes to more than 220 countries and territories via **FedEx International Priority.**

Maintain a par level of 5, and adjust the volume on-hand based on store size and available space.



Key Features of Service

- **The 10kg box holds a maximum of 22 pounds**
- **The 25kg box holds a maximum of 56 pounds**
- **Retail** *(non-account)* **customers can save between 30-40%, depending on weight and destination country, when using the 10kg or 25kg box**
  - Retail customers with shipments over 12 pounds typically save money when using these boxes
- **Inside dimensions of the 10kg box are 15 13/16" × 12 15/16" × 10 3/16"**
- **Inside dimensions of the 25kg box are 21 9/16" × 16 9/16" × 13 3/16"**
- **The 10kg and 25kg boxes are the perfect solution for retail International shipping customers who are sensitive about International pricing**

Value Proposition

Here are the key selling points to discuss with the customer when offering a 10kg or 25kg box option:

- **Simplified, predictable pricing with one flat rate depending on box size and destination zone**
- **Customers with shipments over 12 pounds typically save money when using these boxes**
- **The 10kg and 25kg boxes are free when shipping FedEx International Express**

DECEMBER UPDATED 2025

Remember, International shipments bring in the highest shipping commission revenue to your store. By understanding how to offer additional options to price-sensitive customers, the store has the opportunity to sell more International services.

International FedEx 10kg and 25kg Boxes *(continued)*

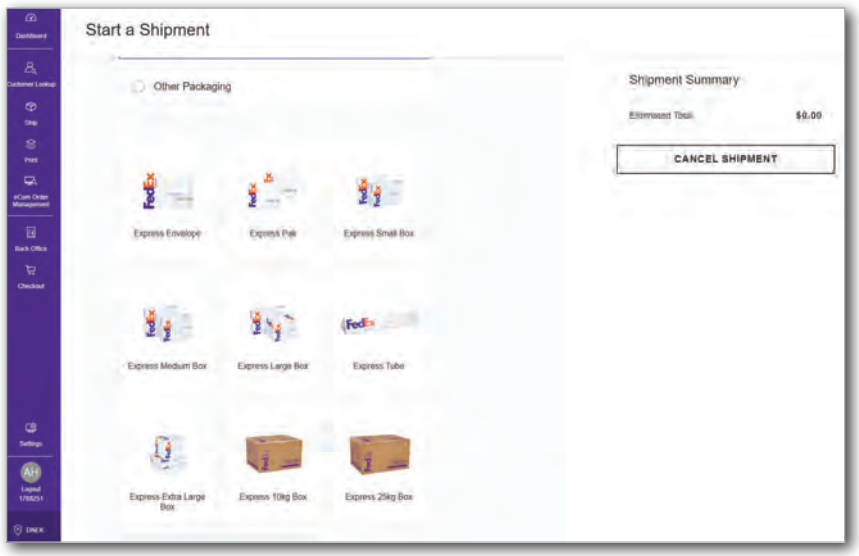
How to Process 10kg and 25kg Box Shipments

The 10kg and 25kg boxes must meet the following requirements for shipping:

- **Only available for Express International Priority service**
- **10kg box must not weigh more than 22 pounds**
- **25kg box must not weigh more than 56 pounds**
- **FedEx Office cannot accept these boxes if they are packed with Dangerous Goods** *(refer customer to 1.800.GoFedEx for assistance)* **or other items prohibited by the destination country** *(review Global Service Reference Guide for country specific details)*
- **Follow Commercial Invoice requirements, as directed in the electronic Global Service Reference Guide**

DECEMBER UPDATED 2025

Once the team member has verified the shipment meets the requirements, the box is processed like any International shipment. Select the 10K Box or 25K Box option, depending on the size used by the customer.



Note: If the weight of the shipment is over the box's weight limit or the customer wishes to use another service than Express International Priority, these box types will not be available for selection. The team member should notify the customer that the shipment will need to be shipped in a different box.

When a team member packs a 10kg or 25kg box for the customer, charge the appropriate Filler SKU:

SKU 3760, Medium Standard Filler SKU *(non-fragile, Ranpak only)*

SKU 50235, Medium Fragile Filler SKU *(use of Bubble Wrap® or other fragile packing materials)*

Note: Always use discretion when a customer asks for more than one of these boxes to pack outside the store. While these boxes are free to customers, they are not to be distributed for improper personal use such as shipping using other services than FedEx Express International Priority.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

International FedEx 10kg and 25kg Boxes *(continued)*

Scenarios for Promoting the 10kg and 25kg Boxes

Scenario 1

Customer has packed a 25kg box and is ready to ship.

Make sure the shipment meets the criteria outlined in the How to Process 10kg and 25kg Box Shipments section.

Then process the transaction.

Scenario 2

Customer has packed her own box and is asking about flat rate international shipping.

Team member informs the customer about the 10kg or 25kg box solution *(depending on the weight of the shipment)*.

Offer to pack the shipment for the customer *(remember to charge appropriately)* or have them repack their own items in the selected box.

Then process the transaction.

Scenario 3

Customer has packed his own box and is hesitant to ship because of the price.

Team member offers the appropriate 10kg or 25kg box, based on the weight of the shipment, and informs the customer on the benefits:

- **Free 10kg or 25kg box**
- **Non-account customers can save between 30-40%, depending on weight and destination country, when using the 10kg or 25kg box**

Scenario 4

Customer complains the flat rate for the 10kg box is higher than the US Postal Service flat rate service.

Team member informs the customer:

- **FedEx offers a flat rate with greater dimensions and weight limits than the USPS**
  - The FedEx 25kg Box can hold up to 56 lbs. versus the USPS 20 lbs. weight limit)
- **FedEx International Priority delivers to most international locations in one *(1)* to three *(3)* days versus USPS with a transit time of at least three (3) days**

Pack and Ship *(PNS)* Poly Mailers

Poly mailers are a perfect solution for customers shipping non-fragile items.

Many customers need a low-cost solution for shipping non-fragile items and want to rely on the **FedEx Office Packing Pledge** to give them peace-of-mind the shipment will arrive safely. However, the corrugate boxes we offer can be bulky and can actually increase the cost of the shipment due to the dimension *(DIM)* rating used by FedEx Ground.

Poly mailers provide the low-cost solution for both the packaging and the shipping charges, and allow FedEx Office team members to offer full-serve packing services.

Note: Only pack **non-fragile items** in the mailers. The bubble-lined mailers offer additional protection, but are **NOT** fragile packing solutions.

- **Maintain a par level of at least 20 of each size under the front counter**
- **Order replacement poly mailers from Store Inventory Operations Cloud Service *(SIOCS)* using the item numbers in the table below**
  - These will be counted during month-end consumable counts

Item #	Description
301031	Standard-Large Slick Mailer 12×15.5
301033	Standard-Medium Bubble Mailer 9.5×14.5

Note: When processing a Poly Mailer, measure all three sides. Do not use the pre-packed dimensions.

Proper Use of Poly Mailers



- **The poly mailers offer standard, or non-fragile, packing solutions for FedEx Ground shipments**
  - Packing and sealing a poly mailer should be consistent with packing a box
  - Reduce as much void by making the pack as tight as possible
  - This can be accomplished by folding over the unused portion of the poly mailer onto itself prior to applying the flap's adhesive seal
- **Do NOT place boxed items inside the poly mailers**
  - This could cause the poly mailer to tear open causing delays in the sort system and lost customer contents

FedEx Office Confidential Information. For Internal Team Member Use Only.

Supplies

Bubble Wrap®

Bubble Wrap® is approved cushioning material used when packing items for shipment.



- **If any Bubble Wrap® is used, charge for a FRAGILE Pack**
- **Fragile items require anywhere from 1" to 3" of Bubble Wrap® on all six sides**
- **2 sheets of ½" Bubble Wrap®= 1" of cushioning**
- **The bubbles should be facing the item packed**
- **Items should be tightly wrapped**
  - Use 3/16" Bubble Wrap® to form around oddly shaped and intricate parts
  - Use ½" Bubble Wrap® to provide cushion for the item
  - Use painter's tape to secure the bubble wrap, ***not*** packing tape

Supplies *(continued)*

Instapak

Instapak expands in seconds to form a custom-fit protective mold of foam around an item. **It should never be used as void fill.** Instapak should only be used for **fragile** Pack and Ship services. Instapak should **never be used in a specialty box** *(e.g., laptop, tablet)* as these boxes already have designated specially-designed inserts for packing.



Cushioning

Instapak offers protection by cushioning fragile items with impact absorbing foam on all sides of the item. Use **at least two** Instapak bags when packing items; one placed below the customer's item and the other placed above the item. If more than two Instapak bags are required to cushion the item, use the suspension method outlined in the next section.

Suspension

Instapak also offers protection by suspending fragile items in the middle of the box. Use the suspension technique when packing larger items by placing Instapak on all corners of the fragile item.

Box Size Requirements

Instapak bags are available in three sizes: **#10** *(Item #***212064***)*, **#60** *(Item #***212067***)* and **#80** *(Item #***212068***)*. Instapak expands to form around an item, therefore, certain box sizes should never be used with certain Instapak bags. The chart below shows the minimum box size allowed per Instapak size:

Item Number	Box name	#10 Instapak	#60 Instapak	#80 Instapak
330500	8×8×8	✗	✗	✗
157869	12×9×6	✓	✗	✗
330513	Retail Ground Box	✗	✗	✗
330502	13×9×11	✓	✗	✗
157870	11×11×11	✓	✗	✗

All box sizes not listed *(excluding specialty boxes)* on the chart are eligible for use with any size Instapak bag *(e.g., #10, #60 or #80)*

Note: If the Instapak begins to expand outside the selected box due to the size of the customer's item, move to the next larger box size.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies: Instapak Quick® RT *(continued)*

Safety Requirements

Always use the proper safety equipment when handling Instapak:

- **Dust mask** *(Item #**810720**)*
- **Chemical resistant gloves** *(Item #**920132**)*
- **Protective goggles** *(Item #**330641**)*

Stay Safe.

Note: Team members with allergies related to Isocyanate or chronic breathing problems should inform their store manager and should not use Instapak.

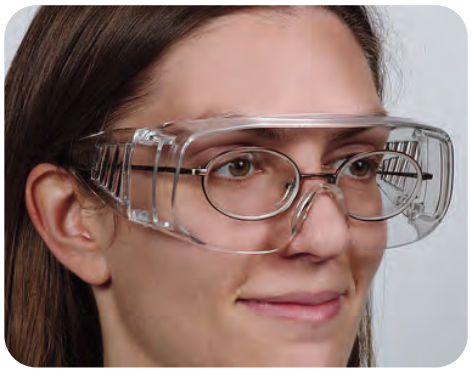
- **Never use scissors or a blade to open the Instapak boxes — always use a film cutter** *(Item #**300831**)*



☑ **Dust Mask**



☑ **Chemical-resistant Gloves**



☑ **Protective Eye Wear**

Supplies: Instapak Quick® RT *(continued)*

NOTES

How to Use

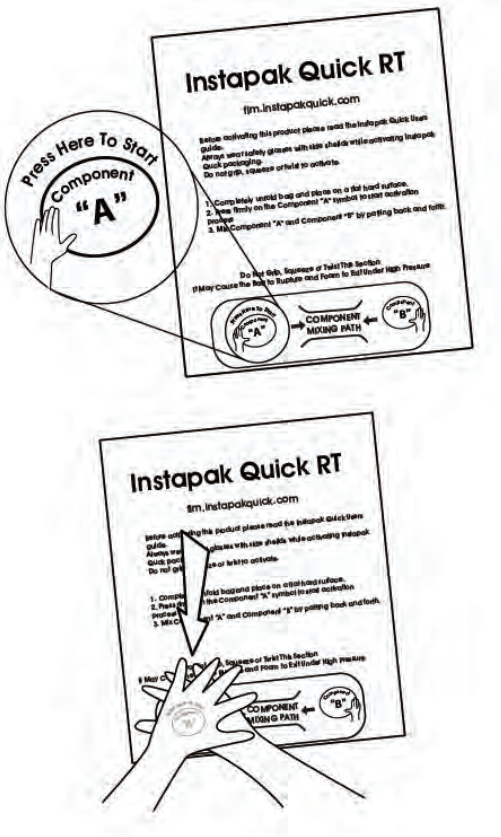
These instructions are for the basic use of Instapak. Refer to Using Custom Corner Molds **(see page SH.4.43)** to construct corners for customer packaging.

- [x] **Use Instapak bags only for fragile P&S services**
  - If the item is fragile, use this item as the main cushion packaging material and Ranpak as the void fill
  - For smaller items that may not require as much cushion or for items with fragile appendages, ***Bubble Wrap® should still be used***
  - The main use of Instapak should be used during the custom box process

1. Remove the Instapak from its packaging
  - Completely unfold the bag and place on a firm, flat surface

2. Start the activation process by firmly pressing on the "**Component A - Press Here To Start**" symbol on the lower left
  - A small "pop" indicates the inside seal has opened

Note: Do not press on the "Component B" side first (the right side) to start the bag. This action may cause "Component B" to leak into the outer bag and out of the bag vent holes.



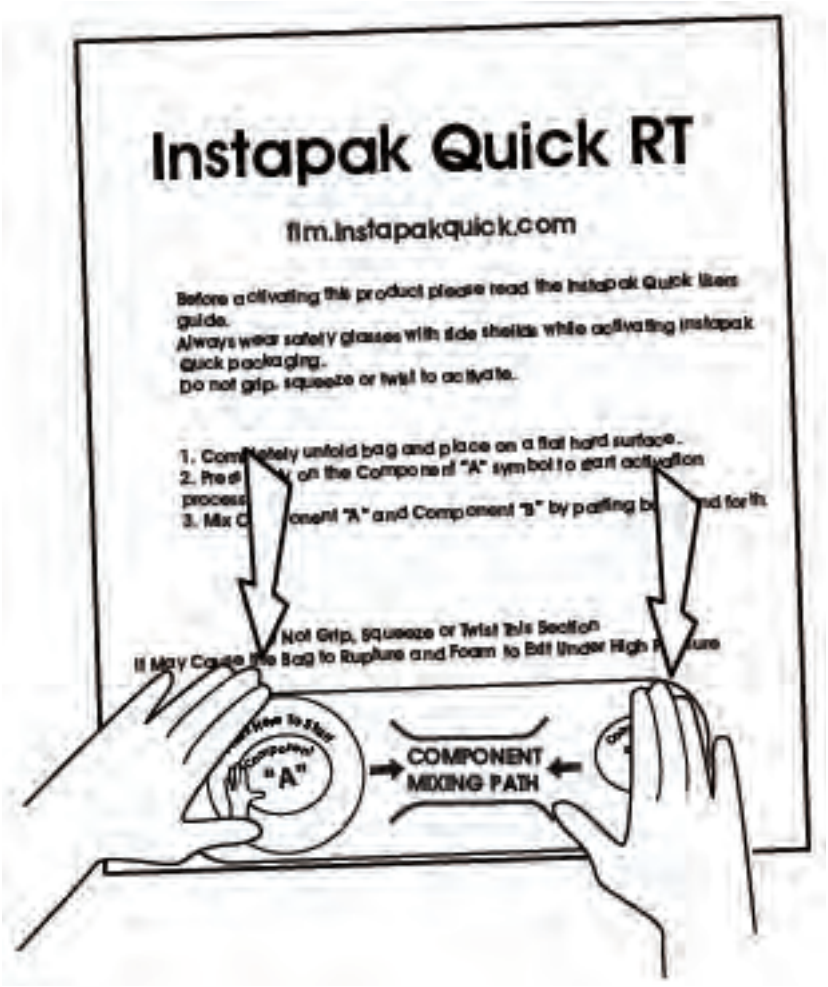
continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies: Instapak Quick® RT *(continued)*

3. Mix Components A and B by patting back and forth **10-20 times on each A and B symbol**

- Another "pop" indicates that the foam is beginning to expand in the bag



4. Quickly place the expanding bag of foam into the box

5. Place the fragile item to be shipped **on to the rising foam**

6. **Hold** the item in place until the foam has **solidified** around **all sides** of the item

- The outer box can also be closed prior to the bag fully expanding to allow for complete forming around the object

NOTES

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies *(continued)*

Ranpak

Ranpak paper is approved filler material made of recycled paper that eliminates voids and provides the needed "**block and brace**" when packing items for shipment. The material keeps the items from shifting inside the box.



- **Coil Ranpak when placing it into the box in order to provide proper stabilization**

- **Ranpak is NOT to be used as cushioning material for an item**

Supplies *(continued)*

Poly Strapping Kit

- **Portable strapping kits are self-contained and portable for use anywhere**
- **Kits carry everything needed for fast easy strapping applications**
- **Each kit includes a tensioner/cutter**
- **Simply loop poly strapping through buckles, then tighten and cut with the tensioner/cutter**
- **Includes 1,000 buckles**
- **Poly Strapping will be used to seal custom built boxes**
  - Use the Tic-Tac-Toe process for applying straps

Stay Safe.

- **Always wear cut-resistant gloves while using the strapping kit**

Use of straps results in *non-standard packaging* **and the** *fee must be applied*



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies *(continued)*

Stretch Wrap



- **Use to wrap an item with loose parts before packing**
- **Use to hold Instapak corner molds onto frames or other items being packed in a custom box**
- **Never to be used on outside of packaging, internal use only**
- **Refer to the *Building a Custom Box* section for proper usage** **(see page SH.4.94)**

Supplies *(continued)*

Other Available Items

Optional: Re-closable Static Shielding Bag



- *Item #***330637**
- **Secure static-sensitive items quickly with double-track zipper closure**
- **Reusable, recommended if item will be shipped multiple times**
- **Metal "Faraday Cage" layer shields products from electric energy inside and prevents static build-up**
- **Four layer protection guards against charges inside and out**
- **After packing the item in the bag, use the appropriate amount of cushioning for the item's fragility level**

Recommend uses:

Circuit boards, relays, switches, resistors, controls and other static-sensitive electronic components

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies: Other Items Available *(continued)*

Optional: Anti-Static Self-Seal Bubble Bags



- *Items #***330638** *and #***330639**
- **Provides maximum protection against static discharge**
- **1" pressure-sensitive lip covered with release paper allows for easy closing**
- **After packing item in bag, use appropriate amount of cushioning for the item's fragility level**

Recommend uses:

Circuit boards, relays, switches, resistors, controls, and other static sensitive electronic components

Supplies: Other Items Available *(continued)*

Optional: Dri-Shield™ Moisture Barrier Bag



- *Item #***330640**
- **Protect your expensive electronics from moisture and static damage**
- **Puncture resistant**
- **After packing item in bag, use appropriate amount of cushioning for the item's fragility level**

Recommend uses:

Any items, especially electronic circuit boards, that could be damaged by static and/or moisture

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Supplies: Other Items Available *(continued)*

Optional: Corrugated Pads



- *Items #***675219, #675220, #675226**
- **Layer between photos or artwork**
- **Use to separate and protect items**
- **⅛" thick corrugated cardboard**
- **Three sizes available**

Poly Bags

In addition to the 9"×12" and 18"×24" Poly Bags, three larger size poly bags are available:

- 24"×36" *(Item #***155875***)*
- 26"×40" *(Item #***155876***)*
- 38"×60" *(Item #***155877***)*

These bags can be used to protect larger items such as artwork and flat-panel TVs/monitors from moisture.

Supplies and Tools

Description	Item #	Required
Stretch wrap 15" X 1500' 70 gauge	675218	YES
1/2" x 9,000' Poly Strapping Kit — General Purpose	330643	YES
Instapak® Quick RT #10	212064	YES
Instapak® Quick RT #60	212067	YES
Instapak® Quick RT #80	212068	YES
Dust Mask	810720	YES
Gloves, Cut Resistant, Yellow/Blue, XS	301362	*YES*
Gloves, Cut Resistant, Yellow/Blue, Small	301363	*YES*
Gloves, Cut Resistant, Yellow/Blue, Medium	301364	*YES*
Gloves, Cut Resistant, Yellow/Blue, Large	301365	*YES*
Gloves, Cut Resistant, Yellow/Blue, XL	301366	*YES*
Gloves, Nitrile, Blue, 100 Per Box, Large	300635	YES *(As needed based on TMs)*
Gloves, Nitrile, Blue, 100 Per Box, Medium	300636	YES *(As needed based on TMs)*
Gloves, Nitrile, Blue, 100 Per Box, XL	330637	YES *(As needed based on TMs)*
Glasses Pack Plus safety	330641	YES
Foam TV Packing, Ublox TV Kit for Full Serve PNS	200603	YES
Box Sizer	130090	YES
Box Sizer, Blade	130091	YES
12" x 18" Re-closable Static Shielding Bags	330637	Optional
12" x 23 ½" Anti-Static Self-Seal Bubble Bags	330638	Optional
15" x 17 ½" Anti-Static Self-Seal Bubble Bags	330639	Optional
17" x 19" Dri-Shield Moisture Barrier Bags	330640	Optional
8½" x 11" Corrugated Pad	675219	Optional
10" x 10" Corrugated Pad	675220	Optional
11" x 14" Corrugated Pad	675226	Optional

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Tools

Box Sizer





- **Use to create custom boxes or trim down pre-made boxes**
- **Use to cut down boxes with 2½" or more void at the height of the box to help reduce supply due to less void fill being needed**

Stay Safe.

Instructions for Box Sizer

Cut-resistant gloves must be worn on the hand closest to the blade when using a box sizer. Wear a cut-resistant glove on the non-cutting hand when using the box cutter to cut the cardboard.

1. Adjust the moveable guide to the desired length to be trimmed
2. Place the guide against the top of the box and run the blade along the inside length of the box to create perforation
3. Repeat for all sides of the box
4. Using a box cutter, cut each corner from the perforation to the top of the box
5. Fold flaps down, creating a short box
6. Flaps may need to be trimmed so they do not hang over the side of the box

Note: Moveable guide may be removed in order to use the box sizer in the creation of custom boxes.

Internal Packing Methods

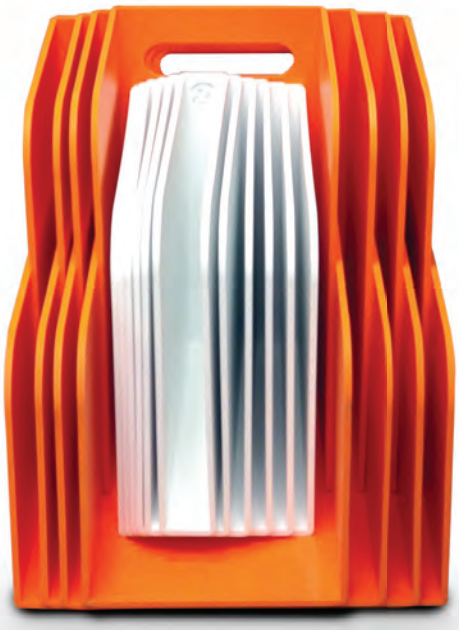
For the majority of custom built boxes, Shipping Operations recommends team members use Instapak to block and brace items securely in the packaging. For items requiring Bubble Wrap, follow current processes outlined in the Shipping Field Reference Manual for fragility assessment and proper cushioning levels. Custom Corner Molds will help in creating consistent and effective Instapak corners to block and brace a variety of items.

Watch the Pack Plus training videos for additional reference.

NOTES

Customer Corner Molds and Inserts

For large flat items too big for our current framed art boxes, having a variety of custom corner molds on hand will ensure quick internal packing of these items.



Your store should have four** (4) **corner molds fabricated out of a PVC material:

- ☑ **8"**
- ☑ **10"**
- ☑ **12"**
- ☑ **14"**

When forming corners using the molds and inserts, use the #60 Instapak with the 8" and 10" molds. Use the #80 Instapak with the 12" and 14" molds.

Your store should also have six *(6)* custom insert pieces.

The following sections detail out the use of the corner molds and inserts. If your corner molds or inserts are damaged, they can be reordered as a complete kit of molds *(4)* or inserts *(6)*.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Tools *(continued)*

Using Custom Corner Molds

Follow all instructions later in this chapter to activate and use Instapak **(see page SH.4.28)**, ***ensuring you always use the required safety equipment*** *(safety goggles, chemical resistant gloves and mask).*

This section explains how to use the custom corner molds to form consistent corners. This will help to ensure the final box dimensions match what was processed.

With practice, one team member will be able to efficiently create corners using the corner molds and inserts.

1. When using Instapak **always allow for 2"– 3" of suspension for every item**
2. Select the correct Custom Corner Mold as identified by the height of internal dimensions on the custom box calculator.
   - As the molds are 8", 10", 12" and 14" you may need to adjust the cushioning on the calculator to match the height to the size of the mold
3. After activating the Instapak, you will place the Instapak inside the appropriate corner mold, ensuring the bag is evenly spaced around the mold
4. Grab the insert matching the thickness of your unpacked item *(for a 3" thick item, grab the #3 insert)* and press insert against the expanding foam, ensuring the foam is forming consistently around your item
   - Do not use too much downward force
   - Allow the Instapak to expand upward to create the 3 inches of cushioning required
5. Once the Instapak has fully expanded remove the insert and foam
   a) Inspect the foam corner to ensure adequate coverage appears on all sides.
6. Repeat until all four corners are created
7. Place all four corners on the unpacked item

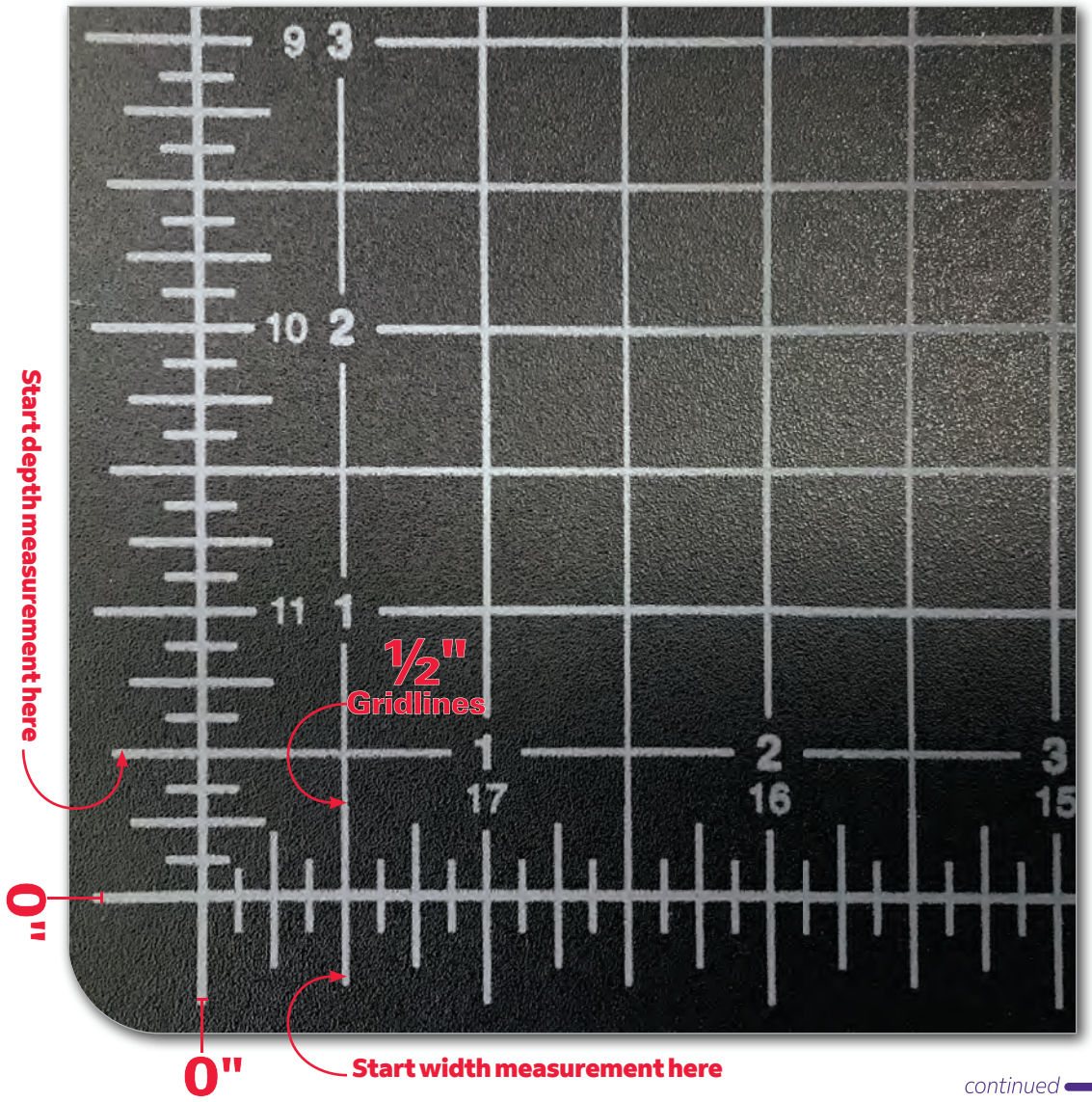


Tools *(continued)*

PNS Mat

To support **No Wait Packing** for multiples of the same item, a PNS mat has been identified to assist with the process. The PNS mat will help to visualize the appropriate amount of cushioning and box size for the Bundled Packing method. The PNS mat should be placed on the Packing Table in the Shipping Zone, with the black side facing up.

By using the ½**"** grids on the mat, TMs can identify the box size and input that information into the PNS Order Pad as the ***"Unpacked Item/ Bundled"*** dimensions in Step 3.



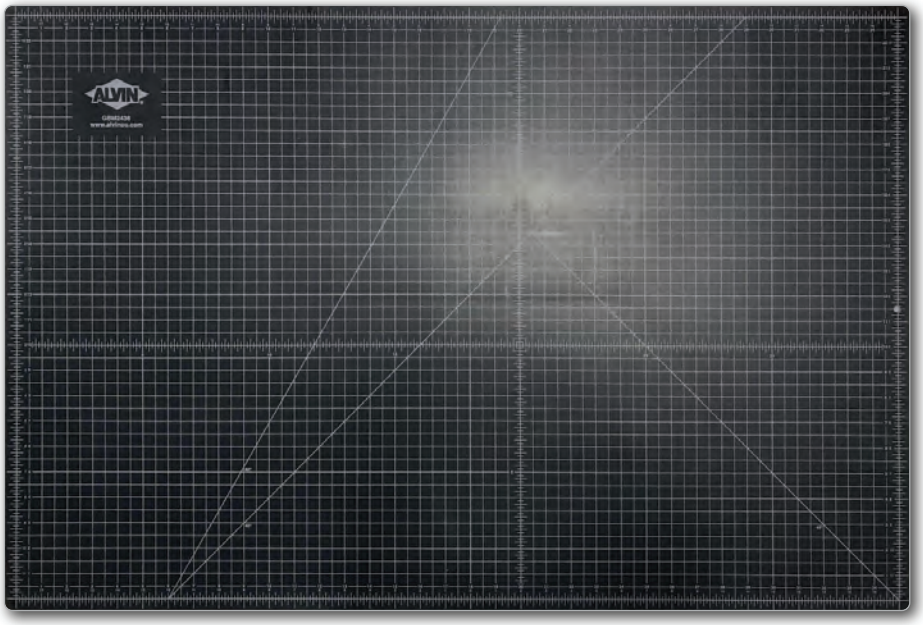
continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

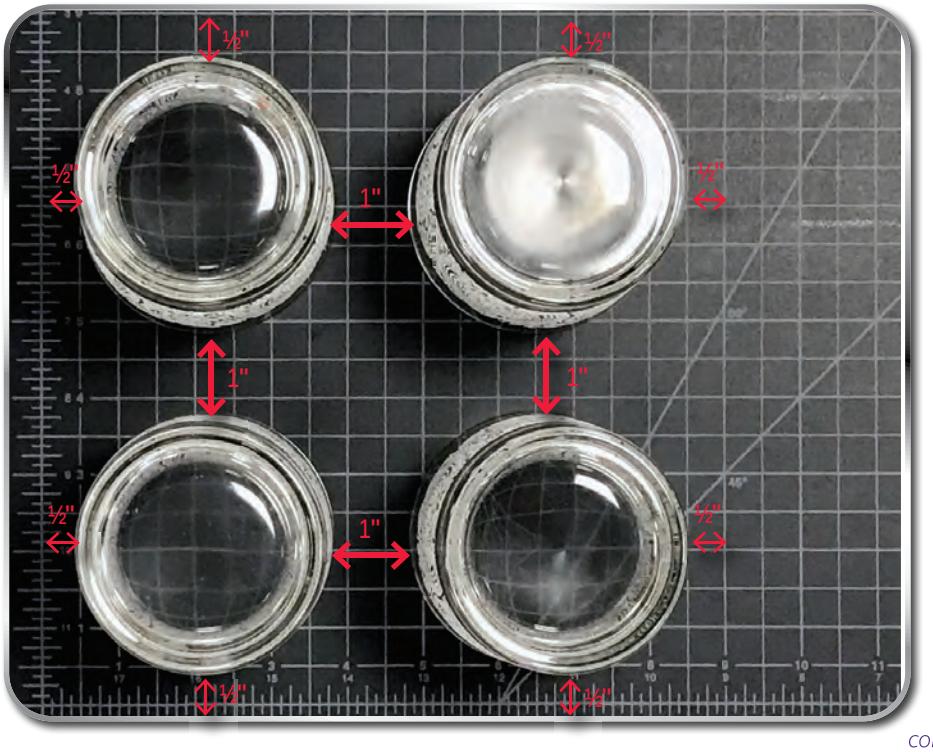
Tools: PNS Mat *(continued)*

Use the following steps to determine the appropriate PNS box size:

1. Place all items on the PNS mat, starting at the bottom left hand corner. Place items so the widest base is face down.



2. Space out each item leaving enough room for ½" cushioning on each side, which amounts to 1" between items.

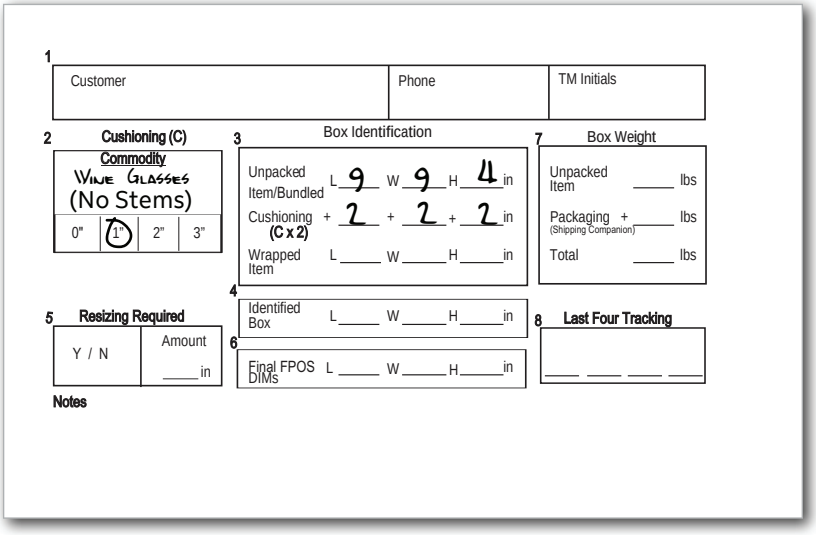


continued

Tools: PNS Mat *(continued)*

3. Once items are spaced out, determine length and width of the ***"Unpacked Item/Bundled"*** using the ruler on the PNS Mat.

- Using your tape measure, determine the height of the item *(add 1" to each dimension to account for the ½" of cushioning on the top and bottom of the item)*
- Record the ***"Unpacked Item/Bundled"*** dimensions on the PNS Order Pad



4. Using the **Fragility Chart** on the **Front Counter Shipping Companion** determine the additional cushioning amount needed for the outer layer of Bubble Wrap® securing the bundle.

Commodity	Single-Item Cushioning Required	Can *Bundled Packing Method* be used?	Can be packed with other items?
Glassware with Stems	2"	Yes	Yes
Glassware *without* **Stems**	1"	Yes	Yes
Guitar *(Hard case)*	1"	No	No
Guitar *(Soft case)*	3"	No	No
Jewelry	1"	Yes	Yes

continued →

FedEx Office Confidential Information. For Internal Team Member Use Only.

Tools: PNS Mat *(continued)*

5. Multiply the cushioning amount *(defined in Step 4)* **by 2** to account for the outer layer of Bubble Wrap® on all sides

- Add that number to the Unpacked Item/Bundled to get your wrapped item dimensions.

×2

Glassware *without* **Stems**	**1"**	**Yes**	**Yes**

1

Customer	Phone	TM Initials

2 **Cushioning (C)**

Commodity: Wine Glasses (No Stems)

0"	1"	2"	3"
	(1")		

3 **Box Identification**

Unpacked Item/Bundled	L	9	W	9	H	4	in	
Cushioning (C x 2)	+	2	+	2	+	2	in	
Wrapped Item	L	11	W	11	H	6	in	

7 **Box Weight**

Unpacked Item	_____	lbs
Packaging + (Shipping Companion)	_____	lbs
Total	_____	lbs

4

Identified Box	L	_____	W	_____	H	_____	in

6

Final FPOS DIMs	L	_____	W	_____	H	_____	in

5 **Resizing Required**

Y / N	Amount
	_____ in

8 **Last Four Tracking**

_____ _____ _____ _____

Notes

6. Use the **Front Counter Shipping Companion** to determine the appropriate box for PNS using the ***"Wrapped Item"*** dimensions

- Continue the remaining steps on the PNS Order Pad to determine the size box and weight that should be charged

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Pack Plus

Pack Plus allows FedEx Office to provide customers with comprehensive and unique packaging, packing and shipping solutions they demand and expect from FedEx:

- **Enhance the in-store experience to close Pack & Ship and retail shipping gap** *–vs–* **our main competitors**
- **Provide solutions for packing and shipping larger, more complex items**
- **Continue to expand and explore options to grow packing and shipping revenue**
- **Ultimately offer a one-stop-shop for our customers' packing and shipping needs**

Pack Plus Box Assortment

Store managers can adjust the box assortment/inventory up or down as needed due to unforeseen storage constraints or other store layout opportunities.

continued

Store managers should work directly with their district manager to jointly decide on changes to this inventory.



Golf Bag Box

Designed to pack golf bags.



Pack & Ship Guidelines

- When packing golf clubs, **each club head has to either have a club head cover, or wrap it in 1" of Bubble Wrap®** *(bubbles facing in)*
- When packing **golf clubs within the golf bag**, charge the **Fragile Packing SKU #5654**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Guitar Box

Designed to transport guitars already in a hard of soft case.



- **20" × 8" × 50" inside dimensions**
- **Max weight limit of 45 lbs**

Recommended uses:

Guitars in hard cases and soft cases with adequate cushioning

Pack & Ship Guidelines

This box can be used to pack standard ***and*** fragile items. When packing guitars, ***always charge the fragile PNS SKU***. Never use less cushioning than the recommended amount when packing items in this box.

Please note:

- Customers must loosen or remove all strings before the instrument is packed
- If the instrument is in a hard case, pack with **1" of bubble wrap**
- If the item is in a soft case, pack with **3" of bubble wrap**

Bike Box

- **54" × 8" × 28" inside dimensions**
- **Max weight limit of 95 lbs**

Recommended uses:

Bikes *(disassembled by customer)* and other flat or narrow items



Pack & Ship Guidelines

This box can be used to pack standard ***and*** fragile items. ***When packing bikes, always charge the Fragile PNS SKU***. Never use less cushioning than the recommended amount when packing items in this box.

Please note: Customers must thoroughly breakdown/disassemble the bike before the team member performs any packing services, including:

- Tires
- Pedals
- Handle Bars
- Seat
- Any other items that need to be removed to ensure the bike frame and its components fit properly in the box

The bike frame and all of its components should be packaged using bubble wrap, according to **Fragile** cushioning standards **(see page SH.4.53)**.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

How to Pack a Bike

A few important steps that will make packing easier and reduce claims:

- ☐ **Use small 3⁄16" Bubble Wrap® for everything**
  - ❍ The larger Bubble Wrap® will take up too much space and make it difficult to fit in the box
- ☐ **Tear off two *(2)* square foot sections of small Bubble Wrap® and wrap around small sections of the frame, handle bars, brakes and pedal**
- ☐ **Use zip ties to secure moving parts to the frame, preventing shifting inside the box**
- ☐ **Prevent box punctures by wrapping the fork and wheel hubs with a layer of cardboard and/or Ranpak**
- ☐ **After everything is wrapped and secured, lift the bike and the front wheel into the box all at once**
- ☐ **You should be left with space in the corners for the seat, pedals and any other accessories**
  - ❍ Poly bag these items and tape to the inside of the box to secure



Wardrobe Box

Designed to efficiently move clothes placed on hangers directly from one closet to another.

- **24" × 22" × 60" inside dimensions**
- **Max weight limit of 50 lbs**
- **An alternate sized wardrobe box is available through SIOCS**
  (neither force shipped nor required to stock)
  - 24" × 20" × 46" inside dimensions
  - Max weight limit of 50 lbs

Recommended uses:

Clothes placed on a hanger | Other large items



Pack & Ship Guidelines

The intended use of this box is to allow customers to move clothes from closet to closet; however, it may be used for packing and/or shipping following these guidelines:

- **Team members must not pack hanging clothes due to the high probability that contents will shift and fall off the metal rod during transit**
  - FedEx Office will ship this box if customers pack hanging clothes and request shipping services
- **If a customer requests a team member to pack clothing, suggest folding the items and packing in an appropriate sized box**
- **If the box is used to pack items other than hanging clothes, dispose of the metal bar and make sure all seams and potential openings are taped shut**
  (including the space where the bar would have been placed)

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Telescoping Box

This adjustable two-piece box design fits items snugly and securely to prevent damage from shifting during transport.



- **10" × 6" × 57" up to 108" inside dimensions**
- **Max weight limit of 65 lbs**
- **An alternate sized telescoping box is available through SIOCS if needed** *(neither force shipped nor required to stock)***:**
  - 8" × 8" x 48" up to 90" inside dimensions
  - Max weight limit of 65 lbs

Recommended uses:

Skis | Fishing Poles | Rugs | Rolls of Fabric

Pack & Ship Guidelines

There must always be **at least four inches** of each portion of the telescoping box that **overlap**.

When taping the middle section of this box:



- **Place at least one strip across the middle seam**
- **Place one strip on each side of the middle seam**
- **The tape on each side of the seam should overlap the middle piece of tape**
- **This is the minimum amount of tape that must be used to secure the package**

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL | Packing Artwork

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Framed Artwork Box

Art boxes come in two sizes — medium and large. They are designed to better support framed art work by adding a layer of corrugated material to help minimize puncture damage.

Medium Framed Artbox

- **Box, Medium Framed Art 18×24**
  - Item #**163092**
  - **5** per carton

Large Framed Artbox

- **Box, Large Framed Art 24×36**
  - Item #**163093**
  - **3** per carton



Framed Artbox Specifications

Medium Art Box

- *Minimum frame size:* **18"×11"×¼"**
- *Maximum frame size:* **28"×21"×2½"**
- *Maximum frame weight:* **25 lbs**

Large Art Box

- *Minimum frame size:* **28¼"×19⅝"×¼"**
- *Maximum frame size:* **44¼"×31⅝"×2½"**
- *Maximum frame weight:* **35 lbs**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Artwork

General Guidelines for Packing Artwork

- **Artwork has a lower maximum declared value and limit of liability of $1000**
- **Glass mask is required for all glass surfaces on framed art. Apply Glass Mask only to the glass surfaces of an item**
  - Do not attach it to the frame or other surfaces like television or computer monitors
- **When using the art boxes, fragile frames should NOT be wrapped in Bubble Wrap® and Ranpak should not be added to the box**
- **Art boxes should not be used for flat-panel monitors or televisions**
- **Never use poster boxes for packing framed artwork or rigid prints**
  - These boxes are only to be used to pack posters or prints when the customer does not want the item rolled up
- **The instructions for building art boxes are located on the flaps of the internal box components as well as on the following pages**

Recommend Deluxe Art Box for any art valued over $500 or sentimental value

The three* deluxe artwork boxes *are also available for:

- Stores to order as ***optional supplies*** based on customer need and the store's ability to store the product
- Deluxe framed art boxes use foam inserts to cushion and protect framed artwork
- These boxes are optional and recommended for any customer shipping extremely fragile, valuable artwork or for customers looking for a reusable and/or storage box for artwork

Framed Art Boxes: Packing Procedures

Both medium and large framed art boxes have the same insert design and are packed using the same instructions.

Glass mask must still be used for any glass surfaces, following current framed art packing procedures.

Medium Art Box

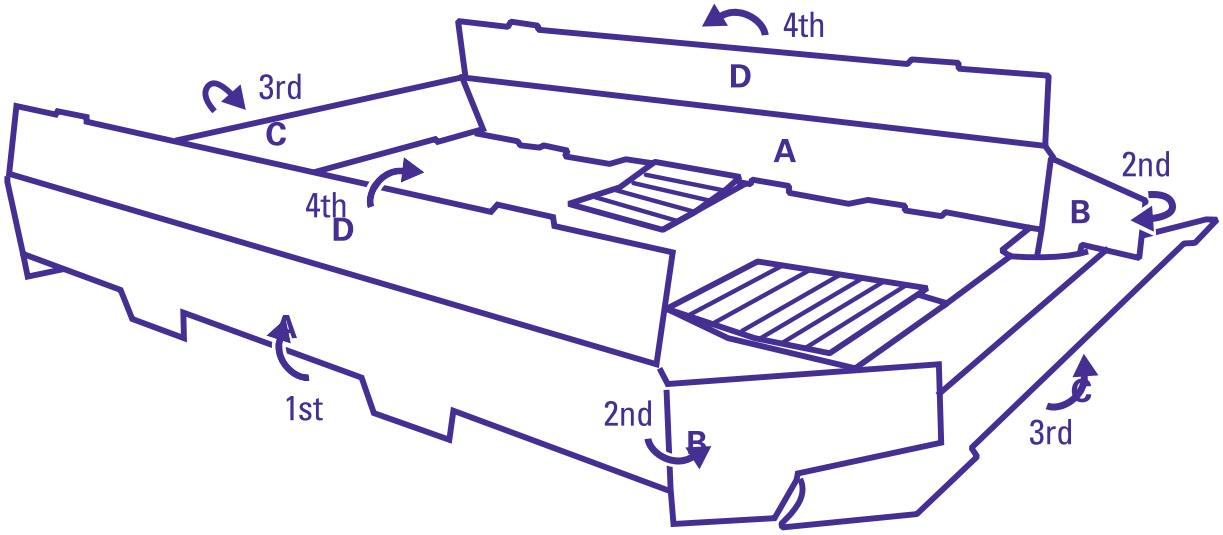
- *Minimum frame size:* **18"×11"×¼"**
- *Maximum frame size:* **28"×21"×2½"**
- *Maximum frame weight:* **25 lbs**

Large Art Box

- *Minimum frame size:* **28¼"×19⅝"×¼"**
- *Maximum frame size:* **44¼"×31⅝"×2½"**
- *Maximum frame weight:* **35 lbs**

STEP ONE

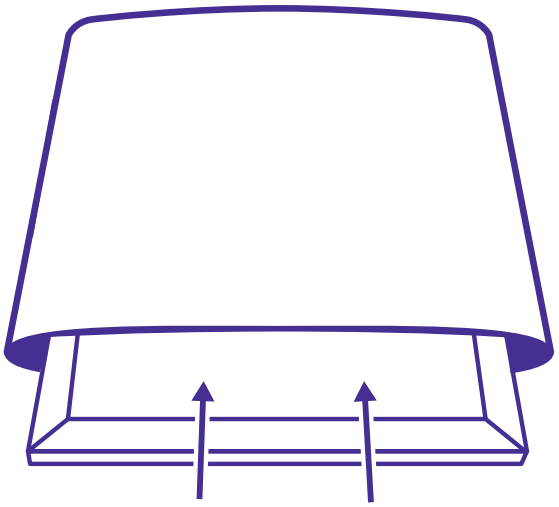
Lift long sides *(A)* up and fold flaps *(B)* in. Fold short ends (C) over flaps and lock tabs into place. Fold long side panels (D) in and lock tabs into place. The completed insert will look like a tray.



STEP TWO

Place the framed art into the provided plastic bag.

Fold down the bag's open end and secure it with painter's tape to form a snug fit.



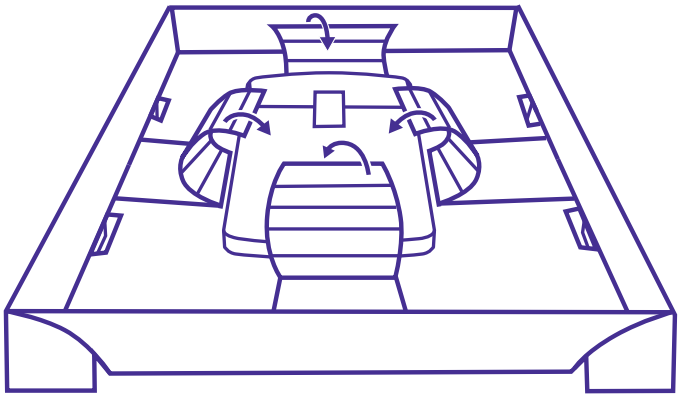
FedEx Office Confidential Information. For Internal Team Member Use Only.

Framed Art Boxes: Packing Procedures *(continued)*

STEP THREE

Center the bag-covered art face-up on the insert.

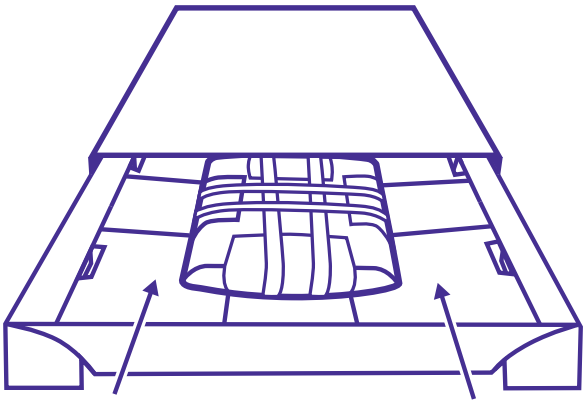
To restrict movement, fold the top and bottom scored tabs over the artwork.



STEP FOUR

Secure the framed artwork to the insert using packing tape. Once the framed art is secured, slide the insert into the provided corrugated sleeve.

Note: **Never apply packing tape directly to the artwork, frame or glass/ plexi-glass surface.** Always use the provided plastic bag to protect the framed artwork.



STEP FIVE

Slide the sleeve containing the secured framed artwork into the box.



Framed Art Pack & Ship Enhancements *(continued)*

Glass Mask

Glass mask should be applied to all glass surfaces when packing artwork.

Glass mask should **never come in contact with the frame** to avoid damaging the surface or finish of the frame. It is important to know, glass mask does not keep the glass from breaking; however, if the glass does break, glass mask helps reduce scratches or damage of the artwork. In the event of broken glass, glass mask also reduces potential injury to the recipient upon opening the package.

Many team members find it difficult to work with glass mask, due to the size of the roll and the adhesive quality of the film.

- **Apply painter's tape to the inner edge of the frame before applying glass mask ⬇**



⚠ **Never apply shipping tape directly to a customer's item**

This layer of painter's tape will not leave adhesive residue on the frame and will help keep glass mask from contacting the frame. If the frame finish is extremely **brittle, paint is peeling, or is coated in a gold/silver fleck**, team members **must not apply painter's tape**. Instead run a line of painter's tape on the glass surface as close to the frame without contacting the frame. This line of painter's tape gives a larger margin of error for applying the higher adhesive glass mask. ⬇



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Deluxe Art Boxes

Offers premium protection for customer's most valuable artwork; these boxes can also be reused for shipping and storage.

- **Four sizes are available:**
  - Large box fits frames up 40" × 50" × 3" with a recommended weight limit of 150 lbs
  - Medium box fits frames up to 25" × 33" × 4" with a recommended weight limit of 150 lbs
  - Small box fits frames up to 19" × 24" × 2" with a recommended weight limit of 120 lbs
  - Extra small box fits frames up to 14" × 19" × 2" with a recommended weight limit of 60 lbs
- **Heavy duty plastic-lined top and bottom prevent punctures**
- **Artwork floats between thick, soft foam pillows**
- **Boxes come with packing instructions**
- **Recommended uses:**

  Any artwork, especially **high value artwork**



continued

Deluxe Art Boxes *(continued)*

Pack & Ship Guidelines:

Never pack a piece of artwork larger than the maximum guidelines for each box size.

1. Open the box and remove the top layer of foam and place the artwork on the perforated layer

2. Mark the outer dimensions of the artwork
   - If the artwork does not match the perforated area exactly, mark an area slightly smaller rather than larger to ensure a snug fit

3. Remove the artwork and tear out the perforated foam within the marked outline to create a custom window to fit the artwork

4. Place glass mask over any glass on the frame
   - Do not place the glass mask on the actual frame or any non-glass surfaces

5. Place the artwork inside the foam window

6. Place the top layer of foam on the artwork

7. Close and securely tape the box

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Deluxe Art Boxes *(continued)*

Deluxe Art Box Consultation

If your store carries the Deluxe Art Boxes, here is a consultation tip to explain the added value the Deluxe Art Boxes offer.

- **If the customer states the piece of artwork has a significant amount of sentimental value or a declared value of $500 or more, initially offer one of the premium artwork boxes** *(assuming the artwork fits into one of the box sizes)*

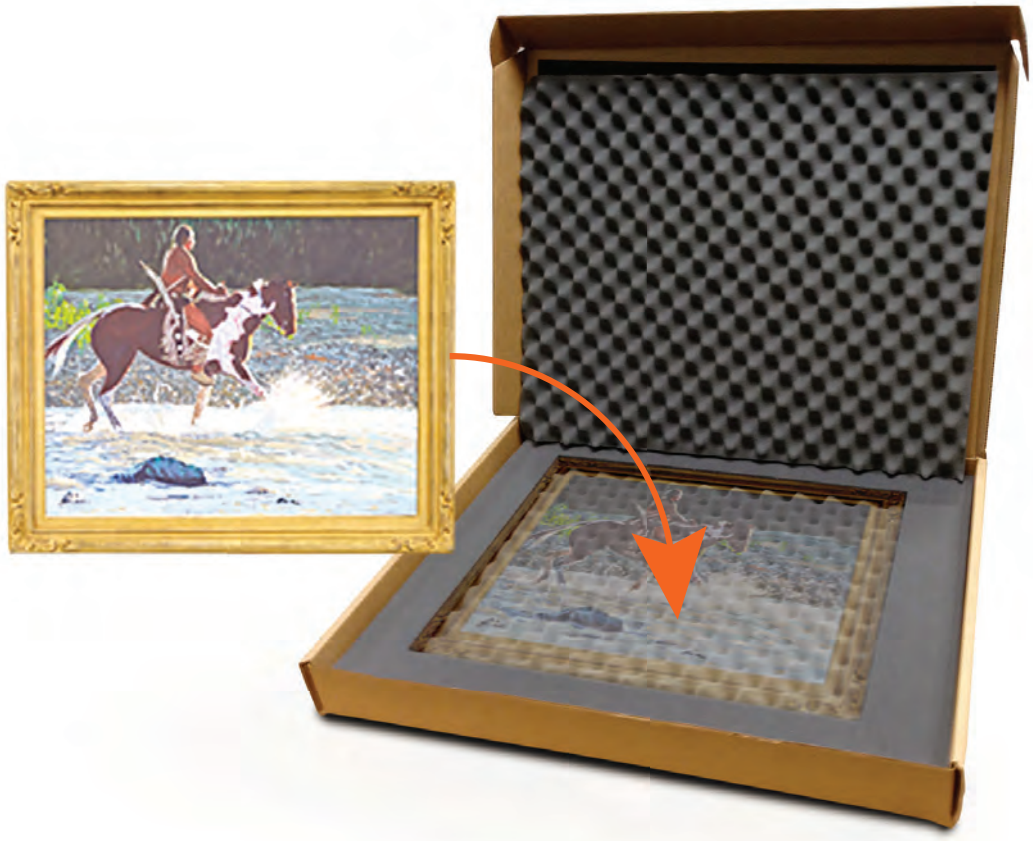
This talk track will help guide the conversation with the customer to explain the benefits of the Deluxe Art Box and why it costs more:

Customer: *"I need to ship this piece of [18" × 24" framed] art. Can you pack it for me and tell me how much will it cost?"*

Team member: *"Yes, we can definitely pack that for you. We have two options: a fantastic Deluxe Art Box lined with a plastic protector and foam — it is perfect for highly valuable artwork. These boxes can even be reused for shipping and storage."*

If the customer is price-sensitive and doesn't feel that the Deluxe Artwork Box isn't a fit for their needs, the team member can respond with the following:

Team member: *"We also have our standard artwork box. Although this is a great solution to safely and securely ship your artwork, it does not have the heavy duty plastic lining, nor is it meant to be reused for shipping or storage."*



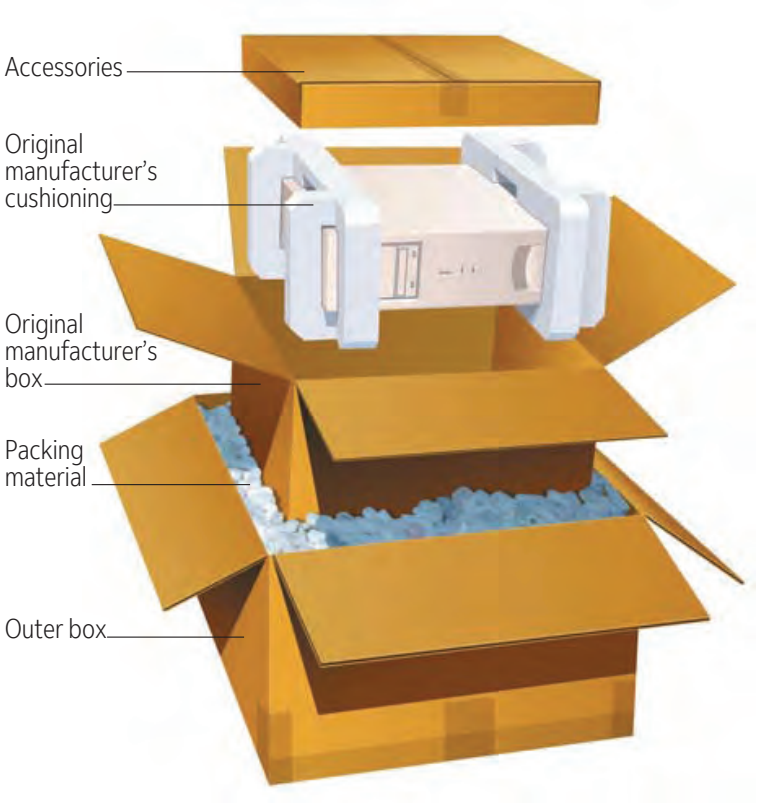
Packing Computers and Peripherals

General Guidelines for Packing Computer Parts and Peripherals

- **Monitors** *(Glass Tube "CRT")*
  - When possible, the customer should remove the base and any attachments from the monitor
  - Ship the monitor face-down
- **Printers**
  - Remove printing cartridges, and place cartridges inside a sealed plastic bag to prevent ink or powder from leaking into the box
  - Use painter's tape — ***not packing tape*** — to secure moving parts such as doors and print heads during transit
  - Remove any paper trays and pack them separately
- **Scanners**
  - Most manufacturers recommend that you secure the scanner carriage to prevent movement when shipping
- **Servers, Routers, Large Laser Printers**
  - These items **must be packed individually** *(do not include more than one in a box)*
  - Wrap the manufacturer's box with 2**"** of Bubble Wrap
  - Place wrapped box in a box using our box selection — cut down the box if 2½**"** or more of void exists at the height of the box

Packing with Original Manufacturer's Packaging

- **Original packaging is usually designed to ship the product once, not multiple times**
  - Reuse can weaken the packaging and place the inside product at risk
- **Over-boxing provides extra integrity for the weakened original manufacturer's packaging**
  - Inspect the original packaging to ensure that the cushioning material and box are intact and unbroken. Make any repairs with tape
  - Obtain a box that is at least 6" larger in length, width, and height than the original manufacturer's packaging
  - Fill the bottom 3" of the box with Ranpak
  - Store the original manufacturer's packaging inside the outer box and fill empty spaces on all sides and top with Ranpak
  - The inner box should be surrounded with at least 3" of Ranpak around all six sides of the inner box
- **Close and seal the box using the H-tape method**



FedEx Office Confidential Information. For Internal Team Member Use Only.

Packing Computers and Peripherals *(continued)*

Packing Desktop Computers

- **Below are the recommended methods for shipping computers and peripherals using Bubble Wrap® material**

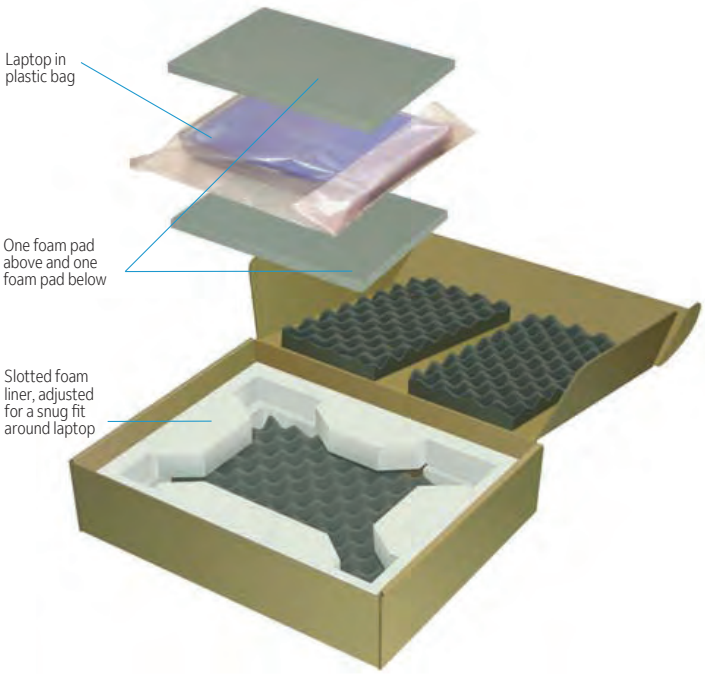
Note: 2 sheets of ½" Bubble Wrap® = 1"

- Wrap the computer or peripheral on all sides with 3" of Bubble Wrap® and secure with painter's tape — ***do not use packing tape***
- Place the wrapped item inside a sturdy outer box
- Accessories that are wrapped in appropriate amounts of cushioning can also be placed in any open spaces of the box
- Fill all spaces with Ranpak so that the wrapped item fits tightly inside the box
- If no open spaces exist, pack accessories in an additional box
- Close and seal the box using the H-Tape method



Packing a Laptop

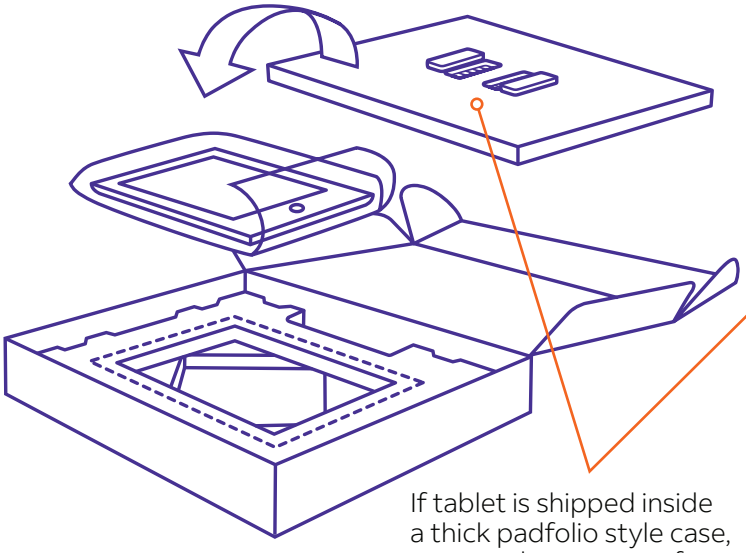
- **The FedEx Laptop Box is required for all laptop shipments that are packed by a FedEx Office team member**
  - Place the laptop in the plastic bag, then place one foam pad above and one foam pad below the wrapped laptop
  - Adjust the slotted foam liner by tearing off just enough material to ensure a snug fit around the laptop
  - Close the box by inserting the flaps into the side walls
  - Seal the bottom edge of the laptop box with a strip of pressure-sensitive plastic tape that is at least 2" wide



How to Pack a Tablet

STEP ONE

Insert tablet into supplied bag. This will accommodate tablets between 7⅝ × 4¹⁵⁄₁₆ × ½ and 10⁷⁄₁₆ × 6¹¹⁄₁₆ × 1.



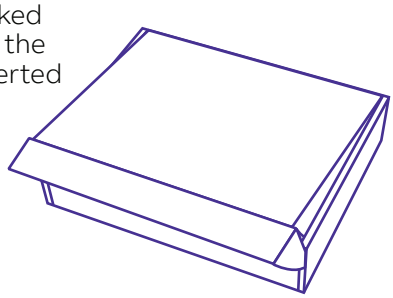
If tablet is shipped inside a thick padfolio style case, remove the tear outs from the top foam pad.



Individual foam tear outs allow for flexibility in length and width of tablets and mini tablets.

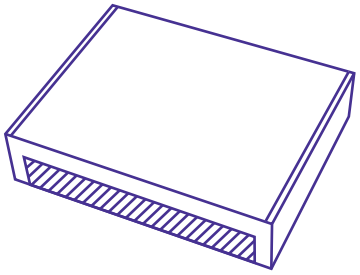
STEP TWO

Close the box with the long side flaps tucked inside the box and the short end tabs inserted into the side walls.



STEP THREE

Tape the bottom edge to ensure a secure seal.



Note: The power adapter slot is located in the front of the Tablet Box.

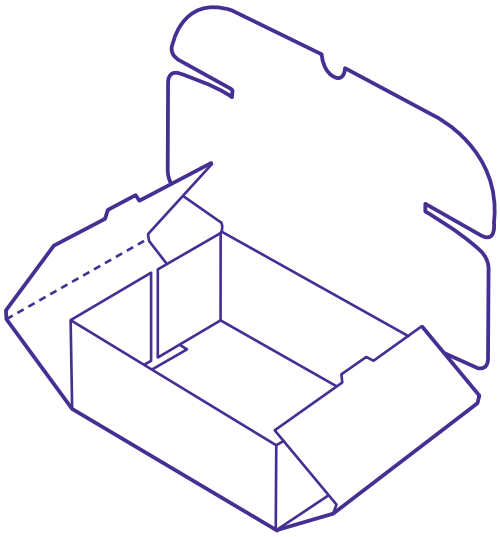
FedEx Office Confidential Information.
For Internal Team Member Use Only.

How to Pack the Small Electronics Box

STEP ONE

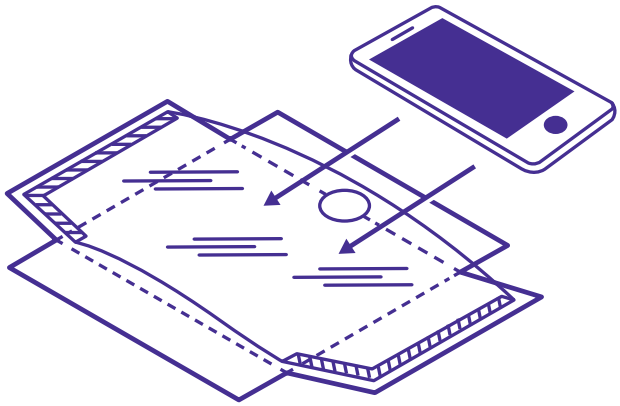
Fold the front panel up toward the back panel so that the inner flaps meet.

Then, fold the outer, tabbed flaps inward so that they lock into place.



STEP TWO

Fold the tension flaps up to release the plastic film, then slide the device under the film.

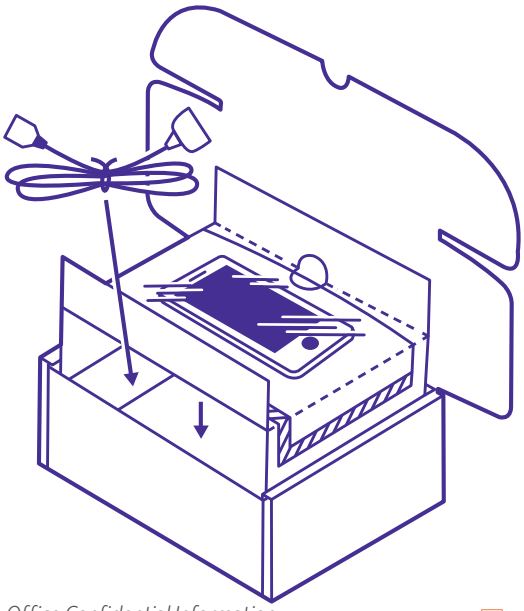


STEP THREE

Place accessories *(e.g., power cord, battery charger)* in the bottom of the box.

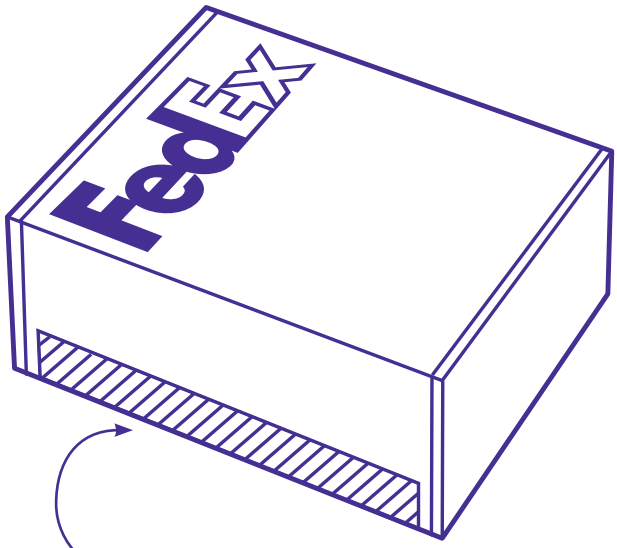
Fold the tension flaps down at a 90° angle.

Fold the two longer panels up and hold them in place while sliding the insert into the box over the accessories.



STEP FOUR

Close the box with the long side flaps tucked inside the box and the short end tabs inserted into the side walls.



Tape the bottom edge to ensure a secure seal.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Flat Panel Screens

Flat Panel TV Box

- **Three sizes are available based on the TV/monitor size:**
  - ***Small TV box*** for a TV/monitor between 28.5"×1"×22" → 33.5"×4"×22"
  - ***Medium TV box*** for TV/monitor between 31.5"×1"×26" → 41.5"×4"×26"
  - ***Large TV box*** for TV/monitor between 46.5"×1"×32" → 51.5"×4"×32"
  - If a TV/monitor is smaller, use the 28×28×28 box and size the height down to 8"
  - If TV/monitor is too large for the boxes listed here, use the custom box creation steps to build a large enough box
    - Depth of custom built TV box will always be 8"
    - Add 4" of cushioning to height and length *(2" foam on top/bottom/left/right)*
    - ***Do not exceed 165" length and girth*** for Domestic Express and Ground shipping *(See* **(see page SH.3.39)** for International Express and Ground length and girth limits)

- **Measure the entire casing of the TV/monitor — do not just measure the screen size**
  - Measure the outer most edge for length, width and height

- **Max weight limit of 95 lbs.**

Recommended uses:

Flat panel televisions **up to about 55" screen size** in the largest box



continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Packing Flat Panel Screens *(continued)*

Pack & Ship Guidelines:

These boxes can be used to pack standard ***and*** fragile items. When packing TVs, ***always use the UBlox TV packing kit and charge the fragile TV packing SKU.***

There are Fragile SKUs available when packing fragile items *other than TVs* and you are not using the UBlox TV packing kit.

When packing flat panel TV/monitors team members must use the UBlox TV Packing Kit. Each UBlox Kit contains:

- ☑ **12 perforated foam UBlox inserts**
- ☑ **Six *(6)* corrugated strips**
- ☑ **Two *(2)* perforated foam spacers**

TV/monitor packing steps:

1. **The customer must remove any attached TV/monitor stands**.
- ❍ Team members must not remove the stand to avoid causing damage before transit

2. Place the TV/monitor in a **poly bag**
- **a)** Wrap poly bag tightly and use painter's tape to close the bag

3. Form the Ublox product around the flat-panel TV/monitor following the assembly instructions on the UBlox packaging

4. If the box is taller than the top pad of UBlox inserts, **the box must be resized:**
- **a)** Fold excess corrugate on vertical strips to fit the height of the box
- **b)** Remove the top pad if resizing is needed
- **c)** Using the scoring tool, score the top of the box to the appropriate height
- **d)** Ensure scoring tool will not contact TV/monitor; remove TV/monitor if scoring tool is close to contacting
- **e)** Using a box cutter, vertically cut the corners of the box starting at the score line and cut up to the top of the box
- **f)** Replace top insert when resizing is completed
- **g)** Fold flaps of the TV box down; cut off excess flaps if overlap is wider than the box

5. Close and securely tape the box

Peripherals

Many customers wish to ship a TV/monitor stand, power cord, remote or other peripheral equipment with their TV/monitor.

Here are some options for including these pieces:

- ☑ **If room exists in the top of the box once all UBlox inserts are in place, wrap peripherals in Bubble Wrap® and place on top of the top insert**
- ☑ **Ensure wrapped items do not shift inside the box and cannot fall between gaps in the inserts**
- ☑ **Use Ranpak to keep wrapped peripherals from shifting**
- ☑ **If wrapped peripherals do not fit in the box with the TV/monitor, offer free packing of these items in a secondary box**
  - ❍ Customer must pay for the transportation costs for the secondary box

Cold Shipping Solutions

Hard-Sided Coolers

Hard-sided coolers can be shipped by FedEx Office without being placed in an outer corrugate box, but must be marked as ***Non-Standard packaging*** when processing over the counter.

- **Coolers should be sealed using the "*tic-tac-toe*" method**
  - Wrap each strip of tape around the cooler twice to ensure tape remains in place
  - If the tape is just stuck to the side of the cooler, tape may come undone

Styrofoam Coolers Acceptance

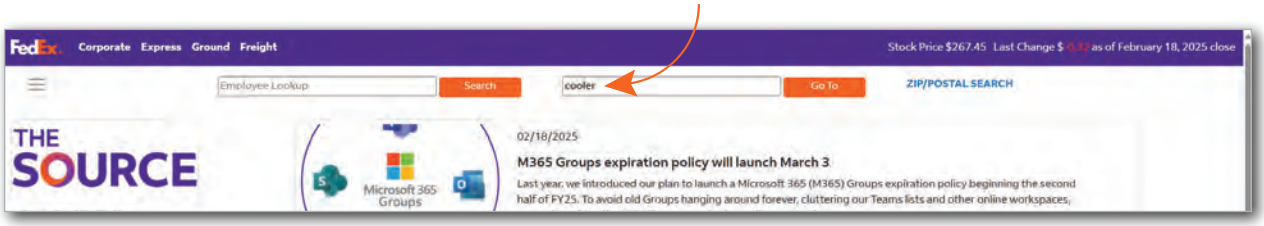
Styrofoam coolers require a rigid outer shipping container. Certain shippers have had their Styrofoam coolers tested and approved for shipping without the outer container by FedEx packaging engineers. The updated list of approved customers can be found on the FedEx site.

- **Used Styrofoam coolers cannot be shipped without an outer box**

To look up the Styrofoam Coolers Accepted list:

DECEMBER UPDATED 2025

☐ **From home.fedex.com, type "*Cooler*" in the *Keyword Entry* field**



☐ **Search for the company name to see if the styrofoam packaging is acceptable for shipment**

☐ **If the network is down please call the One Call Hotline at 866.395.4571 for assistance**

Acceptance of Wet Ice

FedEx Office cannot pack any perishable shipments. However, FedEx Office can accept cold perishable shipments when packed with wet ice or cooled gel packs.

FedEx Office can never accept dry ice shipments. Advise customer to call the DG Hotline at **1.800.GoFedEx**, prompt **81,** then **4,** for information.

For customers shipping wet ice *(or cooled gel pack)* shipments, direct customers to **fedex.com**, keyword: **perishable** to download the Packing Perishable Shipments guide.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Cold Shipping Solutions *(continued)*

The Healthcare industry is a large growth opportunity for FedEx over the coming years. To help gain market share, FedEx launched temperature-controlled packaging solutions.

There are two types — Deep Frozen and Cold Shipping. Both solutions are innovative and do not use dry ice or hazardous materials to cool shipments in transit. Since customers may ship these packages at FedEx Office locations, please ensure all team members are able to identify and understand what to do when they see these types of packages.



Small Volume Dry Shipper

Deep Frozen Packaging

Deep Frozen packaging provided by **NanoCool** and **CryoPort** are dry-vapor shippers which use proprietary cryogenic technology.

The Dry Shippers can't be ordered, packed or sold at FedEx Office locations, but they are approved for shipping.

They must be stacked upright as noted on the packaging.

This type of container is consider not encased and a non-standard packaging fee must be applied *(unless the shipment is pre-metered)*.

For questions specific to the Deep Frozen solutions, please call **FedEx Cold Chain Services Hotline** at **1.888.370.3971**.



Cold Shipping Solutions *(continued)*

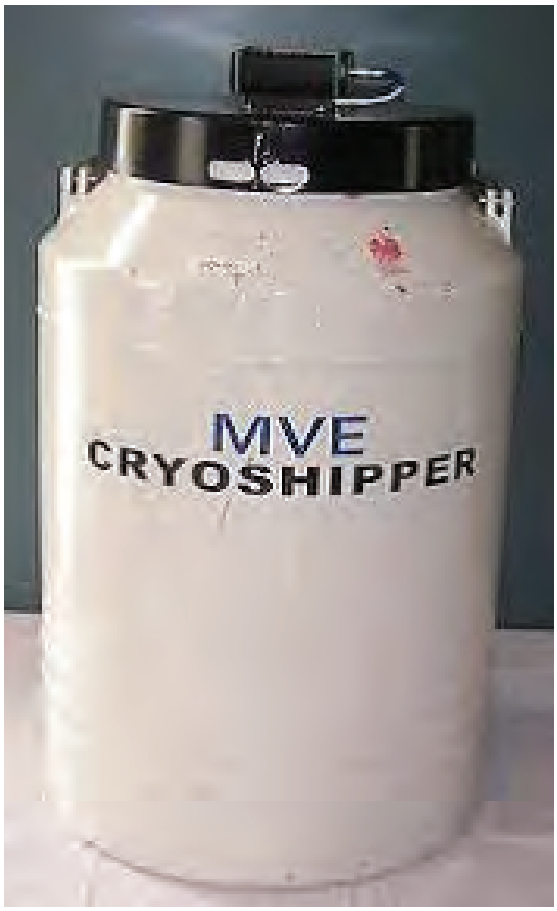
Other Temperature Controlled Containers

Customer may drop off round metal containers which look similar to the deep frozen packaging.

These are temperature-controlled containers, housed inside with a rigid corrugated box for the small volume dry shipper or the plastic tub for the large volume dry shipper. Instruct the customer to place their container in the packaging in which they received the dry shipper.

Examples:





continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Cold Shipping Solutions *(continued)*

Cold Shipping Packaging

Cold shipping customers who have benefited from this packaging in the past have included small and large food shippers, drug testing companies, law firms, doctor's offices and police departments. In addition, a very popular use for the product has been shipping mother's milk back home for children of a traveling parent.

Note: These are for Retail sale only. Team members are **not** allowed to pack in these boxes.

Cold Shipping Packages provided by FedEx offer a reliable, cost-effective way to transport temperature-sensitive shipments. These are available to FedEx Office locations. There are several boxes for FedEx Cold Shipping available to order in SIOCS from Veritiv-98. Stores are not required to carry these boxes, however, if there is a customer need, they are available.

The cooling system is activated with just a push of a button and no additional gel packs are required. The cooling system duration is 48–96 hours on these boxes.



Item #	Item Description	UOM
200780	Cold Ship Small 48 Hour Unit Single	BX
200782	Cold Ship Medium 96 Hour Unit Single	BX
200784	Cold Ship Large 96 Hour Unit Single	BX
200785	Small Engine 2 Pack	CTN
200786	Medium 48 Engine 2 Pack	CTN
200787	Medium 96 Engine 2 Pack	CTN
200788	Large 48 Engine 3 Pack	CTN
200789	Large 96 Engine 3 Pack	CTN

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Packing Methods

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Proper Filler Usage

The Filler Only SKUs are designated for when a team member adds paper void-fill *(Ranpak)* or Bubble Wrap® to a customer's shipment.

Filler Only SKUs are a valid Pack and Ship SKU and, therefore, need to be used correctly. Team members need to inspect all contents to ensure they are properly packed as the Filler Only SKUs will entitle the customer to the FedEx Office Packing Pledge and will impact the OSP Pack and Ship Damage Claims metric.

There are six (6) Filler Only SKUs:

Standard:

- **3621 Small Filler**
- **3760 Medium Filler**
- **3761 Large Filler**

Fragile:

- **50234 Frag. Sm. Filler**
- **50235 Frag. Med. Filler**
- **50236 Frag. Lg. Filler**

Tip: Pack & Ship Charges on Internal and eCommerce Orders

Pack & Ship is one of the FedEx Office core services intended to be sold to external customers.

Pack & Ship services and Retail Packaging SKUs should never be charged to internal or external FedEx Office shipping accounts, including but not limited to:

- ***Store Non-Revenue***
- ***eCommerce***

Only transportation fees should be charged to the appropriate internal or external FedEx Office shipping accounts.

To determine the correct SKU to charge, match the box being filled to the box sizes shown on the Pack and Ship price grid. Not all customer box sizes are represented so team members may need to determine what category the box fits in. One Filler Only SKU should be charged per box that is filled. **Do not charge multiple Filler Only SKUs for a single box.**

Stores can also use the Filler Only SKUs when packing customer items in a complimentary Express box or tube. Complimentary Express boxes and tubes would be charged the Standard Small Filler Only SKU *(#**3621**)* or the Fragile Small Filler Only SKU *(#**50234**)*.

Never add a Filler Only SKU to a Standard Packing or Fragile Packing SKU. Those SKUs include required added filler *(for Standard and Fragile Packing SKUs)* and cushioning materials *(for Fragile Packing SKUs)*.

Note: If you charge for filler, or provide Pack and Ship, select the **Packing or Filler Charged by FXO** PAA indicator when processing the shipment.

DECEMBER UPDATED 2025

FedEx Office Confidential Information. For Internal Team Member Use Only.

Bulk Envelope/Pak *(Env/Pak)* Inserting

SKU 50694

Use the Env/Pak inserting SKU **50694** for contracted or program work.

This allows FedEx Office to offer this service to commercial/high-volume customers.

Charge this SKU when inserting items, like documents or presentations, into a large number of shipping envelopes or paks *(50+)*. This SKU can be applied to FedEx Express complimentary envelopes/paks, retail purchased mailers, or mailers brought in by the customer.

Note: Team members must not add the Env/Pak Inserting SKU when using the PNS Poly Mailers. The labor is already included with the PNS Poly Mailer SKUs.

Store managers should consult with their district manager before using the Env/Pak Inserting SKU to ensure the SKU is used in an appropriate manner. Team members must not charge retail customers to insert documents into envelopes/paks on an individual basis.

SKU 1347

There will be times when the store has a print job where the customer requests additional handling to have prints inserted in envelopes and FedEx labels applied. This insertion and labeling should never be processed with a Filler Only SKU as team members are not providing the Filler Only service.

Rather, the **SHIP/MAIL SVCS MAIL INSERTING** *(SKU #1347)* must be used.

This is a miscellaneous SKU and the appropriate price agreed upon with the customer should be entered. SKU 1347 does not count as a Pack and Ship SKU and, therefore, will not count towards the store's Packed volume, entitle the customer coverage to the FedEx Office Packing Pledge, and will not affect the OSP Pack and Ship Damage Claims metric.

The only time the Filler Only SKU, as well as any packing SKU, should be charged to the customer is when that actual service is performed by the store. The team member must ensure the items in the box will travel safely through the FedEx network.

Tie-On Tags

The adhesive-backed pouches normally used to hold shipping documents do not work well on some surfaces. If the shipment surface will not accept pouches and/or labels, use the following tie-on tags which are designed specifically for all unpackaged, nonconveyable-type shipments:

- **FedEx Tie-on Tag for airbills**
- **FedEx Tie-on Tag for labels**
- **Tire/Crate Labels**
- **Cable** *(bag)* **Tie use to secure the above tags firmly to the shipment**

Tie-on Tags must be attached to the following shipments: luggage, soft garment bags, individual automotive parts *(non-palletized)*, golf bags, sports equipment, plastic or metal carrying cases, ski bags, exhibitor cases, and industrial material/equipment.

- **Tie-on Tags should be used for every customer packaging other than a corrugated box**
- **Never tie them to a removable handle/strap**
- **These shipments will typically be non-standard packaging**
  - ***The non-standard fee must be added when processing the shipment***

DECEMBER UPDATED 2025

Tape

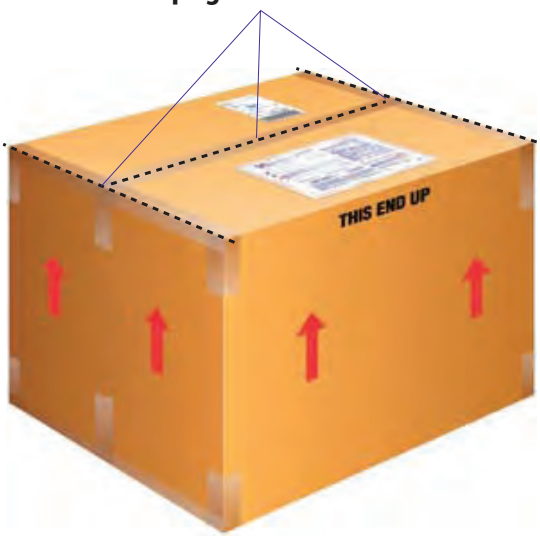
Use the approved packing tape to ensure the proper adhesion.

- **Use the H-tape method at the top and bottom of the box**

  H-tape is important to:

  - Properly secure packages
  - Ensure all open edges are sealed in order to prevent moisture from entering the package
  - Add to the integrity of the outer packing by securing all edges from movement
  - Ensure any folded tape, or "dog ears", at the corners of the box do not extend more than one *(1)* inch away from the box. This will keep the tape from snagging on the conveyor belts in the sort facilities

H-taping method



Note: H-tape method should be used when cutting down the box even if the seam is not down the center of the package (this eliminates bulging).

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Single Box Method

Use the Single Box Method when shipping non-fragile products such as soft goods, lightweight materials, The Single Box method can also be used when packing fragile items *(e.g., Ceramic/Glass, Dishes/China, Coffee Mugs, and Glassware).*

- If the item is fragile, use the **Fragility Chart** in the **Front Counter Shipping Companion** to determine the amount of cushioning required
- Consolidate small parts and wrap in Bubble Wrap® before shipping inside a sturdy outer container
- Use Ranpak material to fill void spaces and prevent movement of goods inside the box during shipping
- Use the H-taping method to seal the package
- Charge based on the box size and whether the item*(s)* are fragile
- Never place more weight in the box than it is rated for *(weight limits printed on the bottom of box and in the* **Front Counter Shipping Companion***)*

Single-Box Example Filled With Ranpak

Sturdy outer container with flaps intact

Non-fragile product with Ranpak to prevent movement

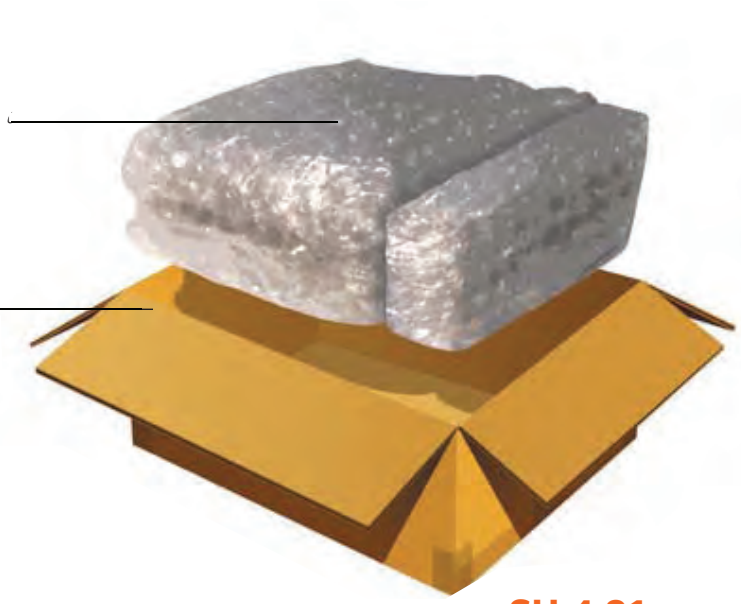


Note: Ranpak is not to be used as cushioning. Ranpak is only to be used to fill void space.

Single-Box Example Filled With Wrapped Item

Fragile product wrapped with the commodity-specific cushioning amount from the Fragility Chart

Sturdy outer container with flaps intact



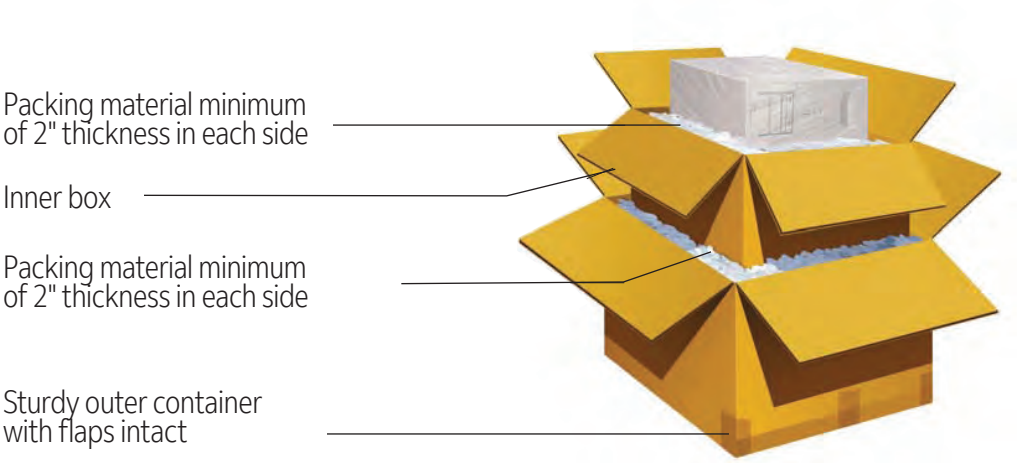
Double Box Method

Use the Double Box Method when shipping fragile products identified on the Commodity Fragility Grid as requiring box-in-box.

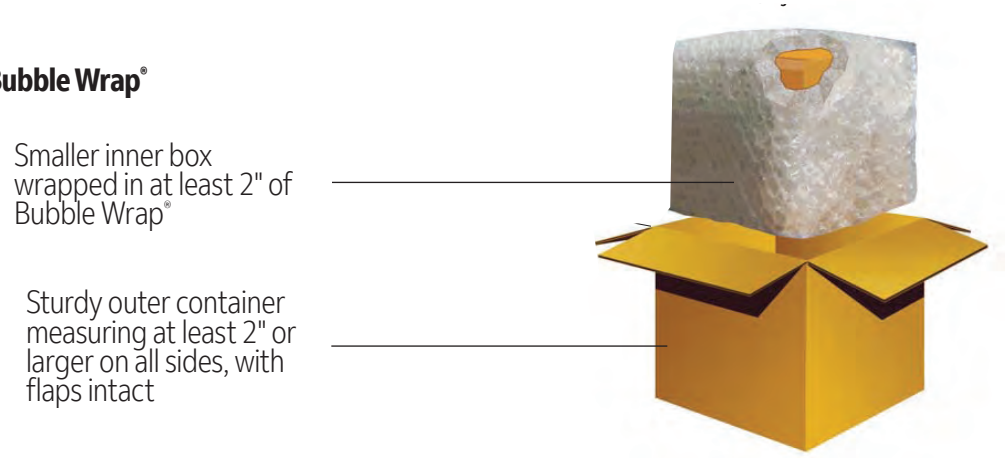
- Wrap item*(s)* individually with at least 2" thickness of Bubble Wrap® to fit snugly inside a corrugated box
- Restrict movement inside the box using Ranpak filler
- Close and tape the inner box to prevent accidental opening
- Use a second, outer container that is at least 4" longer, wider and deeper than the inner box
- Place inner box into outer container and fill any void spaces with Ranpak to completely fill void or if more appropriate wrap the inner box with Bubble Wrap® to fill the spaces between the inner box and outer container on the top, bottom and all sides
- Use the H-taping method for sealing your package
- Charge as fragile based on the outer box size
- Never place more weight in the box than it is rated for *(weight limits printed on the bottom of box and in the* **Front Counter Shipping Companion***)*
- Box in Box does not apply to specialty boxes

Example: If a customer wants a laptop packaged with their laptop case in one box, pack the laptop in a laptop box and pack the laptop box in an outer box with the laptop case. Charge for the Laptop box Pack and Ship as well as the Outer box pack and ship *(Standard or Fragile depending on whether additional items are fragile and wrapped in Bubble Wrap®)*

Box-In-Box Example



Box-In-Box Example With Bubble Wrap®



FedEx Office Confidential Information. For Internal Team Member Use Only.

Determining Price for Box-in-Box Packing

A **Box-in-Box Price Grid** has been created to assist in quickly identifying inner and outer box choices, double-box packed weight, actual external dimensions, packing SKUs and Box-in-Box pricing.

How to use the Box-in-Box Price Grid

1. Choose an Inner box for your customer's item(s) from the list of Inter boxes choices column

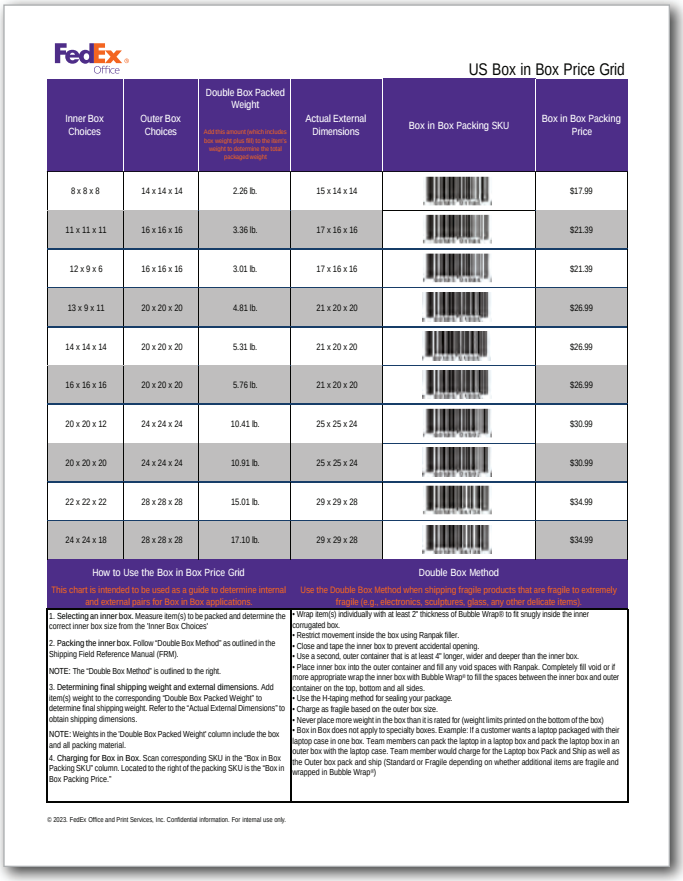
2. In the next column, to the right, is the outer box match

Example:

- If your customer is shipping an item measuring **10 × 7 × 4**, the inner box would be **12 × 9 × 6** and the outer box match is **16 × 16 × 16**

3. The next two columns will assist you in quoting shipping prices.

- Listed in the "Double Box Packed Weight" column is the weight of the box plus filler
- The column to the right of that shows the outer box external dimensions



FedEx Office

US Box in Box Price Grid

Inner Box Choices	Outer Box Choices	Double Box Packed Weight Add this amount (which includes box weight plus fill) to the item's weight to determine the total packaged weight	Actual External Dimensions	Box in Box Packing SKU	Box in Box Packing Price
8 x 8 x 8	14 x 14 x 14	2.26 lb.	15 x 14 x 14		$17.99
11 x 11 x 11	16 x 16 x 16	3.36 lb.	17 x 16 x 16		$21.39
12 x 9 x 6	16 x 16 x 16	3.01 lb.	17 x 16 x 16		$21.39
13 x 9 x 11	20 x 20 x 20	4.81 lb.	21 x 20 x 20		$26.99
14 x 14 x 14	20 x 20 x 20	5.31 lb.	21 x 20 x 20		$26.99
16 x 16 x 16	20 x 20 x 20	5.76 lb.	21 x 20 x 20		$26.99
20 x 20 x 12	24 x 24 x 24	10.41 lb.	25 x 25 x 24		$30.99
20 x 20 x 20	24 x 24 x 24	10.91 lb.	25 x 25 x 24		$30.99
22 x 22 x 22	28 x 28 x 28	15.01 lb.	29 x 29 x 28		$34.99
24 x 24 x 18	28 x 28 x 28	17.10 lb.	29 x 29 x 28		$34.99

How to Use the Box in Box Price Grid This chart is intended to be used as a guide to determine internal and external sizes for Box in Box applications.	Double Box Method Use the Double Box Method when shipping fragile products that are fragile to extremely fragile (e.g., electronics, sculptures, glass, any other delicate items).
1. Selecting an inner box. Measure item(s) to be packed and determine the correct inner box size from the 'Inner Box Choices' 2. Packing the inner box. Follow "Double Box Method" as outlined in the Shipping Field Reference Manual (FRM). NOTE: The "Double Box Method" is outlined to the right. 3. Determining final shipping weight and external dimensions. Add item(s) weight to the corresponding 'Double Box Packed Weight' to determine final shipping weight. Refer to the "Actual External Dimensions" to obtain shipping dimensions. NOTE: Weights in the 'Double Box Packed Weight' column include the box and all packing material. 4. Charging for Box in Box. Scan corresponding SKU in the "Box in Box Packing SKU" column. Located to the right of the packing SKU is the "Box in Box Packing Price."	• Wrap item(s) individually with at least 2" thickness of Bubble Wrap® to fit snugly inside the inner corrugated box. • Restrict movement inside the box using Ranpak filler. • Close and tape the inner box to prevent accidental opening. • Use a second, outer container that is at least 4" longer, wider and deeper than the inner box. • Place inner box into the outer container and fill any void spaces with Ranpak. Completely fill void or if more appropriate wrap the inner box with Bubble Wrap® to fill the spaces between the inner box and outer container on the top, bottom and all sides. • Use the H-taping method for sealing your package. • Charge as fragile based on the outer box size. • Never place more weight in the box than it is rated for (weight limits printed on the bottom of the box) • Box in Box does not apply to specialty boxes. Example: If a customer wants a laptop packaged with their laptop case in one box. Team members can pack the laptop in a laptop box and pack the laptop box in an outer box with the laptop case. Team member would charge for the Laptop box Pack and Ship as well as the Outer box pack and ship (Standard or Fragile depending on whether additional items are fragile and wrapped in Bubble Wrap®)

© 2023. FedEx Office and Print Services, Inc. Confidential information. For internal use only.

Note: To rate customer shipping costs, simply add the weight of the item(s) to the actual packed box weight and you have the total shipping weight. This weight, along with the actual external box dimensions, will give you all of the packages information necessary to obtain the correct shipping rate.

- **Also included on the pricing grid are the Box-in-Box SKUs and pricing**
- **The bottom of the price grid also included "how-to" information and various double-box methods**

Fragile Pack and Ship

Overview

FedEx Office Pricing establishes the Pack & Ship prices based on the following:

- **FedEx Office packing labor and packaging supply cost**
- **Competitive analysis**
- **Customer demand**

Due to the large variety of items requiring Pack & Ship services, the prices are normalized to account for varying amount of labor and supplies required to properly pack an item.

Example: An item wrapped in one inch of Bubble Wrap® in a 20×20×20 box receives the same rate as an item wrapped in three inches of Bubble Wrap® in the same box.

Our fragile Pack & Ship SKUs accommodate not only the range of fragile packing options *(moderately fragile/fragile/extremely fragile)* but each price also assumes a certain number of items will fit in each box.

To ensure our fragile Pack & Ship services remain both competitively priced and profitable, two SKUs are available:

- **Intricate Fragile Packing**
- **Large Fragile Additional Item Packing**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Fragile Packing

Intricate Fragile Packing – SKU 50692

Team members will assess the **Intricate Fragile Packing SKU** to any fragile pack where additional intricate handling must occur in order to properly protect the item. Items which would require the addition of the Intricate Fragile Packing SKU include but are not limited to:

- **Chandeliers requiring individual wrapping of glass globes, spears or charms**
- **Intricate figurines with multiple protruding parts requiring individual "squaring"**
- **Abstract artwork sculptures requiring additional handling to wrap in Bubble Wrap**

Large Fragile Additional Items Packing – SKU 50693

Team members will assess the **Large Fragile Additional Item SKU** to a fragile Pack & Ship when exceeding the item threshold for boxes in the following grid.

Box SKU	Description	Item Threshold
4529	Fragile 23×17×12	1–3
4526	Fragile 20×20×12	1–3
4528	Fragile 20×20×20	1–5
50213	Fragile 24×24×18	1–6
50237	Fragile Multi-depth 22×22×22	1–6
4530	Fragile 24×24×24	1–8
50219	Fragile 28×28×28	1–13
50220	Fragile Wardrobe Small	1–13
50221	Fragile Wardrobe Large	1–19

Team members must not apply the Large Fragile Additional Item SKUs on any other SKUs, regardless of how many items are packed in the boxes.

Note: Never add both the Intricate Fragile Packing and Large Fragile Additional Packing SKUs to the same box. Always default to the Intricate Fragile Packing SKU over the Large Fragile Additional Items Packing SKU. For example, when packing eight figures using the 20×20×20 box (which is for 1 to 5 items), you would use the Intricate Fragile Packing SKU for $15 instead of charging the Large Fragile Additional Items Packing SKU in quantity of three (for $3 total).

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Custom Box Building

FIELD REFERENCE MANUAL

Custom Box Creation

Overview

When FedEx Office began to offer customers Pack & Ship services, the largest box available was a 24×24×24 double-walled box. This meant FedEx Office had to restrict what sized items could be packed. If an item was too large for the 24×24×24 double-walled box, customers had to package the item themselves. As the Pack & Ship business grew, so did the need to expand and evolve the current Pack & Ship offering.

With the introduction of Pack Plus at FedEx Office, customer requests to pack larger, heavier items has increased. As part of Pack Plus, we have 60"×48" double-walled custom boards, which will allow team members to custom pack items up to 95 lbs.

Both Standard and Fragile P&S SKUs are available. P&S fees will be based on the number of boards used to pack the customer's item. For example, charge one SKU for each board used. If the box requires three boards to produce, charge three Standard or Fragile SKUs as appropriate.

SKU	Description	UPC	Item #
50245	Standard - 48×60 Double Wall Board	790363461791	330642
50238	Fragile - 48×60 Double Wall Board	790363461562	330642

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Processing Transactions

Due to the amount of work involved in custom box creation, you will need to pack the item after the customer leaves. To present an excellent customer experience, you will need to be able to process the packing and shipping charges before the customer leaves the store. To properly process a Custom Box shipment before the item is packed, you will need to determine the final box size and the packaging weight.

Determining Final Box Size

Measure length, width and height of the item and be sure to measure each dimension at its widest point. Assess the fragility level of the item and determine the adequate cushioning required to fully protect the shipment — then adding that to the item measurements.

Refer to the **Fragility Chart** in the **Front Counter Shipping Companion** to determine the appropriate cushioning amount.

The custom box should be created to form a snug fit around the cushioned item. Typically, there should not be a need for additional Ranpak between cushioning and the wall of the box.

Example:

A customer brings in a shadow box with a signed jersey measuring 30"×28"×10".

- ☐ **A shadow box falls under the** *Acrylic* **section of the fragility chart which requires three inches of cushioning on all sides — add six inches to each dimension** *(30"+ 3"+3")*
- ☐ **After cushioning is added to the item the box will need to encompass a 36"×34"×16" item**
- ☐ **As the double wall boards are ¼" thick, you need to account for ½" of cardboard**
- ☐ **Outer dimensions would be entered as 37"×35"×17"**

Building a Custom Box

The custom box method is ideal for longer and wider items *(large plastic bins, framed art thicker than 2 ½")*. Custom boxes require the creation of a base and a lid. To accomplish this, you will need two boards of identical size. To determine the board sizes needed to create a custom box, use the **Digital Custom Box Calculator** and follow the steps outlined below.

NOTES

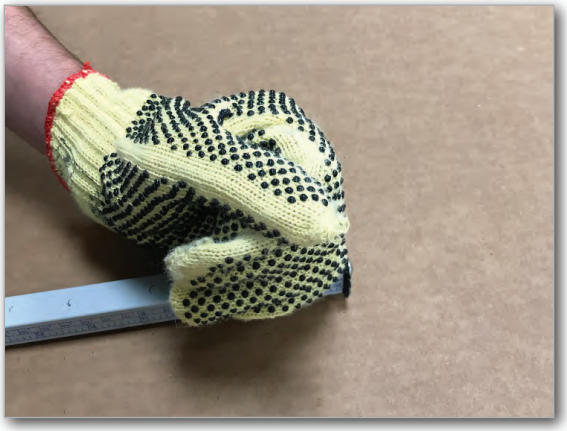
Watch the Pack Plus training videos for additional reference.

1. Create two boards of identical sizes to match the **BL** and **BW**. These will become the top and bottom of the box.

- If the board dimensions exceed 60"×48" use additional boards to extend the length/width; you must maintain a minimum of four inches of overlap when extending boards
- When extending two boards together, apply a strip of tape across the seam on top and bottom of boards and a strip of tape on either side of the tape on the seam
- If dimensions are less than 60"×48" trim the board down to the required size

2. Using the box sizer, score one board at a distance equal to the vertical flaps *(as determined using the Custom Box Calculator Form)* — this will be the **base of the box**

- When cutting excess corrugate, it is easier to score the board first, then cut along the scoring marks





FedEx Office Confidential Information.
For Internal Team Member Use Only.

Building a Custom Box *(continued)*

3. Cut along the score at the extending flaps — **always cut on the short end of the cardboard sheet**



4. Fold up the flaps and ensure short flaps are always facing inside the box



NOTES

Building a Custom Box *(continued)*

NOTES

5. Tape all seams **using the clear tape**





6. Score the second identical board ¼" shorter

- By scoring ¼" shorter, you extend the inner dimension of the lid, allowing the lid to fit snuggly around the outside of the bottom
  - This will be the top of the box
  - ***Example:*** Flap height = 10":
    - Score base at 10" and score top at 9 ¾"

7. Repeat steps 3 → 5

8. Wrap item in appropriate cushioning material or inflate Instapak to block and brace item

9. Apply stretch wrap to the item to help keep Instapak in place and create a moisture barrier for the item

10. Place item in box base



continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Building a Custom Box *(continued)*

11. Slide top/lid of box over base

12. Use the **Poly Strapping Kit** to apply Tic-Tac-Toe straps around custom built boxes

- Tape the seam of the box all the way around, just as you would for the telescoping box *(one strip on the seam, one strip above and below the seam)*
- The strip above the seam should be the FedEx Office branded tape
- Use clear tape for the seam and the strip below the seam
- Use the Branded FedEx Office tape for the top strip of tape
- **Assess the non-standard packaging fee when processing the shipment**



Workday Learning Training:

- **Instapak** *(100444)*
- **Custom Box Building** *(100443)*
- **Stretch Wrap** *(100451)*
- **Poly Strapping** *(100450)*

Applying Stretch Wrap and Poly Strapping

Wrapping the item and Instapak corners in stretch wrap ensures the corners stay in place while placing the item in the box, and when the recipient removes upon delivery. This also creates a moisture barrier to further help protect the item.

- ☐ **Pull off a length of material long enough to wrap around the corners on the top of the item**
- ☐ **Form into a "rope" and wrap horizontally around the top corners, pulling tight and twisting the "rope" to ensure the wrap stays in place**
- ☐ **Repeat with the bottom corners and then wrap vertically around the left then right corners**
  - This will hold all four corners in place while finishing the wrapping of the item
- ☐ **Tuck the loose end of the roll of stretch wrap under one of the ropes, and taking care to keep the material flat, begin to horizontally wrap the entire item in a layer of cling**
  - Keep the stretch wrap taut to ensure a tightly wound film around the item
- ☐ **Repeat wrapping the item with vertical layers to ensure all sides, top, and bottom are covered**

1. Place the wrapped item in the bottom of the box
2. Place the top of box over the item and bottom of box
3. Following the **Instructions for Poly Strapping** in the **Packing Methods** section, use the Poly Strapping kit to seal the box using the tic-tac-toe method **(see page SH.4.95)**
   - When forming the tic-tac-toe grid, ensure the straps are evenly spaced from the outer edge of the box to create a clean, professional look
   - DECEMBER UPDATED 2025 The use of straps also qualifies as non-standard packaging and the ***fee must be applied when processing the shipment***
4. Apply an "X" of tape over the strapping kit buckles to reduce possibility of snagging on conveyor belts
5. Using the same taping rules for the telescoping box, apply three strips of tape around the seam of the box

Note: Use clear tape for two of the strips and the branded tape for the top layer of tape; this will ensure a clean branded image.

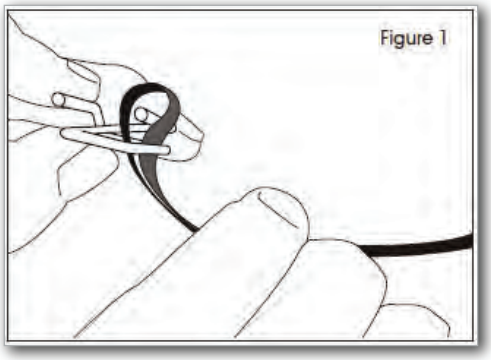
Watch the Pack Plus training videos for additional reference.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

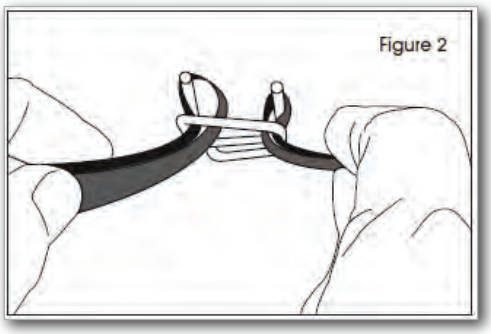
Instructions for Poly Strapping

Threading Metal Buckles

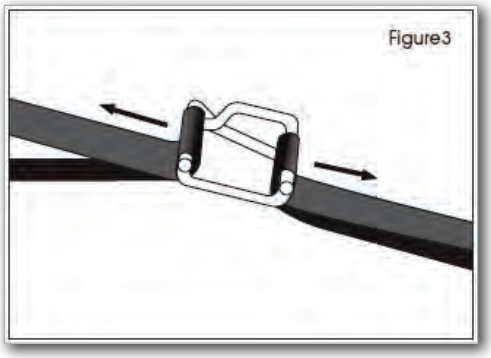
1. Insert end of strapping up through store of the buckle and around open leg to for a loop. Pull top tight around leg.



2. Wrap strapping around package or item. Loop strapping around remaining open leg of buckle. Pull loop tight around leg.

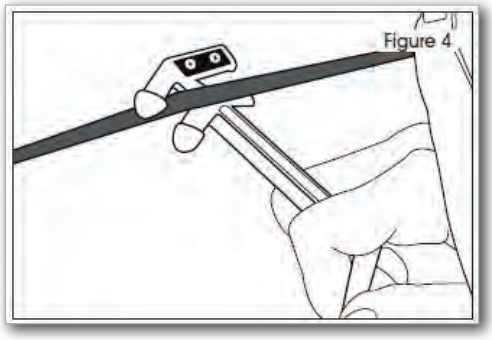


3. Pull both top ends of strapping in the opposite direction to manually tighten.

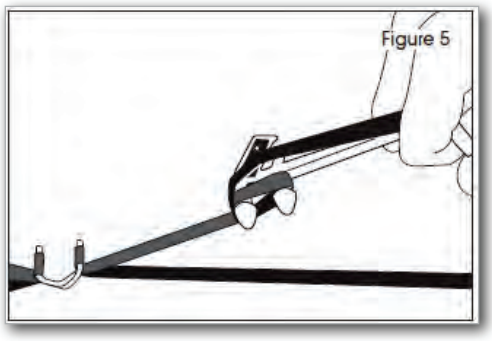


Using Tensioner and Cutter

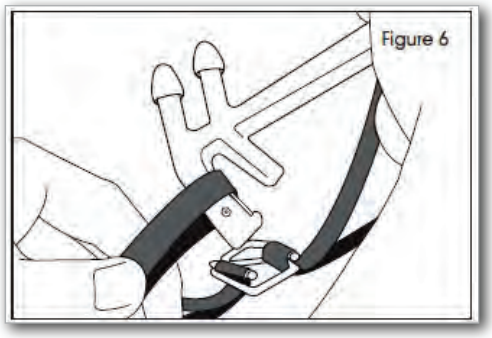
4. Place strapping between tensioner rods.



5. Raising the handle, rotate tool 360 degrees. Pull tool to desired level of tension.
   - *To avoid injury, team members must wear the cut-resistant safety gloves when pulling the strapping out of the box and when tightening the straps by hand*



6. Use blade on side of tool to cut away excess strapping.



Digital Custom Box Calculator

Due to the amount of time involved in custom box creation, you will frequently need to pack the item after the customer leaves. To present an outstanding customer experience, you will need to be able to process the packing and shipping charges ***before*** the customer leaves the store.

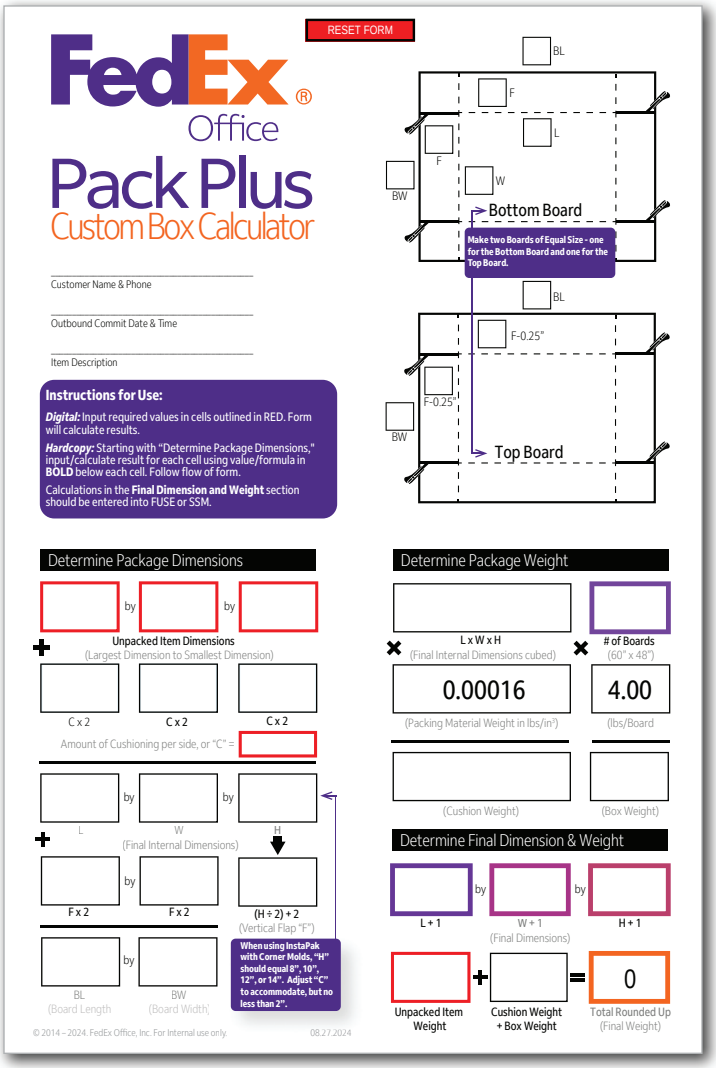
To properly process a custom box shipment before the item is packed, follow these instructions to effectively use the **Digital Custom Box Calculator**

If your store is experiencing a system outage situation and cannot access the Digital Box Calculator, you can access a manual version of the Box Calculator and instructions in the **Closure and Outage Binder.**

Updates to the Custom Box Calculator

The **Custom Box Calculator** is a digital file you can use to quickly calculate the box dimensions, weight and required board size to create the custom box. Stores will still need to print several copies to have on hand for system outages and for line triage during peak shipping times.

Note: This tool will still be used for line triage and system outages. All team members need to know how to complete the form manually.



FedEx Office Confidential Information. For Internal Team Member Use Only.

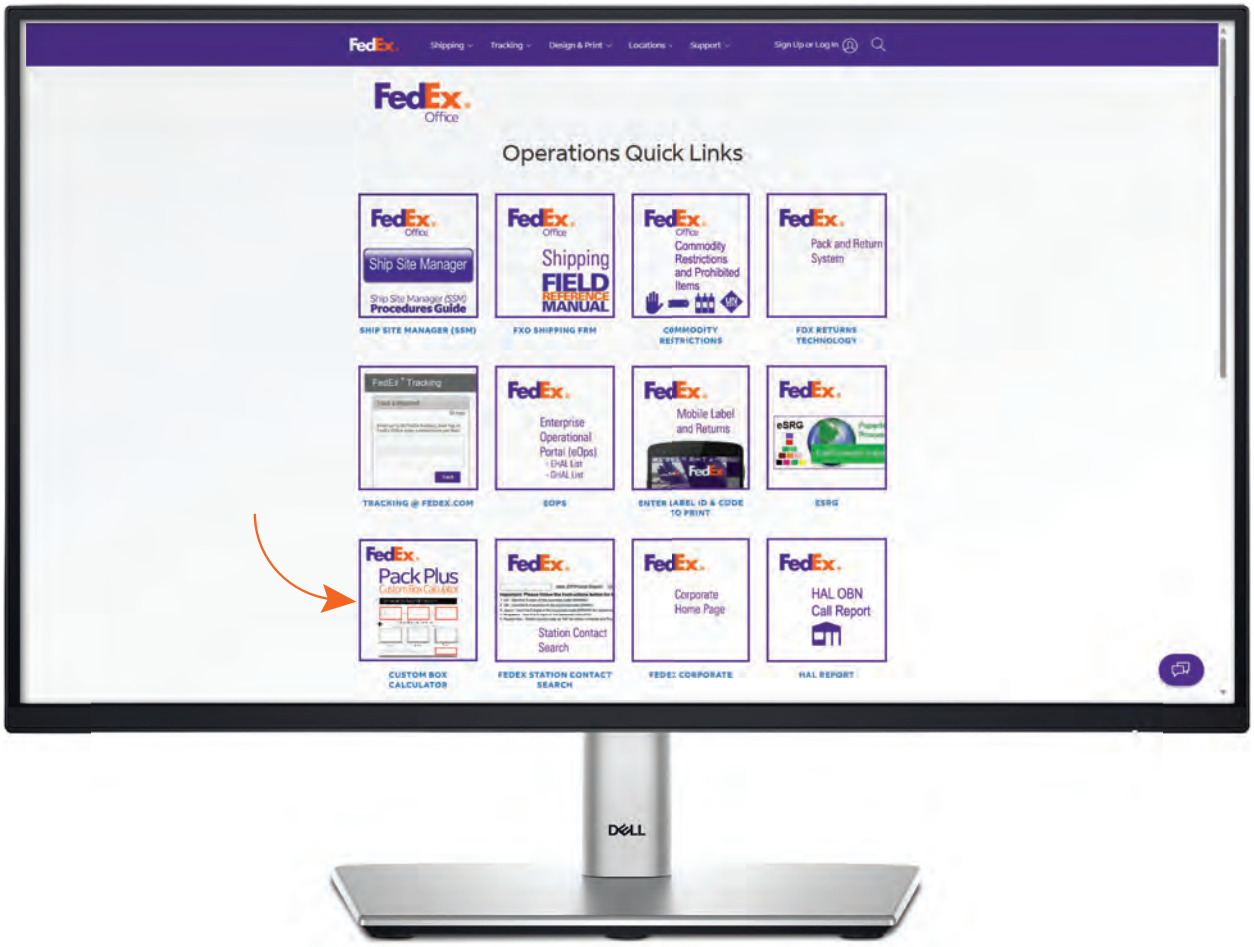
Digital Custom Box Calculator *(continued)*

Digital Instructions

The Digital Custom Box Calculator is on FedEx One, keywords **Digital Custom Box Calculator**.

The form can also be accessed via the **Operations Quick Links Landing Page**.

DECEMBER UPDATED 2025



Note: **Do not save the file to the OPW**. Always access the file from FedEx One or from the Operations Quick Links to ensure you are using the most updated version.

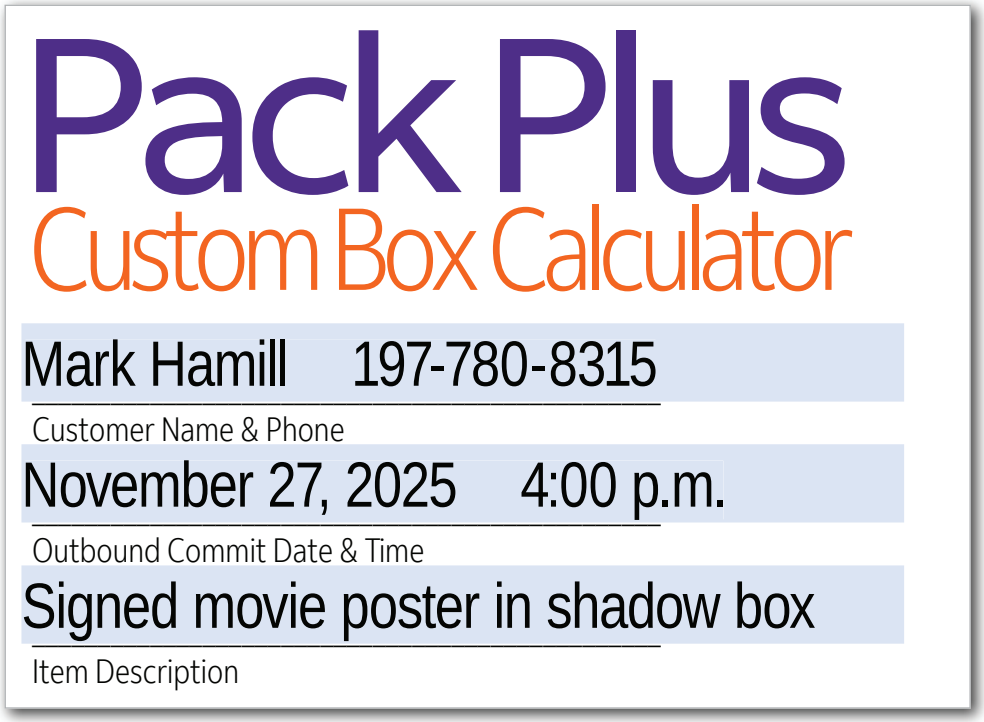
continued

Digital Custom Box Calculator *(continued)*

- [x] **The file allows you to enter the customer name, phone number, and a description of the item to help keep the items and paper work together while awaiting packing**

- [x] **Enter the customer name and phone number as well as shipping commitment time and a description of the item being shipped**

  - This will help keep track of shipments processed to leave the next day if awaiting supplies from another store or if due to the size of the item, the packing must occur after the store closes



The file is set up for manual completion of the form for the following reasons:

- [x] *System outage procedures when the customer requires a custom box*
- [x] *Line triage to capture customer information and complete the calculations to assist in efficient shipment processing*
- [x] *Completion of the form when all computers in the store are in use*

NOTES

continued

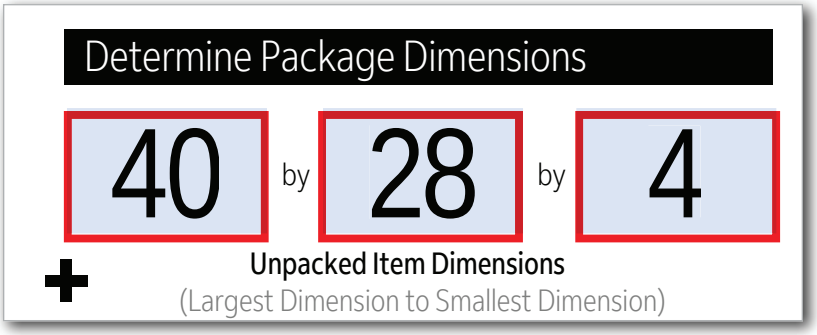
FedEx Office Confidential Information.
For Internal Team Member Use Only.

Digital Custom Box Calculator *(continued)*

DECEMBER UPDATED 2025

Throughout the form, you will input the required values in cells outlined in RED — the file will perform all calculations. The final shipping values are displayed in the bottom right box of the form.

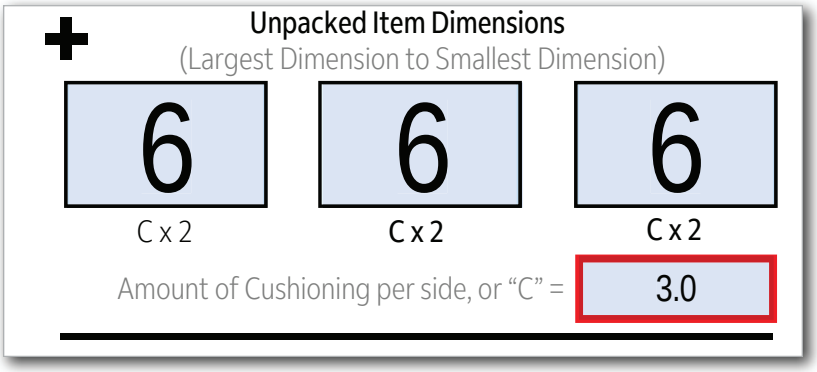
- [x] **Measure the unpacked item and enter in the *Unpacked Item Dimensions field*, entering the largest dimension to smallest dimensions going left to right**



- [x] **Determine the cushioning amount and the proper cushioning materials needed to adequately pack the item.**
  - If using Bubble Wrap, you will need between one and three inches of cushioning
  - If using Instapak, you will need between two and three inches of cushioning; always start with three inches and adjust as necessary.

Note: For flat items, such as mirrors and framed artwork, remember to adjust the cushioning level to accommodate the 8, 10, 12, or 14 inch corner molds

- [x] **Enter the appropriate cushioning amount in the next red cell**
  - The file will automatically double this amount to account for equal amounts of cushioning on all sides of the item



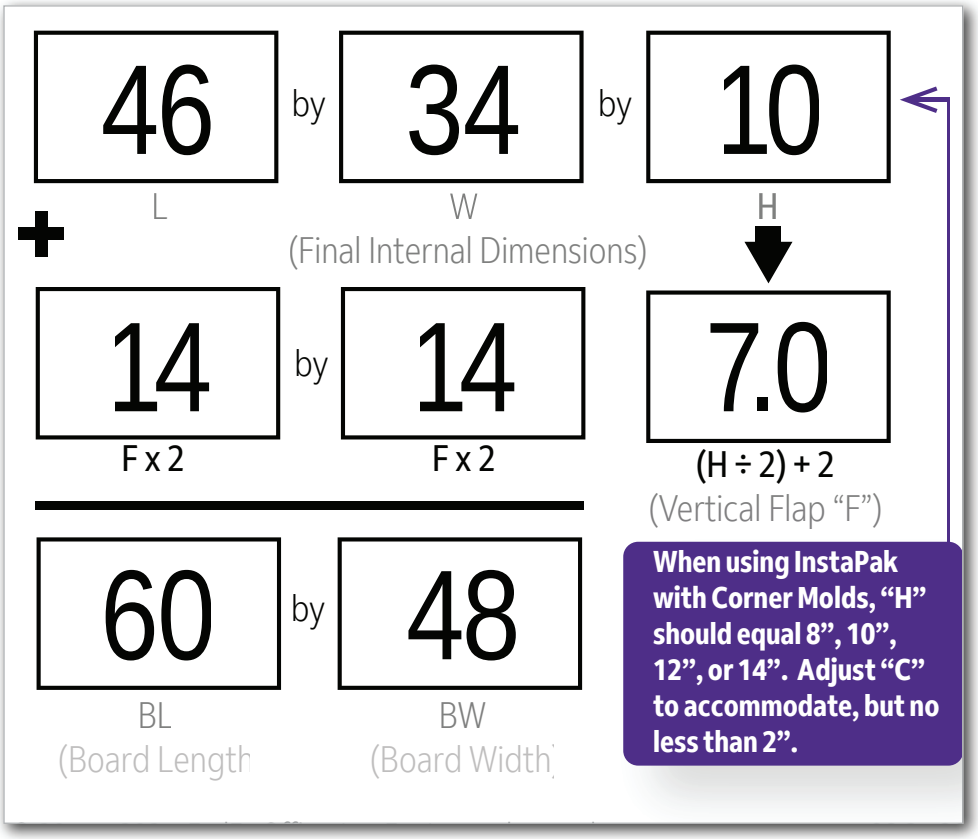
NOTES

continued

Digital Custom Box Calculator *(continued)*

NOTES

The file will automatically calculate the internal dimensions and the size of the flaps needed to build the custom box

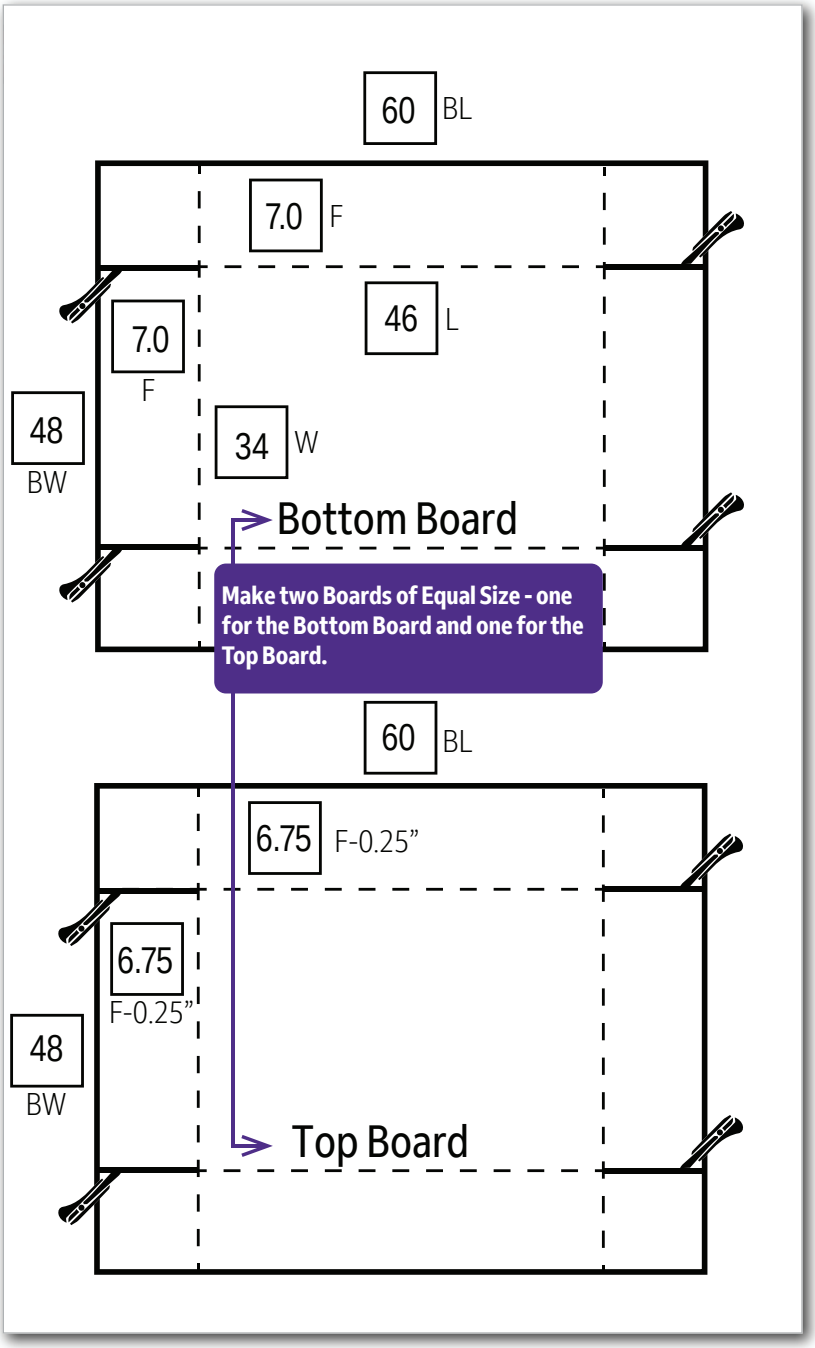


continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Digital Custom Box Calculator *(continued)*

The file will map out the required dimensions for the boards based on the final internal dimensions



Note: The top and bottom boards are set to the same size. You will score the top board flaps a quarter inch shorter.

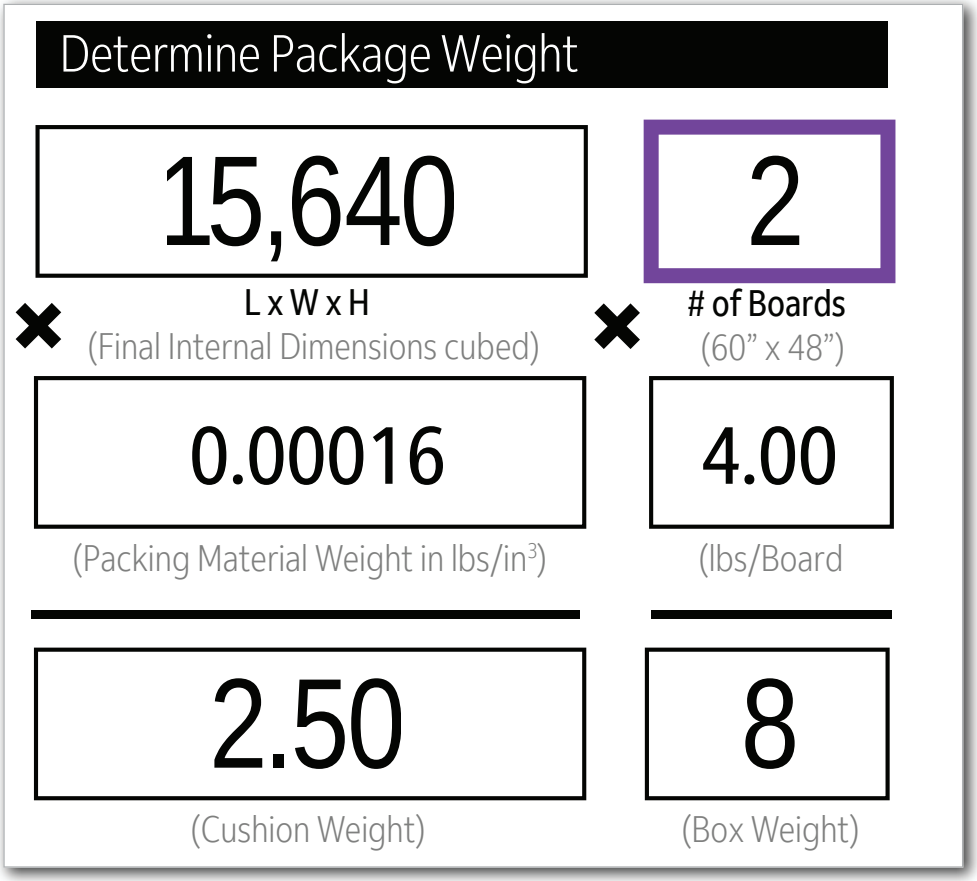
NOTES

continued

Digital Custom Box Calculator *(continued)*

NOTES

- **The file will determine the number of boards required to build the custom box and will calculate the packaging weight for the shipment**



- **The number in the blue field instructs you how many boards to charge for packing**

Always use full sheets or half sheets to extend the length or width as needed.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

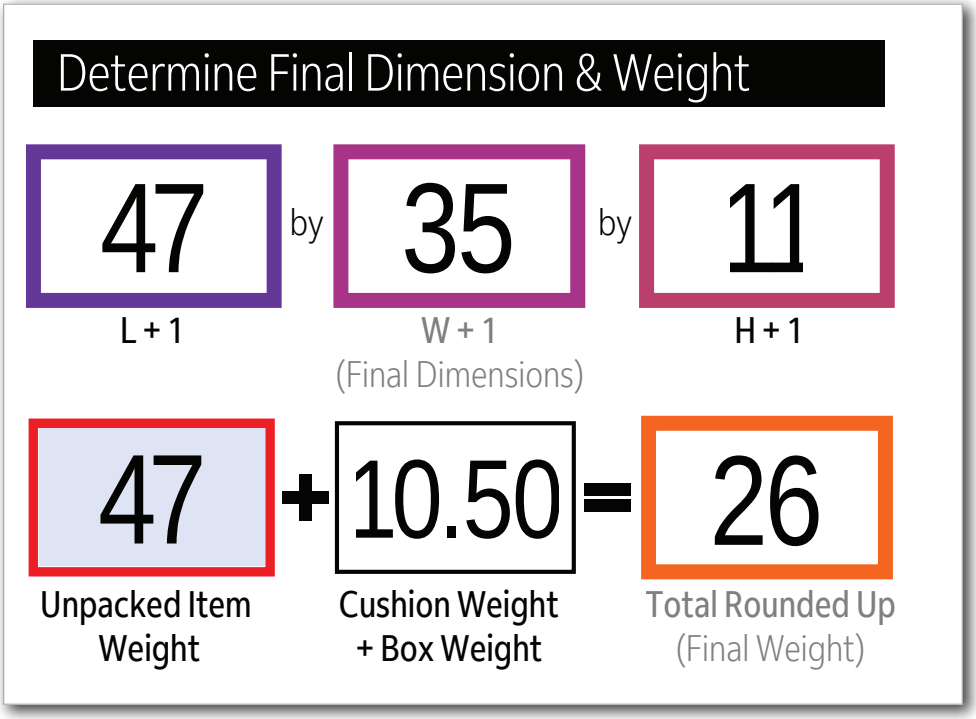
Digital Custom Box Calculator *(continued)*

This file is intended to support custom boxes built for shipping in the FedEx Express *(FXE)* or FedEx Ground *(FXG)* network. If a custom box requires more than five boards, it is most likely too large to fit in the FXE/FXG networks and ***cannot be processed for shipping***.

- [x] **Enter the weight of the unpacked item**

DECEMBER UPDATED 2025

- The file will calculate the final external dimensions and weight to enter for processing the shipment



Printing instructions:

Print in color, on 24 lb LZ, choosing RTF *(reduce to fit)*.

NOTES

continued

Digital Custom Box Calculator *(continued)*

NOTES

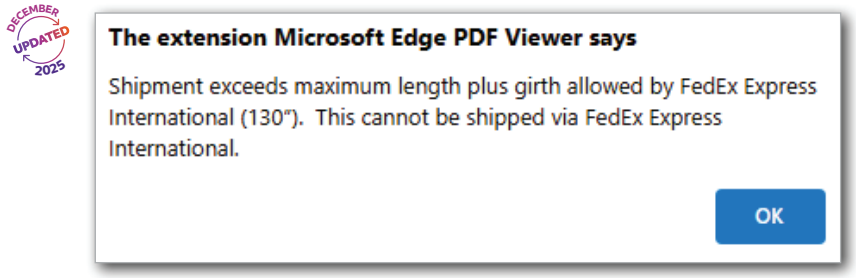
Pop-up Messages

The following pop-up messages may appear based on the length and girth *(L+{Wx2}+{Hx2})* of the external dimensions.

These messages are intended to provide information on the possible restrictions on shipping the package. You can continue to use the form after selecting OK, but the shipment may not be able to travel in the FXE/FXG shipping network.

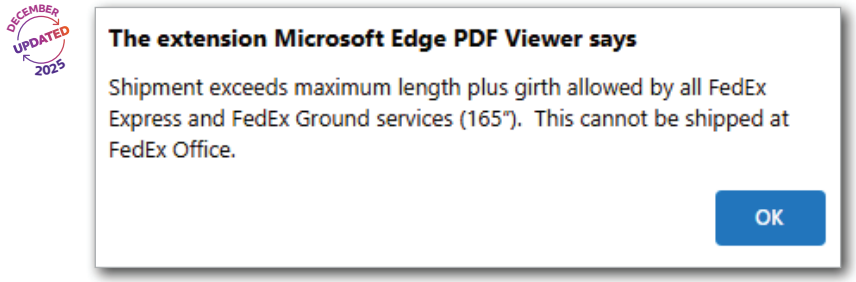
Fedex Express International Warning

The following pop-up displays when the total length and girth exceeds the 130 inch maximum for FedEx Express International shipments.



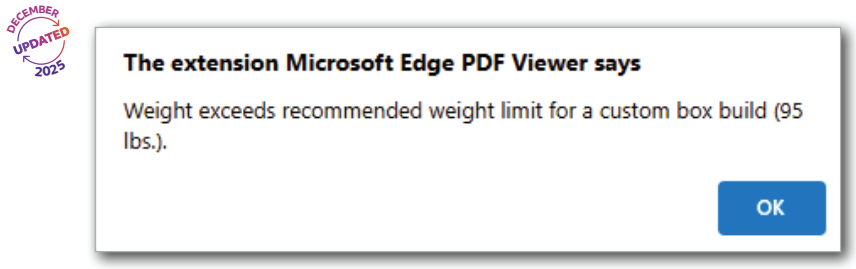
FedEx Express and FedEx Ground warning (Domestic)

The following pop-up displays when the total length and girth exceeds the 165 inch maximum for FedEx Express and FedEx Ground shipments.



Recommended weight restriction for custom box building

The following pop-up displays when the total weight exceeds the 95 pound recommended weight limit for custom box building.



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Bundled Packing Method

Often times customers will bring in multiple items to be packed in the same box. There are specific commodities that do not have to be packed with the same amount of cushioning on all six sides as a single item.

If two or more items are the same *(e.g., set of dishware)* and of equal size; first, review the third column G of the updated Fragility Chart to determine if the commodity can be packed using the Bundled Packing Method.

Commodity	Single-Item Cushioning Required	G Can *Bundled Packing Method* be used?	H Can be packed with other items?
Acrylic *(Box, case, displays)*	3"	No	Yes
Cameras *(Disposable or Digital)*	1"	Yes	Yes
Cameras *(High end)*	2"	Yes	Yes
Ceramic/Glass Items *(Flat)*	2"	Yes	Yes
Ceramic/Glass Items *(Hollow or Rounded) more than 10 lbs.*	3"	No	Yes

If **Yes**, **tightly wrap each individual item with the appropriate amount of ½" of Bubble Wrap®** *(bubbles facing against the item)* and then ***"bundle"*** all items together with the appropriate amount of Bubble Wrap® depending on the commodity *(bubbles facing inward)*. More details are on the following pages.

Note: Only certain commodities can be packed with other items. Refer to the fourth column H of the fragility chart to determine if the commodity can be packed with other items.

Why Bundled Packing for Like Items?

- ☐ **Provides better protection for identical fragile items by creating one single item as opposed to multiple separate items**
- ☐ **Less shifting inside the box during transit**
- ☐ **Ruled mat makes it easier to accurately measure items and required bubble wrap**
- ☐ **Requires less Bubble Wrap® than current standards**



Bundled Packing
12×12×18 Box



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Bundled Packing Method — Packing the Items

Use the following steps to pack items using the **Bundled Packing Method.**

1. Wrap each individual item using one layer of the large ½" bubble wrap.



2. Using painter's tape, tape all individual items together creating the ***"Unpacked item/bundle."*** This makes it easier to wrap the bundle.



Bundled Packing Method — Packing *(continued)*

3. Wrap the ***"Unpacked Item/Bundle"*** using the identified cushioning amount on the Fragility Chart.



4. Proceed with current SOP to complete the PNS.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Claims & Billing Questions

Although FedEx Office provides customers with a convenient drop off location for FedEx Products and Services, claims and billing questions must be directly handled by FedEx Customer Care. The following information is general knowledge all team members should understand and be able to provide to all customers in need.

For additional information or help with a claim previously filed, the customer must contact the Claims Department by calling **1.800.GoFedEx** for assistance

Damage Claims

Direct all customer claims questions to:

- **1.800.GoFedEx** *(463.3339)*

— OR —

- **fedex.com**
  - Free access available at our Computer Rental Stations

Claim Information:

- **Store Management should make all reasonable efforts to help a customer track down a tracking number for a shipment sent through their location**
  - ***Team members cannot file a claim on behalf of a customer***
  - If asked, please advise the customer to call **1.800.GoFedEx** for assistance
- **Claims must include complete shipper and recipient information, as well as the FedEx tracking number, date of shipment, number of pieces, and shipment weight**

Supporting documents:

- Scan of FedEx® US Airbill, FedEx Ship Manager® printout, and/or FedEx Ground Pickup Record
- Photos of package and damaged contents *(if applicable)*
- Serial number*(s)* of damaged or lost merchandise
- Proof-of-value documentation, such as:
  - Copy of original invoice from vendor/supplier
  - Copy of retail invoice/receipt
  - Final confirmation screen of an online order with proof of payment
  - Itemized repair invoice or statement of non-repair- Appraisal*(s)*
  - Expense statement

- **Claim for damaged or missing contents must be filed** *no later than 60 calendar days from the shipment date* **for U.S. packages and** *21 calendar days* **from the shipment date for international packages**
- **Claims for undelivered or lost shipments must be filed within nine** *(9)* **months of the shipment date**
- **For HAL packages that have external damage, the customer must sign for and complete the HAL POD process before they can open and inspect the contents**
  - **After the POD Process is complete,** team members should apologize for any inconvenience and offer for the customer to open the package in store
  - If there is damage, team members should consult the customer through the claims process

continued

Claims & Billing Questions *(continued)*

Billing Issue

Direct all customer billing concerns to:

- **FedEx Billing at 1.800.GoFedEx** *(463.3339)*
  - While it is possible to be erroneously "double billed" or "over billed" after paying through FUSE or SSM, this can sometimes occur for a valid reason *(e.g., a declination of credit card)*

Service Failure Claim

An **Express** customer is eligible for a refund under the Money Back Guarantee if their package was delivered **60 seconds or more after delivery commitment time.**

A **Ground** customer is eligible for a refund under the Money Back Guarantee if their package to a business was not delivered **by the end of the scheduled delivery date**.

Note: The Money Back Guarantee may be **modified or suspended** for specific services at any time.

FedEx Date Certain Home Delivery Money-Back Guarantee.

The FedEx Date Certain Home Delivery Money-Back Guarantee applies if the shipment is not delivered on the valid date requested.

To be considered valid, the requested date must be no earlier than the scheduled delivery as published on fedex.com — cannot be a Sunday, a Monday or a FedEx holiday — and must be within 14 days from the pickup date.

If the delivery date requested is invalid, the FedEx Date Certain Home Delivery Money-Back Guarantee will not apply.

FedEx Evening Home Delivery Money-Back Guarantee.

The FedEx Evening Home Delivery Money-Back Guarantee applies if the shipment is not delivered between 5:00 and 8:00 p.m. on or before the scheduled delivery date as published on fedex.com.

FedEx Appointment Home Delivery Money-Back Guarantee.

The FedEx Appointment Home Delivery Money-Back Guarantee applies if the shipment is not delivered within one hour before or after the time, and on the date, requested by the recipient and agreed to by FedEx.

- Customer has **15 days** from shipment date to file a service failure claim
- Express commitment for shipments delivered during **Peak** are given a **90 minute extension** on delivery commitment time *(dates vary by year)*

FedEx Office Confidential Information. For Internal Team Member Use Only.

OSP Pack & Ship Damage Claims Information

Claims

If the customer's item is damaged while the team member is packing the item they must follow the SOP for a **General Liability Claim**.

General Liability Claim forms can be found on FedEx One, keyword: **general liability form.**

The team member will complete the required information and submit the claim following directions on the form.

Requesting a OSP PNSDC Exclusion

Damaged shipments packed by FXO will result in a PNSDC; there are certain situations where the claim can be reviewed by the OSP team for exclusion.

To request PNSDC exclusion*(s)*, the store manager must follow the process for reviewing and disputing the claim. Additional OSP information is available on FedEx One keyword: **OSP**.

Failures That Qualify for an Exclusion

OSP measures the customer experience.

The only instances a failure will be excluded are as follows:

FXO didn't pack the shipment

Provide tracking numbers with receipts showing FXO did not include PnS charges on the transaction.

The Damage Code attached to the claim is incorrect

Provide trace results providing a damage code was incorrectly applied *(e.g., the tracking number shows no final delivery status)*.

Evidence exists proving damage occurred as a result of extraordinary circumstances

For example, truck got in an accident, the package got run over by a truck, or the package was punctured by a forklift.

Note: Even if evidence is provided that the item was packed appropriately, the claim will not be removed. Only if the failure meets the criteria above will the failure be excluded.

continued →

OSP Pack & Ship Damage Claims Information *(continued)*

Appropriate Contacts

Express and Ground may have additional information regarding damage claims.

Contact the **Cargo Claims Department** at **fxoclaimsassist@fedex.com**.

This email address will allow stores to get more detail or information on damage claims if it is available.

Please note:

Team members should not contact their local station or call Cargo Claims directly; the email request will be placed into a queue for the next available agent to assist. **Cargo Claims will not fulfill requests made by phone**.

Frequently Asked Questions (FAQ)

What if my store has a damage claim with a Declared Value of $100 or less?

Store Managers can still research the tracking number. Claims agents will not have any additional information on these damage claims. In this case, the PNSDC will not be removed unless evidence is provided that we didn't pack the item or it didn't arrive to its destination.

What if a customer comes in store to dispute a claim?

Store Managers should make a reasonable effort to help the customer track down a tracking number for a shipment sent through their location. They should then direct the customer to call 1.800.GoFedEx *(463.3339)* for claims questions.

If the package was damaged in transit would it still be considered a PNSDC?

Yes, unless there was evidence of extraordinary circumstances the package would still qualify for a PNSDC.

What if the customer receives a package with missing content?

If the item arrives to the destination with missing content it will still result in a PNSDC. Remember, OSP measures the customer experience. A missing item presents a poor customer experience and should be researched further.

If I have researched a PNSDC in the past can I contact the claims agent I spoke to directly in the future?

No, when researching a new claim, always use the email for Express or Ground referenced in this procedures sheet. Never call a claims agent directly.

If we charged the wrong SKU and didn't pack the item will we still receive a PNSDC?

Yes, if a PNS SKU is charged to a shipment the store will incur a PNSDC, whether they packed it or not.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

5 Inbound Hold at Location

	Hold at Location Overview	SH.5.02
	Deliveries to FedEx Office Inside Walmart	SH.5.04
	Inbound HAL	SH.5.05
	Types of Inbound HAL	SH.5.11
	Redirect to Hold	SH.5.13
	FedEx Express Auto Redirect to Hold	SH.5.14
	TNT Inbound HAL Processing	SH.5.17
	Limited Quantity Ground Hold at Location Acceptance	SH.5.18
	HAL Package Management	SH.5.19
	HAL Package Management	SH.5.20
	HAL Storage	SH.5.20
	Optional: Hold at Location Divider Bin	SH.5.26
	Daily HAL Requirements	SH.5.28
	Releasing HAL Shipments	SH.5.29
	Releasing HAL Shipments	SH.5.30
	Release Exceptions	SH.5.34
	Returning HAL to the Station/Terminal	SH.5.35
	Ground Hold at Location *(GHAL)* Signature Record	SH.5.37
	HAL Extension	SH.5.38
	HAL Package Management	SH.5.39
	Hold at Location and GHAL List in eOps	SH.5.40

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Hold at Location Overview

Hold at Location *(HAL)* service is free and available with FedEx Express®, FedEx Ground® or FedEx Home Delivery® service. Customers can designate Hold at FedEx when creating a shipping label or even after the shipment is on its way.

HAL shipments are a preferred method for many customers to receive packages safely and on-time. Customers often choose the free of charge HAL option if they need the shipment delivered earlier or when the recipient won't be available to receive a delivery. HAL packages require special processes to ensure we deliver **The Purple Promise**.

Benefits of HAL Packages

Throughout the FedEx network, HAL services provide an outstanding customer experience, revenue opportunities and major cost savings.

- **HAL drives new and additional customers into our stores, providing our team members the additional opportunity to Shine and use the *3C method* to consult on and promote our wide variety of print and retail products**
- **Stores receive a commission for every HAL package processed**
- **HAL deliveries help consolidate the number of destination addresses the couriers or ground contractor must drive to, saving labour, gasoline and vehicle costs**
- **Team members must not place HAL scans on packages being sent to the store for FedEx Office use**
  - ***For example:*** supplies, paychecks, etc.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

HAL Volume Capacity

On a daily basis, store manager must monitor HAL capacity:

- ☐ **If there are capacity concerns, store manager must call the district manager**
- ☐ **DM will evaluate and determine course of action**
  - ❍ If necessary, with DM approval, store manager will escalate situation to Shipping Operations at **fxo.shipping@fedex.com** for further assistance
- ☐ **At no time should HAL packages be rejected due to capacity concerns**

Note: Stores are encouraged to order **HAL Divider Bin Kits** *(Item #***681498***: **bins** + Item #***681499***: **dividers**)* to improve organization and simplify storage for envelopes, paks and soft mailers.



FedEx Delivery Manager Benefits

When appropriate, team members should inform customers about **FedEx Delivery Manager.**

Customers can visit **fedex.com/delivery** to sign up and will gain the following benefits:

- **Receive alerts when a package is sent**
- **Request to hold packages for pickup at a FedEx location, Walgreens, etc.**
- **Schedule package delivery for a specific time or day**
- **Request a vacation hold**
- **Sign for a package**
- **Provide delivery instructions**

Deliveries to FedEx Office Inside Walmart

It's important for FedEx Office team members to build a relationship with not only their FedEx opco partners but also with Walmart associates handling packages to avoid mis-deliveries to the Walmart dock.

When possible, inform the dock manager of the following indicators to help identify packages meant to be delivered to the FedEx Office location.

Hold at Location

If the shipper chose **Hold At Location** *(HAL)* service, the ASTRA label will indicate "**HAL**"

In this case, **the package should never be delivered to the dock**; the HAL indication on the ASTRA label tells the courier it should be going to the FedEx Office inside Walmart.

If the ASTRA Label shows the HAL indication but the courier/driver left it at the Walmart dock, the store manager should escalate the issue to the Station Senior Manager.

Note: Space limitations may require customers to be called once the HAL is received in-store. **Always call customers to retrieve oversized HAL packages** — be sure to inform all customers that the store is located inside the Walmart store.

Packages shipped directly to FedEx Office with only the customer or business name are the packages most often mis-delivered.

Note: Team members should recommend to customers the best practice of ensuring FedEx Office Inside Walmart is included on the shipping label as well as the customer's name.

Redirect to HAL *(RTH)*

Packages may be redirected to FedEx Office at the customer's request. When the FedEx Station gets the customer request, they will generate a label with the FedEx Office address and should be placing that label near the shipping label.

In this case, **the package should never be delivered to the dock**; the RTH label tells the courier it should be going to the FedEx Office inside Walmart.

Auto Redirect to HAL *(ARTH)*

The courier should apply a label with the FedEx Office address to a door tag indicating where the customer can pick up the package.

Again, **the package should never be delivered to the dock**; the ARTH label tells the courier it should be going to the FedEx Office inside Walmart.

If the courier/driver is leaving ARTH at the Walmart dock, the store manager should escalate the issue to the Station Senior Manager.

It is important to partner with our Express and Ground partners first to try to resolve any shipping/receiving problems. The Station Senior Manager should work with the couriers and dispatchers on resolving the issue.

If HAL issues continue to go unresolved, FedEx Office team members can reach out to the Shipping Team:
fxo.shipping@fedex.com

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Inbound HAL

Commitment time is the published deadline for the arrival of HAL packages into the store and the time HALs should be available for customer pickup. The exact commitment time for all stores can be found in the electronic Service Reference Guide *(eSRG)* and should be known by all team members in the FedEx Office location.

To ensure we meet the commitment time there are specific steps required for all Inbound HAL packages. HAL packages that are not correctly processed increase the number of Right Day Lates *(RDL)* and have a negative impact on revenue. Note: Right Day Lates *(RDL)* are packages that arrive on the commitment date but after the HAL commitment time.

These steps have direct impact for the customer experience as well as revenue.

If you suspect an inbound HAL shipment may contain a potentially dangerous item or material *(e.g., leaking, discolored, emitting an unusual smell or sound)*, follow the process outlined on **(see page SH.3.14)** for the proper handling protocol.

Some key expectations for Inbound HAL include:

- **HAL packages and Non-HAL** *(deliveries for team members or the store)* **must be sorted and processed differently**

DECEMBER UPDATED 2025

If a package is NOT a HAL package...

  - ... no scan is required regardless of opco

For HAL packages:

DECEMBER UPDATED 2025

- **Process the HAL within one** *(1)* **hour from the HAL drop-off from the courier/driver**
- **Ensure the HAL location** *(cage shelf #, etc.)* **entered matches the exact location in the store**
- **Securely store all HAL packages in the designated area***(s)* **for customer pickup**
  - HAL packages must be stored a **minimum of five (5) feet** out of customer reach
- **Follow Daily HAL Management process for all HAL packages in the store**
- **Perform an external inspection of HAL packages before the courier/driver leaves the store** — *this is an important step to ensure we are not accepting packages not eligible for HAL*

  Packages not eligible for HAL at FedEx Office include:
  - DH/HAZ label or contains DG/HAZ marking
  - Wet, leaking and/or emitting an odor *(e.g., gasoline, motor oil, bleach)*
- ***Non-spillable wet batteries must be marked "NON-SPILLABLE", "NON-SPILLABLE BATTERY" or "SEALED NON-SPILLABLE" on the outer packaging***
  - If any other kind of wet battery is identified on the package, do not accept the package as a HAL
  - Non-spillable wet batteries must be stored in standard HAL staging area

Important!

If a customer arrives ***prior*** to their HAL package's arrival:

- ***Use the tracking to look up status of the package***
- ***Emphasize the HAL commitment time for their Express or Ground HAL***
- ***If additional information on the package is needed, refer the customer to 1.800.GoFedEx***

Inbound HAL Process Steps

The HAL process may vary between Express and Ground. Please make sure you follow the appropriate steps depending on the type of HAL package that is received.

1. Accept the package from the driver

- **Couriers/drivers will transfer all HALs, including ghost HALs, to the store — the team member must sign for all packages**

- **Refuse packages that are not eligible for HAL** *(Express and Ground)*
  - **FedEx Office cannot accept HAL shipments for International Ground**
  - **Hazmat**
  - Any package that contains items we cannot ship according to the **Restricted Items** list found in the **Commodity Restrictions Guide** supplement of this manual *(located in the front pocket of the binder)*
  - **Oversized** *(Any item larger than the maximum dimensions, see the* **Maximum Dimensions** *[**(see page SH.3.38)**]* information in the Package Acceptance chapter)

  Express:
  - **If driver present**
    - Give back
    - Do not scan or apply labels
  - **If driver departed:**
    - Enter the package in as a HAL, contact station to pick it up, and perform the RTS process when the driver arrives to collect the HAL

  Ground:
  - **If the Ground contractor is present:**
    - Give the package back to the Ground contractor
    - Do not perform any scans or apply a QA label
  - **If the Ground contractor has departed:**
    - Process HAL entry in FUSE or SSM
    - Fill out a green Send to QA label and affix to the package
    - Apply a Transfer of Possession scan

  Note: The driver will still request a signature when a package is refused. Team members will need to sign the signature pad.

- **If a drop-off is found on the shipping counter:**
  - Verify if the package is outbound or an inbound HAL
  - Track the package, if necessary, to determine its status
  - Pickup Package *(PUP)* scans on HALS will cause an error and the package will appear as missing
  - Process the package accordingly

continued →

FedEx Office Confidential Information. For Internal Team Member Use Only.

Inbound HAL Process Steps *(continued)*

2. Sort Inbound Packages

- **Determine and separate all of the HAL packages from the non-HAL store packages**
  - Non HAL packages include items that are addressed to the store or team members
  - Common Non-HAL items include outsourced product and supplies
- **Check the recipient's name on each package**
  - Occasionally HAL shipments are directed to a store's address and are not labelled "Hold at Location"
  - Stores can receive both Ground and Express HALs that have not been marked as HOLD and process those shipments following HAL SOP
- **Any shipment delivered to your store that is not addressed to either an in-store team member or the store itself must be treated as a HAL package, regardless of the markings on the airbill** *(this includes any field-based team members or team members not assigned to that store)*
  - The Manufacturing Network will often ship customer orders as HALs — they will be addressed to the store manager or team member that shared the order

DECEMBER UPDATED 2025

Always sign for inbound HAL packages.

Inbound HAL: **Within 1 hour, apply the correct scan.** Ensure HAL and POD scans are applied **after** the driver has completed scans for delivery to the store.

Recipient:	Scan Required:
Addressed to a customer either as a direct HAL or Ghost HAL *(i.e., does not have the HAL/HLD info on the label)*	**HAL**
Addressed to store/TM at store *(Non-HAL)*	**No Scan Required**
Outsourced Orders *(Non-HAL)* *NFC, CPC, FPM, Shared order, etc.*	**No Scan Required**
All supplies and store materials	**No Scan Required**

** Ghost HAL packages are sent directly to a store address with the **customer as the "recipient."** These shipments will **not** have HAL label(s), but **must be treated exactly as a direct HAL.***

NOTE: For multi-piece shipments, each piece must be scanned into the system.

Inbound HAL Process Steps *(continued)*

DECEMBER UPDATED 2025

3. Within one *(1)* hour, enter all HAL packages

- **Ensure the HAL location** *(cage shelf #, etc)* **entered matches the exact location in the store** **(See "HAL Storage" on page SH.5.20)**

☐ *Scan the 2D barcode* **which will populate the Form ID, Recipient's Name and phone number**

❍ If the 2D barcode is damaged are not readable by the scanner, scan the 1D barcode instead, and enter the recipient information

Scan 2D barcode

Scan the 1D barcode only if 2D Barcode doesn't auto-populate Tracking # and customer information



Express Form ID Example

☐ **Enter the** *Shelf Number*

☐ **Select** *Add Shipment*

☐ **When all HAL packages have been entered in the Add Shipment list, select** *Post HAL*

☐ **Select "*Print labels*" to retrieve HAL labels — place this label on the package**

❍ If needed, the four letters from the last name can be manually modified to change what is printed on the HAL label *(do not display an inappropriate shortened name on a HAL label)*

☐ **When placing HAL labels on multiple packages, ensure the internal HAL label information matches the label on the package**

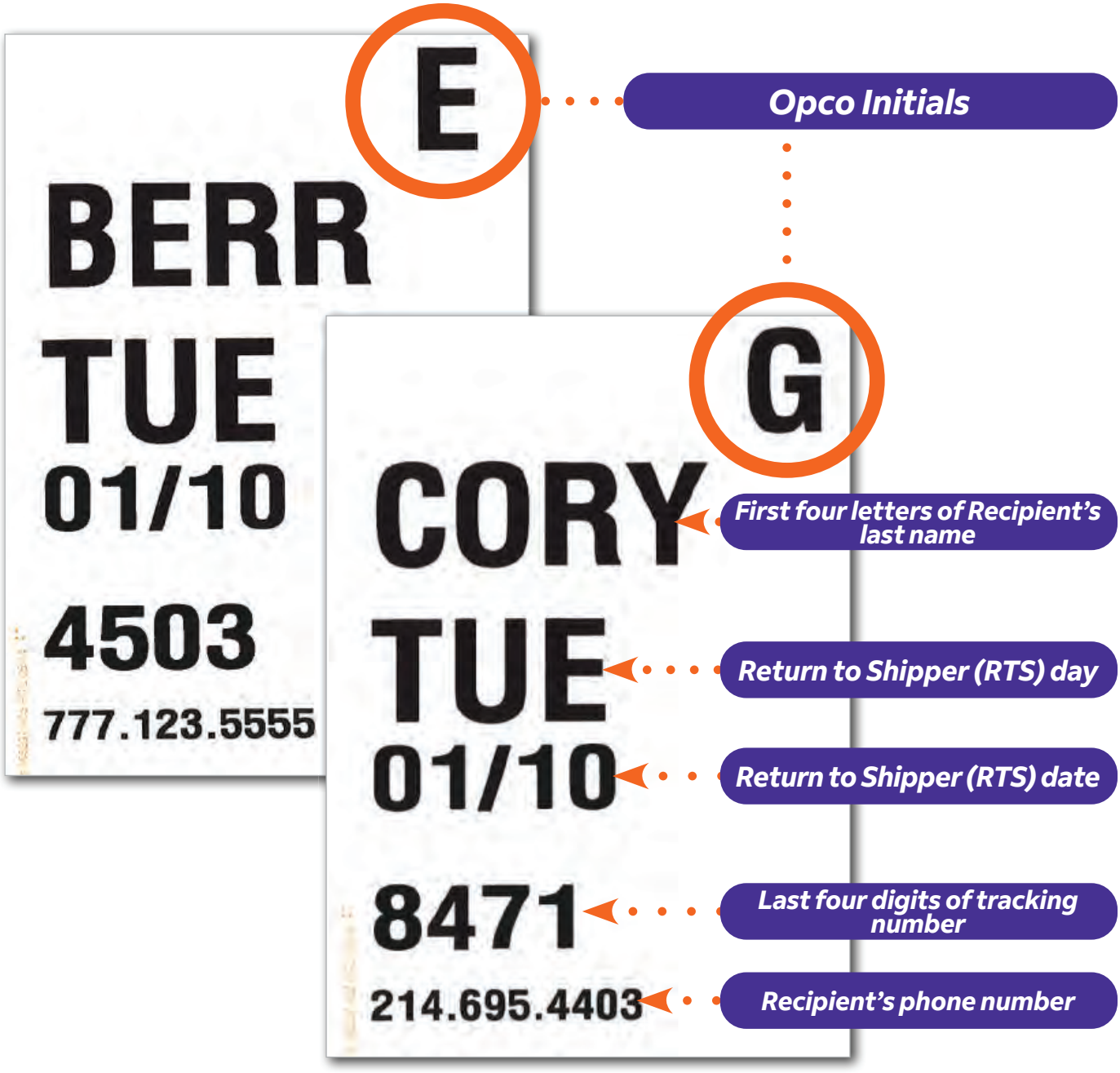
continued →

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Inbound HAL Process Steps *(continued)*

- **NEVER cover customer automated labels or barcodes**
- **All HAL packages must be returned on the sixth business day and all RTS dates must reflect this**
  - The day the package arrives in the store is considered the first business day
  - For packages arriving on Saturday, the first day is the following business day
  - The business days are defined as Monday through Friday

Auto-Generated HAL Labels



Inbound HAL Process Steps *(continued)*

4. **Securely store all HAL shipments in the designated HAL cage, HAL room or designated overflow area.**

- **Additional details on HAL storage requirements are located in the HAL Storage section of this manual**

5. **Perform Daily Scans *(STAT44)* on FXE HAL packages that remain in the store for customer pickup**

6. **Follow Daily HAL Management process for all HAL packages in the store**

- **Customer is called the morning the package is to be returned**
- **On the sixth business day, packages not picked up must returned to the Express Station or Ground terminal**

Note:

A manual entry may be required when barcodes are damaged and are not readable by the scanner

- A ***Form ID*** is required for manual entries
- For ***Express*** shipments, the Form ID is located in a small box in front of the tracking number
- For ***Ground*** shipments the ***Form ID*** is ***0000***
- If a 2D barcode is not available, enter the company name, or the shipper's first initial and last name

Do Not Call List Request from Customers

If a customer asks to be placed on the Do Not Call list *(or they ask not to be contacted by FedEx for any reason)*, politely ask them to contact 1.800.Go.FedEx and a customer service agent will be happy to process their request.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Types of Inbound HAL

- Direct HAL
- Redirect to Hold
- Auto Redirect
- "Ghost" HAL
- Priority Alert HAL
- TNT HAL
- SmartPost HAL
- Limited Quantity Ground Hold at Location

FedEx Office Confidential Information.
For Internal Team Member Use Only.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Redirect to Hold

Customers *(sender or recipient)* can also request to redirect an in-transit shipment to a nearby FedEx location in the same delivery area. These shipments are referred to as **Redirect to Hold** *(RTH)* Shipments. Customers can initiate the Redirect to Hold Request by calling 1.800.GoFedEx (463.3339) or by using fedex.com.

- **The package will be available at FedEx Office on the next business day**
- **They will be held in the stores for five** *(5)* **business days and returned on the sixth** *(6th)* **business day's last pickup**

Team members CANNOT initiate the RTH request for a customer. RTH shipments are managed in store following the same procedures as all HAL packages.

FedEx Express Auto Redirect to Hold

Auto Redirect to Hold *(ARTH)* is a program designed to reduce the number of attempted deliveries for residential FedEx Express packages, including signature required and packages that cannot be left due to security considerations.

This service also provides same-day, convenient access for recipients with missed first-attempt deliveries.

Auto Redirect to Hold *(ARTH)*

This process will only impact FedEx Express residential deliveries with required signature options *(direct, indirect and adult)* or packages that cannot be securely left.

With this process, after the first unsuccessful delivery attempt, FedEx Express couriers automatically redirect these packages to a nearby FedEx Office, FedEx Ship Center, or FedEx OnSite closest to the end-point of the courier route.

ARTH Sample Scenario

- ☐ **A customer places an order online for a new computer to be delivered to his home**
- ☐ **The customer is not home when the FedEx Express courier attempts the residential signature-required delivery**

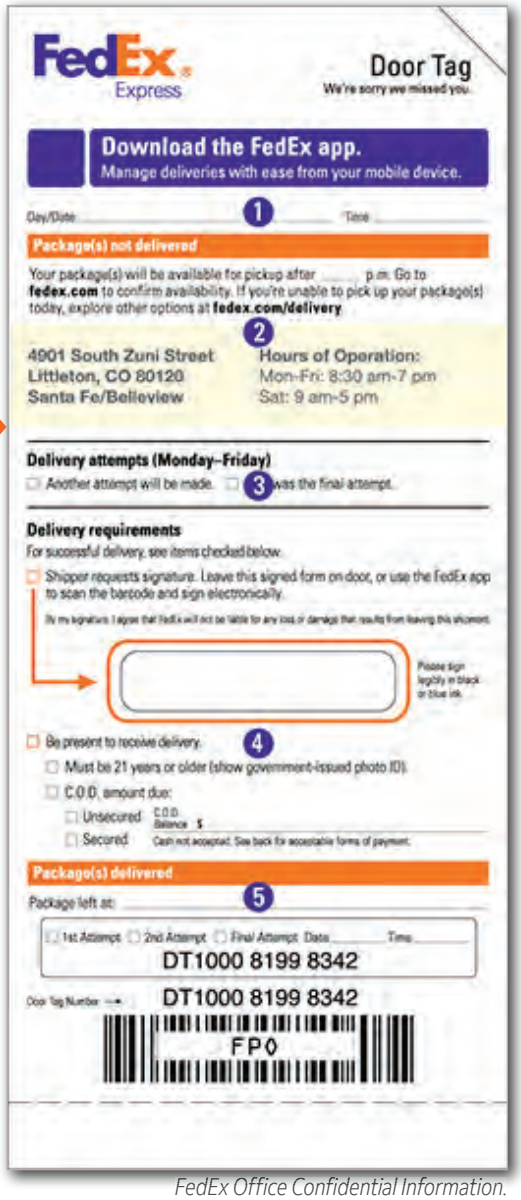
Following the first unsuccessful attempt to deliver a FedEx Express residential package, the courier will:

- ☐ **Leave a door tag with the package retrieval location name, address, hours of operation and package time availability on the recipient's door**
- ☐ **Drop off all ARTH packages at the designated hold location***(s)* **at the end of their scheduled route**
- ☐ **An automated call is made to customer's listed phone number** *(if available)*, **informing them of the location**
  - ○ **FedEx Delivery Manager** *(FDM)* opt-ins can receive custom notifications

Note: These shipments follow the standard procedures for FXE HAL packages.

- ☐ **Customer picks up package at the designated location later the same evening or within five** *(5)* **business days**

Note: Some stores may see three or more additional FedEx Express couriers dropping off ARTH packages throughout the day


FedEx Express
Door Tag
We're sorry we missed you.
Download the FedEx app.
Manage deliveries with ease from your mobile device.
Day/Date 1 Time
Package(s) not delivered
Your package(s) will be available for pickup after ____ p.m. Go to fedex.com to confirm availability. If you're unable to pick up your package(s) today, explore other options at fedex.com/delivery.
2
4901 South Zuni Street
Littleton, CO 80120
Santa Fe/Belleview
Hours of Operation:
Mon-Fri: 8:30 am-7 pm
Sat: 9 am-5 pm
Delivery attempts (Monday–Friday)
Another attempt will be made. 3 was the final attempt.
Delivery requirements
For successful delivery, see items checked below.
Shipper requests signature. Leave this signed form on door, or use the FedEx app to scan the barcode and sign electronically.
By my signature, I agree that FedEx will not be liable for any loss or damage that results from leaving this shipment.
Please sign legibly in black or blue ink.
4 Be present to receive delivery.
Must be 21 years or older (show government-issued photo ID).
C.O.D. amount due:
Unsecured C.O.D. Balance $
Secured Cash not accepted. See back for acceptable forms of payment.
Package(s) delivered
Package left at: 5
1st Attempt 2nd Attempt Final Attempt Date Time
DT1000 8199 8342
Door Tag Number
DT1000 8199 8342
FPO

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Express Auto-redirect to Hold *(continued)*

Customer-requested Reattempt

Customers may request to have a second delivery attempt by calling **1.800.GO.FEDEX** and making the request.

- ☐ **Customer returns home, sees the ARTH door tag and calls 1.800.GO.FEDEX to request a second delivery attempt**
- ☐ **FedEx Customer Service agent calls FedEx Office and informs the team member to stage the customer's package so the courier can pick up and reattempt the delivery**
- ☐ **Team member must follow SOP to RTS the package** DECEMBER UPDATED 2025
- ☐ **The courier picks up package and returns it to station**
- ☐ **The station schedules courier to reattempt delivery of customer's package**

'Ghost HAL'

Any package addressed to a store with a "recipient" name that is *not* a team member is referred to as a "Ghost" HAL.

- ☐ **These shipments will *not* have HAL labels but *must be treated exactly as a direct HAL***
- ☐ **These shipments must be processed as a HAL, following normal HAL procedures**
- ☐ **You will likely have to manually enter the Recipient's name for "ghost HAL" packages**

Priority Alert Inbound HAL

When sorting inbound HAL packages from the non-HAL packages, identify if there are any **Priority Alert** *(PA)* HALs.

If there is a PA HAL package:

- ☐ **Call the customer *immediately* after processing all of the Express inbound HAL packages**
- ☐ **Write *"Call Daily"* on the auto-generated HAL label and highlight;** *the customer must be called each morning the package is at the store*
- ☐ **Make note of the package on the Shift Communication Log** *(e.g., PA package: Call customer daily)*
- ☐ **Stage package in the designated HAL area**

If there isn't a phone number for the recipient, **immediately** contact your FedEx Express station and ask for the PA Coordinator or an Operations Manager; explain you received an inbound PA HAL but there is no phone number for the recipient. They will assist with contacting the customer.

SmartPost HAL Expectations

In the event a SmartPost package is delivered to a store by a US Postal Carrier or FedEx Ground and the recipient is ***not*** a team member or the store, the team member should accept the package using the manual **SmartPost HAL Log form**, available on FedEx One, keyword: **SmartPost.**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

TNT Inbound HAL Processing

FedEx Office locations may receive international HAL shipments with both TNT and FedEx ASTRA labels on them. These shipments were sent by TNT customers outside of the U.S. for HAL or RTH.

- **A FedEx ASTRA label should be adjacent to the TNT label**



TNT HAL shipments can be processed in SSM. Follow the normal processing procedures.

Limited Quantity Ground Hold at Location Acceptance

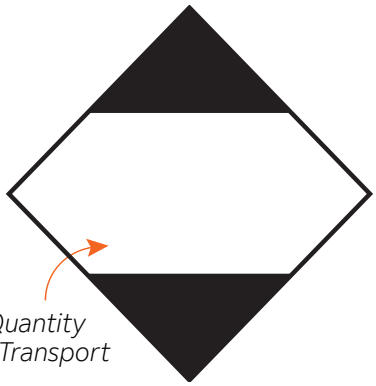
FedEx Office stores have been authorized to accept **Limited Quantity** *(formerly ORM-D [Other Regulated Materials-Domestic Transport Only])* as an **inbound Ground Hold at Location** *(GHAL)* shipment.

Limited Quantity Overview

Limited Quantity is a material which presents a limited hazard during transportation. While Limited Quantity is still considered hazardous material *(HazMat)*, this designation means the material is in a quantity and form designed for individual consumer or household purposes, and thus the potential for risk is considerably less and subject to less regulatory oversight.

Examples of items that can be classified as Limited Quantity:

- **Aerosol cans**
- **Nail Polish**
- **Cosmetics**
- **Paints**
- **Perfumes**



*Indicates Limited Quantity Shipping by **Ground** Transport*

Package Acceptance

Store Front App



Limited Quantity shipments ***CAN be accepted*** **as an inbound Ground HAL at all FedEx Office stores**. It is the FedEx Office team members' responsibility to ensure the following requirements are met before accepting the package:

- **Must be labeled properly**

Note: ***Outbound*** shipping of a Limited Quantity is **prohibited** at FedEx Office
  - Customers must call **800.GoFedEx** for a pickup

- **Stores will process Limited Quantity GHAL the same as all other GHAL packages and stage following standard HAL SOP**

HAL Storage

Limited Quantity GHAL shipments do not have to be stored separate from other HALs. Follow the standard procedures for staging HAL packages in the designated, secure and non-customer accessible area for as long as it is at the FedEx Office store.

Return to Station/Terminal *(RTS)*

In the event an Limited Quantity GHAL package has to be returned to the Ground Terminal, follow the standard procedures for returning an expired HAL package.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

HAL Package Management

FedEx Office Confidential Information.
For Internal Team Member Use Only.

HAL Package Management

It is critical to actively manage Hold At Location (HAL) packages while awaiting customer pickup. Properly managing Hold At Location *(HAL)* volume helps ensure an excellent customer experience; as well as driving revenue through HAL commissions.

This process saves time by allowing team members to quickly identify a customer's HAL package and in turn, shortens the customer wait time to complete a HAL transaction. This process also assists team members in following standard operating procedures *(SOP)* by creating a system to identify expired HALs so they can be **returned to the station** *(RTS)* on the correct day.

HAL Storage

Basics of HAL Storage

- **HAL shipments must be kept in the designated, secure, customer non-accessible area for as long as they are at your location**
- **HAL packages must be staged a minimum of five** *(5)* **feet away from customer access**
- **Once a HAL package arrives in the store and the HAL scan is applied, it must promptly be secured in the designated HAL staging area**
  - The HAL package should only leave this staging area to receive STAT44 *(Express)* scans, be released to the customer or be returned to the station/terminal *(RTS)*
- **Never leave a HAL package unattended on the front shipping counter or other customer accessible areas when performing HAL scan, status scan, releasing the package to the customer** *(prior to the POD scan)* **or for any other reason**
  - The store is responsible for all HAL package security
- **Ground and Express HAL packages do NOT have to be stored separately**
- DECEMBER UPDATED 2025 **Stores with metal shipping shelves can order optional Express and Ground HAL magnets through the Store Front App**
- **When a HAL package is placed on a selected shelf, the shelf's number/name must be entered into SSM or FUSE**
- **Because the floor plan for each store is different, there are different options to handling HAL volume: HAL storage room and/or HAL shelving**
- **Secured HAL packages must be under camera surveillance at all times**
  - When HAL packages are secured inside of a HAL room, the door leading into the HAL room must be covered by a surveillance camera

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Approved HAL Staging Options

The following options are available to stage HAL packages:

- ☐ **HAL Room** *(with or without a door)*
- ☐ **HAL Shelving**
- ☐ **Designated Oversize/Overflow HAL Space**

HAL Room Storage

In stores with designated HAL rooms to specifically store HAL packages, cages are not required. However, all shelves are required to be accurately and neatly labelled and **the entrance must have** security surveillance at all times. When entering HAL location scans, the shelf location of each package is required.

The HAL Secure Room may be used to store additional FedEx supplies. However, the storage space must be clearly designated with blue tape and corresponding signage.

No other store supplies may be stored in this area, only FedEx shipping supplies.

Note: Some stores may be directed by FedEx Plano to store packages in the HAL area. The store manager would follow FedEx Plano directives and ensure non-HAL packages are clearly marked for FedEx pickups.

HAL Storage and Security requirements:

All HAL rooms must meet the following requirements:

- **HAL packages must be a** *minimum of five (5) feet* **out of customer reach**
- **Storage rooms must be under continual store security camera surveillance at all times**
  - Camera must be facing the entry/exit point of the HAL room on the outside to record all access

Note: HAL rooms that are in customer-accessible areas are required to be locked. The above security camera requirements still apply.

- **If HAL room is not in a customer-accessible area and has a door, the best practice is to lock the door when not in use; however, the door must be locked after business hours** *(when the store is closed)*

HAL Shelf Organization

HAL shelves should be individually labelled and packages stored in a specific way to allow maximum efficiency in retrieving customers' packages. Packages should also be stored in HAL areas in such a way so they are not damaged. The following guidelines will allow for efficient retrieval and reduce the instances of misplaced or damaged HAL packages.

- **Packages must be stored with the HAL labels facing out to allow easier scan application**
  - When possible have the HAL label on the same side as the ASTRA label for easier access to required scans



- **Documents** *(envelopes, Paks and mailers)* **should be stored together**
  - The HAL Divider Bins and Dividers are available in SIOCS *(see* **(see page SH.5.26)** for more information)
    - ***Bins:*** Item #**681498**
    - ***Dividers:*** Item #**681499**
- **Monitor all HAL packages daily, paying close attention to the date to be returned**
- **Never stage packages in such a way that will cause damage** *(e.g., do not place heavier boxes on lighter ones)*
  - This may require older packages to be reorganized when newer ones arrive
  - Use the T-Stacking method as applicable
- **To ensure team member safety, never place packages on the very top shelf in order to avoid team member injury from trying to reach heavy packages or cause a falling hazard**
- **Ground and Express HALs do not need to be stored separately**

HAL Cage (small or large)

If your store has a HAL cage, please contact **fxo.shipping@fedex.com** for further direction.

FedEx Office Confidential Information. For Internal Team Member Use Only.

HAL Shelf Labeling *(continued)*

Seven Shelf System

For HAL room and/or Shelving Outside of HAL Room *(e.g., stationary or sliding HAL shelves)*

The **Seven Shelf System** requires each HAL shelf to be labelled with a day of the week and as HAL packages are entered, the corresponding shelf is entered for easy retrieval. The HAL is then placed on the shelf labelled with the day of the week it arrived on.

For example, if a package arrives on Tuesday, it would be placed on the "Tuesday" shelf. The package will then remain on that shelf until it is picked up by the customer or expires. On the following Tuesday, it would be moved to the opco "Expired" shelf. If the package is not picked up by the customer by the time the appropriate opco driver arrives, the RTS process will be completed and the HAL returned to the station.

Note: Since Saturday is not a business day, a package arriving on that day will be treated as if it arrived on the following Monday. The customers must still be notified of the HAL the day it arrives.

Stores using this system may have more than the number of shelves required. These extra shelves will be used as additional shelving for days with heavier than normal volumes.



DECEMBER UPDATED 2025

HAL magnets are available to be ordered through the Store Front App.

Hold at Location Seven Shelf System Signage is available on FedEx One, keyword: seven

- **Saturday/Monday**
- **Tuesday**
- **Wednesday**
- **Thursday**
- **Friday**
- **Expired Express HAL**
- **Expired Ground HAL**

HAL Shelf Labeling *(continued)*

Overflow/Oversize Area

All stores must have an overflow/oversize staging area regardless of shelving. This allows staging space for packages that are too large or heavy to place on a HAL shelf or there is no room due to volume on the shelves.

- **The HAL Overflow Label is available on FedEx One by searching: HAL Overflow Oversize**



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Designated Oversize / Overflow Area

HAL Storage and Security Requirements

The oversize/overflow HAL space is used when HAL packages cannot be placed in the designated HAL room/cage/shelf due to the package being too large or the designated HAL space not having availability due to HAL volume.

Oversize/Overflow HAL spaces must meet the following requirements:

- **All stores must have a designated and clearly marked HAL oversize/overflow staging area, using the appropriate signage and blue tape**
  - For stores with HAL rooms, this space may be ***inside*** the HAL room
  - If space is outside of the HAL room or the store is using a cage or shelf, the oversize/overflow space should be in close proximity to the normal HAL staging area when possible
- **Never be in customer-accessible area**
- **HAL packages must be a** *minimum of five (5) feet* **out of customer reach**
- **The space must be under continual store security camera surveillance at all times**

Security Camera Placement

If there are any problems with having any of the above spaces under continual camera view, contact your Global Security Advisor to review the current camera views and determine if changes are necessary.

Exceptions

If the store has special circumstances where the above security requirements cannot be met as outlined, the store manager must engage their district manager and the FedEx Plano Shipping Team for an approved solution.

Optional: Hold at Location Divider Bin

Used for Envelopes, Paks and Soft Mailers

In an effort to streamline and simplify Hold at Location *(HAL)* storage for envelopes, Paks and soft mailers, a Divider Bin may be used. The improved organization enabled by this solution also reduces time spent locating packages.

Your store may find the Divider Bin useful if the volume of envelopes, Paks and soft mailers makes it difficult to locate these smaller HALs on the shelf. Determine if your store will benefit from the divider bin.

Criteria stores should consider includes:

- **High HAL volume of envelopes/Paks**
- **Difficulty in quickly locating customer packages**
- **Envelopes/Paks risk of falling behind storage racks**
- **Envelopes/Paks commonly hidden by larger packages**

Ordering

Kits can be ordered in SIOCS. Bins *(Item #**681498**)* are ordered separately from dividers *(Item #**681499**)*. Four (4) dividers are needed to set up the bin; the additional two (2) dividers can be stored for use as replacements as needed.



continued

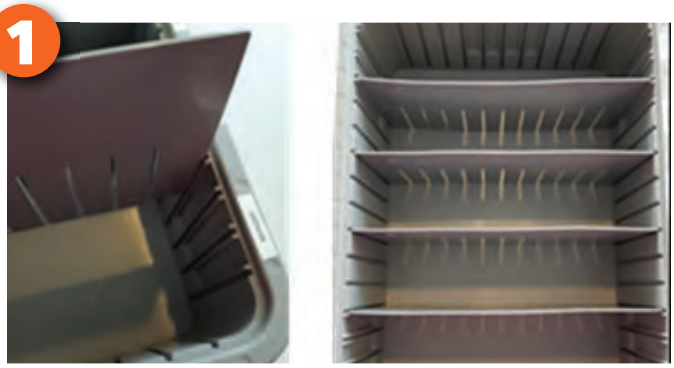
FedEx Office Confidential Information.
For Internal Team Member Use Only.

Optional: Hold at Location Divider Bin *(continued)*

Divider Bin Setup

The Divider Bin should be configured to match the 5-Day Shelf method with a section for each day of the week — Monday/Saturday through Friday *(Saturday HAL will be staged in the Monday/Saturday slot)*. Each bin will have a set of plastic dividers which will be used to separate each day.

1. Slide four *(4)* dividers into the slots to create five separate areas.



2. Day of the Week Labels must be applied to the right side of the bin on the top ridge. Use the Dymo Label Maker *(Item #**301155**)* to create the labels.

Note Saturday and Monday will go in the same slot.



3. Create a label that will go on the front of the bin.

DECEMBER UPDATED 2025

a) Download the **Hold at Location Divider Bin Label** from FedEx One
b) Print the sign on white 24lb paper
c) Lami-label and trim off white border
d) Adhere the label to the front of the bin



4. Divider Bins must be placed in the HAL Storage area.

- The most desirable placement is on a HAL shelf
- Because the floor plan for each store is different, this option may not work
- If placed on the floor, tape off the area with proper floor tape



Daily HAL Requirements

It is very important that proper communication on the status of HAL packages occurs on a daily basis. Performing an update to all packages remaining overnight ensures customers packages awaiting customer retrieval are properly accounted for.

Daily Procedures



- **Verify that HAL packages stored in the HAL Cage/ Room match the HAL packages listed in your HAL Inventory**

Note: You can view and print HAL inventory lists from **eOps** as an additional resource. Refer to the ***eOps Section*** for additional information **(see page SH.5.40)** .

Daily Status Scan Requirements

Status Scans for FXE Hold At Location (HAL) Packages

The status scan is an important step of the Hold At Location *(HAL)* process. This scan allows the tracking system to know where a HAL resides each day.



The status scan for Express packages used in FUSE as “Daily Scans” or in SSM as STAT44.



When to Perform Status Scan

Daily Scans/STAT44 status scans must be performed on a EHAL package once each day it remains in the store.

The Daily Scans scan should be applied to all Express HAL packages still in the store at the end of the business day. Only one scan should be applied per package/per day.

Daily Scans should be processed every day, including Saturday and Sunday if the store is open.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Releasing HAL Shipments

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Releasing HAL Shipments

Recipients will arrive in store to pick up their HAL packages.

All recipients must show a government-issued identification *(for example, driver license, military ID, passport, state-issued photo ID)* or a **QR Code** **(see page SH.5.31).**

Additional identification may be required — see following page.

Always check for additional restrictive labels or barcodes that may restrict who can receive the HAL shipment. See the **HAL Release Grid** **(see page SH.5.32)** for updates on how HAL packages are to be released under various scenarios.

Always verify the recipient is 21 years or older, according to their government-issued ID, **when releasing a HAL that is flagged as Adult Signature Required** *(ASR) (more information in the Adult Signature Required [ASR] HAL section of this chapter).*

Once the recipient has shown the required ID, follow the standard HAL release procedures.

DECEMBER UPDATED 2025

FUSE FedEx Unified Store Experience

Step by step procedures for HAL Release can be found in the **FUSE Procedures Guide** or the **SSM Procedures Guide**.



Required IDs for Releasing HAL Packages:

Government-issued ID

All recipients must present a government-issued, photo ID; accepted IDs include:

- ***Driver license***
- ***Military ID***
- ***Passport***
- ***State-issued photo ID***

Please note, additional ID may be required in order to release a package. Always check each package for additional restrictive labels or barcodes limiting who can receive the HAL package *(e.g., Adult Signature Required).*

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Releasing HAL Shipments *(continued)*

HAL Release with QR Code

The customer is *not* **required to show ID when a QR code is provided either on their mobile device or a printed copy.**

Note:

The HAL scan triggers the notification in the FDM app alerting customers their package(s) are ready for pickup.



Ground Digital QR Code



Express Digital QR Code

- **The individual providing the QR code does not have to be the named recipient of the Express or Ground RTH shipment, however, you still need to enter the first initial and last name of the person picking up the package**
- **The address does** *not* **need to be verified**
- *Adult Signature Required* **packages will still need to show ID to verify** *age only*

Recipients with Door Tags and Direct Signature Required *(DSR)* HAL Release

If the recipient's name is **not** on the package and the recipient presents a door tag or references a door tag number *(instead of the tracking number)*, the recipient's address reflected on their government-issued ID **must match the ship-to address on the package**.

Since door tags are left with the recipient when the package has been redirected-to-hold at FedEx Office, the package will have the customer's original address on it.

Customers who do not have a matching address on their ID or are picking up for someone else in the household *(e.g., husband picking up his wife's shipment)* ***can provide, in addition to their photo ID, one of the following documents:***

- ***Utility bill or statement***
- ***Health or auto insurance card***
- ***Property statement from the County or City website***
- ***A personal check***
- ***Credit card statement***
- ***Telephone bill***

The additional document must include a matching name *(of that on their ID and/or the name on the package whichever is appropriate)* and address of the package being released.

Customers do not need to bring in a hard copy of the document; they can provide this information using their smartphone or tablet. A team member can offer to allow the customer to use our Computer Rental **free of charge** and printing a copy of what is needed. Any additional document provided as proof of identification must be returned back to the customer when the package is released.

Releasing HAL Shipments *(continued)*

HAL Release Grid

Packages sent as a direct HAL to a store will have the store's address. Only redirected packages will require that the customer picking up has ID with a matching address. It is extremely important to obtain the required ID and verify the recipient is correct. By doing this you will be delivering the Purple Promise to the shipper and to the recipient.

The following grid will help you identify what is needed during the HAL release process depending on the type of recipient:

Direct HAL = Name Match Only *(NO ADDRESS MATCHING)*

Customer picking up package is **same as recipient** on shipping label	Customer picking up package is **different than recipient** on shipping label	Customer is picking up a package with a **business as recipient** on shipping label
• **Government-issued ID required** • **Verify name only** *(not address)*	• **Government-issued ID** *and* **tracking number required** • **Verify tracking number matches package**	• **Government-issued ID, tracking number** *and* **proof of business associations** *(e.g., business card, company badge, paystub)* **required** • **Verify tracking number** *and* **business name matches**

A manual entry may be required when barcodes are damaged and are not readable by the scanner: ***Express:*** The **Form ID** is in a small box **in front of the tracking number** | ***Ground:*** The **Form ID** is **0000**

Redirect-to-Hold *(RTH)* = Address Match

Recipient Information on Label	Package Tracking Number or Door Tag Number	Government-Issued Photo ID	Alternate Proof
Address on ID ***Same*** as Recipient	**Required**	**Required**	
Address on ID is ***Different*** than Recipient	**Required**	**Required**	**Required[1]**
Recipient is a ***Business*** and **Address** on ID is ***Different*** than Recipient	**Required**	**Required**	**Required[1]**

[1]***Address on each form of alternate proof must match recipient address on label*** *(e.g., utility bill, insurance card). The purpose is to prove connection to the address on the label.* ***This is required for residential and/or business customers.***

Letters of Authorization:

Letters of Authorization are **not accepted.**

Team members must not release a shipment without the proper identification.

ASR HAL PACKAGES: Customer picking up package is ***at least 21 years old*** *(as indicated on Government-issued ID)*, in addition to meeting applicable requirements above.
FedEx Delivery Manager customers may Redirect to Hold shipments and receive a QR for release. *Unless the shipment is* ***ASR****, the customer does not need to show ID or alternate proof of address.*

Please Note:

- If the person picking up the package is not the named recipient **and** restrictive labels or barcodes restrict the release of the package, explain to the customer that for security reasons, the shipper will not allow the package to be released to anyone other than the named recipient
- Shippers have the option to apply restrictions to a shipment such as, **Do Not Reroute** or **Do Not Redirect** or **Do Not HAL**
  - These shippers will place this "Restrictive Label" on a package with the instructions
  - Alcohol labels and ASR are not considered "restrictive" labeling
- ***Additional acceptable forms of documentation for address verification purposes include:***
  - A utility bill or statement
  - Health or auto insurance card
  - Property statement from the county or city website
  - A personal check
  - Credit card statement
  - Telephone bill
- ***Under no circumstances should a team member redirect a HAL shipment***

FedEx Office Confidential Information. For Internal Team Member Use Only.

Releasing HAL Shipments *(continued)*

Adult Signature Required *(ASR)* HAL

When a HAL package is flagged as ASR, the recipient must be age 21 or older. The team member must verify the recipient's age by checking the recipient's government-issued photo ID.

- **If the person cannot provide a government-issued ID showing them to be 21 or older or the age on the ID shows the recipient to be under 21, then FedEx Office cannot release the shipment to that individual**

When releasing a HAL that requires an ASR signature, a message will appear on the screen to remind the team member that the package requires an adult signature for release.


Special Delivery Instructions

This package contains ALCOHOL
Adult Signature Required - Check ID
Recipient Must be at least 21 years old
Do not deliver to an intoxicated person
No signature release, driver release or indirect delivery allowed

Shipper certifies that this shipment complies with:
-all FedEx requirements
-all applicable government laws/regulations, including all requirements related to delivery in the destination state.

SEL169 3/04
FedEx

All alcohol shipments — outbound or inbound *(entering the store as a HAL shipment)* — must meet the same requirements when being accepted by the team member. The package is required to have the following restriction posted *(may be an adhesive label or directly printed on the package)*:

If a HAL shipment containing alcohol does not have the above labeling, it must be refused—just as it must be refused if a customer attempts to ship an outbound alcohol package without the Special Delivery Instructions label. As with all ASR HALs, verify the recipient is at least 21 before releasing a HAL shipment containing alcohol.

Additional Resources:

Additional questions can be directed to the One Call Hotline or ***fxo.shipping@fedex.com***

Release Exceptions

HAL Release Exceptions for ***Express:***

Release with Payment — Used when *recipient* is paying shipping charges. This selection moves the package to Released status.

Note: This option not applicable to the Walmart Site-to-Store program

Release Damaged *(select package condition)* — Select when recipient is accepting the package, however, damage to the package is noted. This selection moves the package to ***Released*** status.

- **Wet Packaging** — Customer remarked or team member identified the package was wet
- **Crushed** — Customer remarked or team member identified damage to the box where integrity of the box was compromised
- **Torn** — Customer remarked or team member identified the packaging was torn and/or box may have been tampered with
- **Other** — Enter explanation in Comments field

Refused — Select when recipient is refusing the package for any reason other than damaged (e.g., duplicate order, not ordered, wrong item). This selection moves the package to ***Refused*** status.

HAL Extension — Select when sender or recipient has contacted store directly to request an extension because the package(s) cannot be picked up within the required HAL pickup time *(extension is only allowed up to eight business days from date of scan and this is a one-time courtesy).* This selection keeps package in ***HAL*** status.

Incomplete Shipment — Select when customer is expecting multiple shipments; however, only part of the shipment has or will arrive and customer is refusing the package. This selection moves package to ***Refused*** status.

Damaged — Select when recipient is refusing the package due to visible damage (customer is not allowed to open and inspect the contents prior to signing for it). This selection moves package to ***Refused*** status.

Unable to Pay —Select when recipient is expected to pay shipping charges but is refusing to pay. This selection moves the package to ***Refused*** status.

Note: This option not applicable to the Walmart Site-to-Store program

HAL Release Exceptions for ***Ground:***

Damaged — Select when recipient is refusing the package due to visible damage *(customer is not allowed to open and inspect the contents prior to signing for it).* This selection moves package to Refused status.

Refused — Select when recipient is refusing the package for any reason other than damaged. This selection moves package to ***Refused*** status.

- **Canceled** — Customer canceled original order with the shipper
- **Duplicate Order** — Customer already received the item stating it is a duplicate item/order
- **Not Ordered** — Customer states they were not expecting the item/order
- **Wrong Item** — Customer inspected the item and it's not what they ordered
- **Shipper Request** — Shipper contacted store to ask the item to be returned
- **Late** — Customer no longer wants the shipment because it arrived late
- **Other** — Enter the explanation in Comments Field

Release Damaged — Select when recipient is accepting the package, however, damage to the package is noted. This selection moves package to ***Released*** status

- **Wet Packaging** — Customer remarked or team member identified the package was wet
- **Crushed** — Customer remarked or team member identified damage to the box where integrity of the box was compromised
- **Seal/Tape** — Customer remarked or team member identified the tape was tampered with and/or box may have been opened
- **Broken Security Seal** — Tape applied was a security seal and showed evidence that the seal was tampered with
- **Repackaging** — Customer remarked the shipment appeared to be repackaged

FedEx Office Confidential Information. For Internal Team Member Use Only.

Returning HAL to the Station/Terminal

HAL packages are to be retained in the store for **five (5) full business days.** Shipping business days are defined as Monday through Friday. **On the sixth (6th) business day**, return the HAL package to the Express Station or Ground Terminal with the regularly scheduled pickup.

Call the customer the morning of the sixth (6th) business day to let them know the package will be returned that afternoon. Should the customer request to extend the hold time, refer to the HAL Extension SOP **(see page SH.5.38)**.

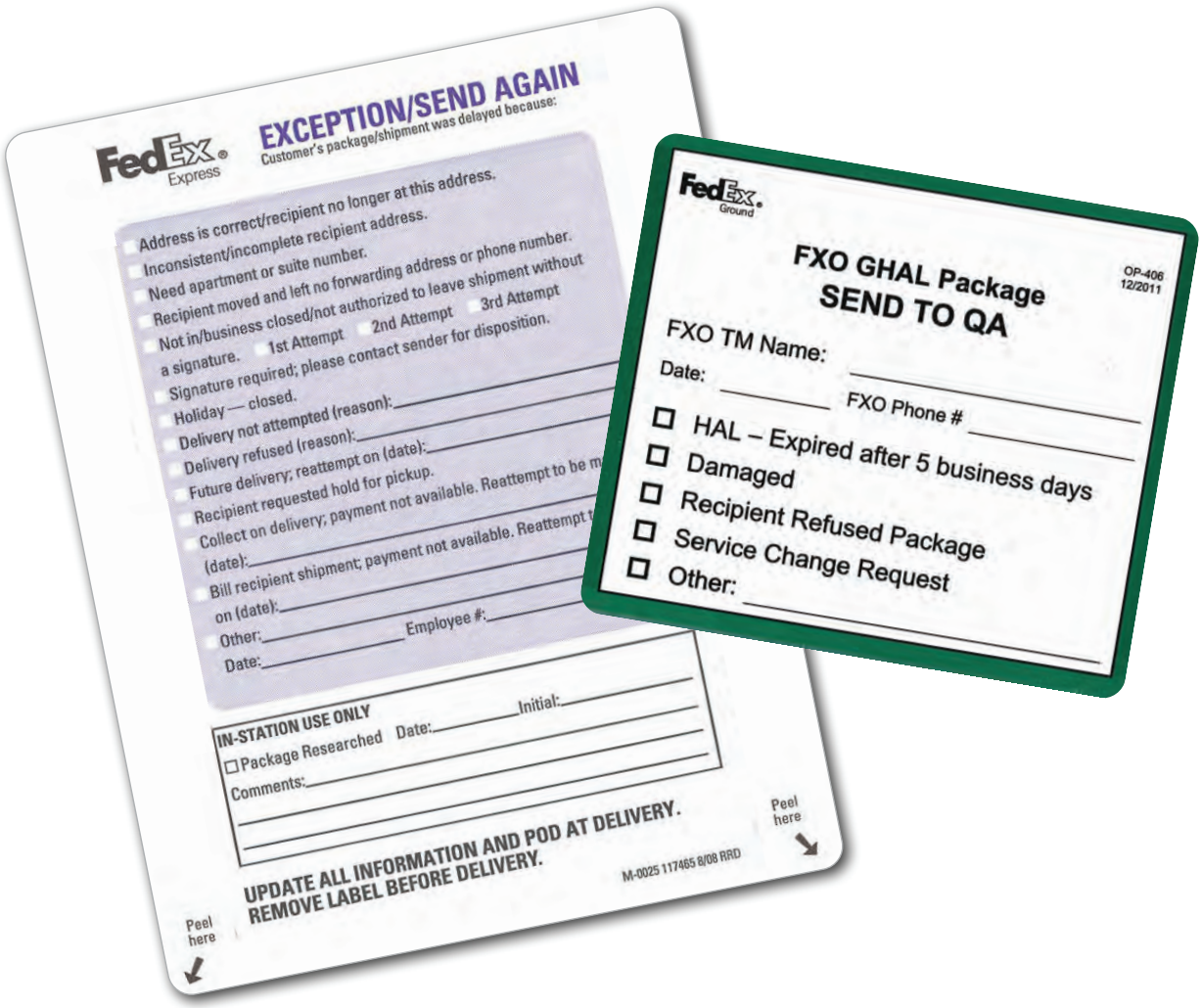
When FedEx requests that you return a HAL package, or if a recipient does not want a HAL package, **you do not need to wait five (5) days to RTS**. When this occurs, follow the process for returning an expired HAL package.

DECEMBER UPDATED 2025

FUSE
FedEx Unified Store Experience

Refer to the **FUSE Procedures Guide** or the **SSM Procedures Guide** for detailed steps in processing RTS HAL shipments.

FedEx Ship Site Manager

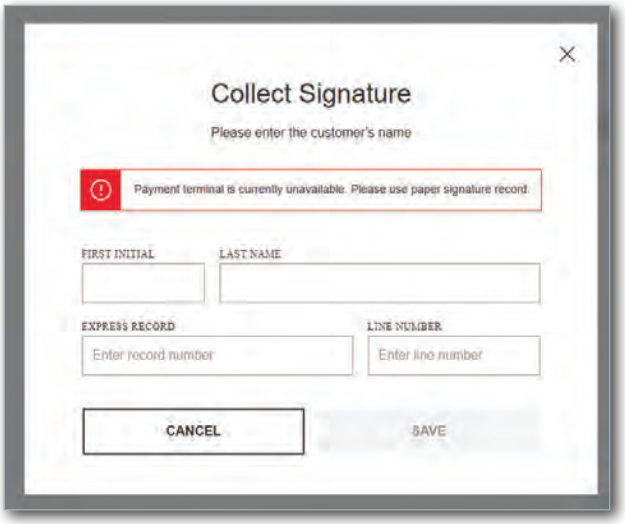


Releasing Express HAL Shipments *(continued)*

Non-electronic Signature Capture

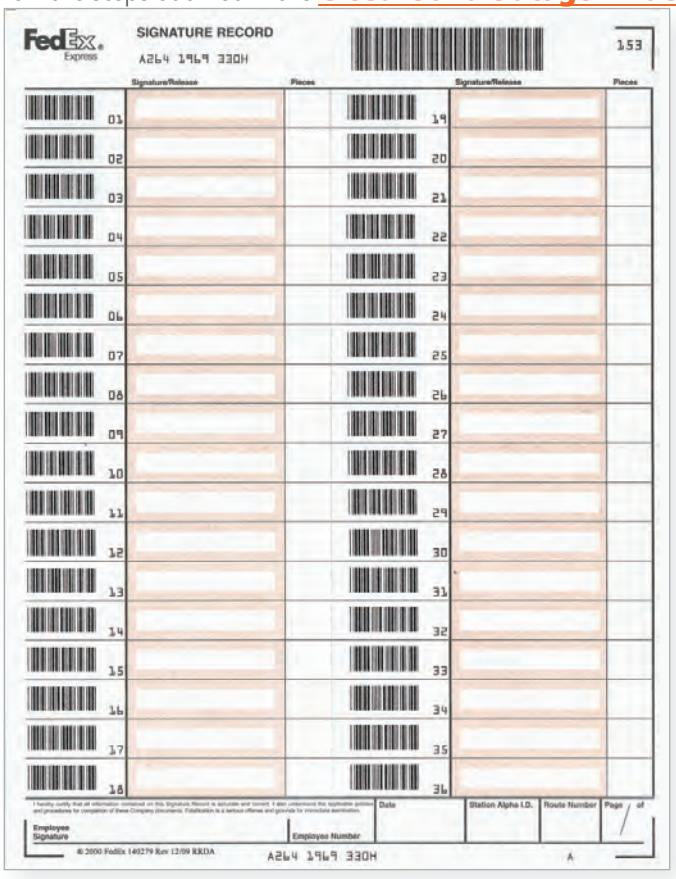
If the Ingenico Payment Terminal is not functioning, team members must use the **Express Signature Release form**. The Collect Signature Information screen will default to show the Express Signature Record information.

DECEMBER UPDATED 2025



FedEx Express *Express Signature Record*

- ☐ **If the entire system is down, use an Express signature record to release a HAL package**
  - ❍ Follow the steps outlined in the **Closure and Outage Binder**



FedEx Office Confidential Information.
For Internal Team Member Use Only.

Ground Hold at Location *(GHAL)* Signature Record

The **Ground HAL** *(GHAL)* **Signature Record** is used to capture **proof of delivery** *(POD)* signatures for GHALs when a customer wants to retrieve a GHAL package when either the Ingenico Payment Terminal is not functioning or the system is unable to process the release.

The GHAL Signature Record form has two** (2) **sides:

- **Signature Record**
- **Outage Release Record**

The **Outage Release Record** side of the form no longer has to be faxed to FedEx Ground — fax only the **Signature Record** side.

Releasing GHAL to a Customer When Advised to Use a Paper Signature Delivery Record

The **Signature Record** side of the form should be used when the following message is displayed:

"An exception occurred posting electronic HAL shipment signature. Please reprocess using paper Signature Delivery Record."



This will occur when connectivity is lost with the Ingenico Payment Terminal.

Note: The **Outage Release Record** side of the form does **not** need to be completed.

☐ **At the end of the night, file the GHAL Signature Record with any completed Ground Order forms for seven** *(7)* **months plus current month as indicated in the Retention Requirements (see page SH.1.15)**



If there is a System Outage or the Network is down and a customer wants to retrieve a HAL package, follow the steps outlined in the **Closure and Outage Binder.**

HAL Extension

In the event a customer cannot pick up their package*(s)* prior to the package*(s)* being returned, the customer can request a **one-time** courtesy extension and the store will grant a HAL extension for **up to eight (8) business days** from the time the scan is applied.

This is a customer convenience option to avoid returning HAL packages *(returning packages increases costs throughout the network)*; **this is not a promoted service.** Instances of this occurring should primarily be an exception.

DECEMBER UPDATED 2025

FUSE FedEx Unified Store Experience

HAL Extenstion procedures can be found in the **FUSE Procedures Guide** or the **SSM Procedures Guide**.



Ground HAL Extension

Currently there is not a scan process for a FedEx Ground HAL extension. Ground customers must be afforded the same option to extend a HAL package. If a customer requests a GHAL package to be held beyond the six *(6)* business days, your store can approve a hold for the package of **up to an additional eight (8) business days.**

The following steps must be taken to grant a FedEx Ground HAL extension and to avoid an OSP failure:

1. Once the customer requests the GHAL extension, **manually update the HAL label** using a black sharpie with the **new RTS day/date**
   - All packages must be returned **within 14 weekdays** regardless if there is a holiday during this time
   - Following these steps, will prevent failures

2. Extend the HAL the number of days the customer requests to avoid space issues within the store

Please Note:

If a package is allowed an extension and released after the 14th day, the **OSP failure will not be excluded**.

If a customer requests a HAL extension and does not pick up the package by the requested date, it must be returned to the shipper. Follow existing **RTS** *procedures.*

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

HAL Package Management

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Hold at Location and GHAL List in eOps

A complete listing of all FedEx Express Hold at Location *(EHAL)* packages and Ground Hold at Location *(GHAL)* packages in your store can now be found using the **Enterprise Operational Site** *(eOps)*.

This is meant to provide an additional tool. For example, it can be easily printed to have a complete view of all HAL packages on a particular day or utilized for more detailed information if a package is not in the store.

It is not meant to replace procedures specific to accepting, processing and releasing HAL packages.

Hold at Location Lists in the eOps Site

The Hold at Location List are the Express HALs currently in the store. The EHAL can be searched by the tracking number, recipient name or company and telephone number. The Ground HAL information has additional features to assist team members with HAL packages. The list provides a rolling seven days and a Return to Shipper *(RTS)* Date column and a Proof of Delivery *(POD)* column.

Accessing the eOps Site

Team members can access the eOps site from any computer, or by clicking the link available on the Operations Landing Page.

- ☐ **Access the FedEx intranet screen** *(**home.fedex.com**)*
- ☐ **Enter "eops" in the Keyword Entry field on the top of the screen and click Go To**
- ☐ **The "SSO Login" screen will appear — enter your FedEx employee number and LDAP password**
- ☐ **The Main Menu will appear**
- ☐ **Bookmark the site on all shipping workstations and any computer near HAL storage** *(if it isn't bookmarked already)*

FedEx Office Confidential Information.
For Internal Team Member Use Only.

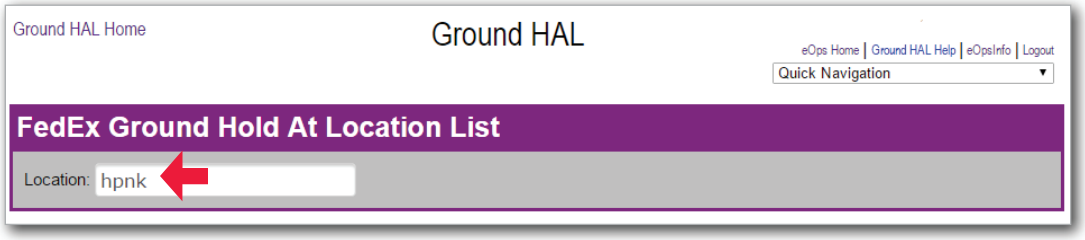
Hold at Location and GHAL List in eOps *(continued)*

Accessing Ground HAL Location List

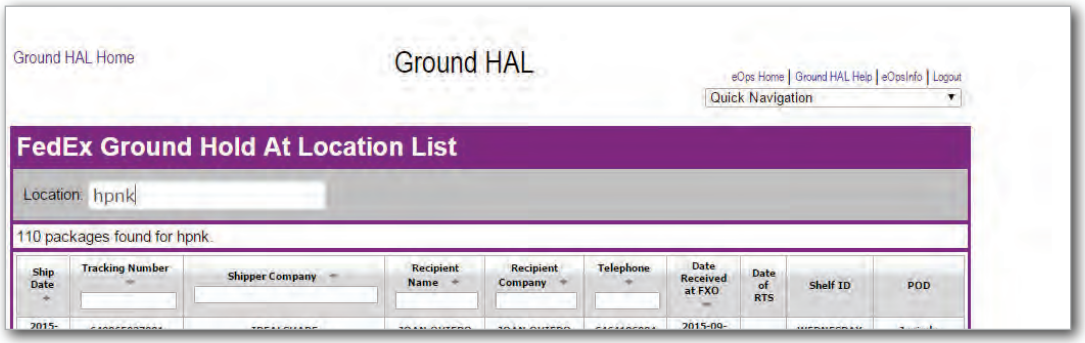
☐ **Once logged in to eOps, select "***Tracking***" and then "***Ground HAL***" from the dropdown menu**



☐ **Enter your Alpha Location ID** *(not case sensitive)*



☐ **The GHAL at Location List is populated based on the initial entry of the HAL information** *(either scanning a barcode or manual entry*



Note: If the package is not in the store there should be a POD entry or a Date of RTS. If there is not one of these two entries, contact the FedEx Plano Shipping Team at **fxo.shipping@fedex.com**.

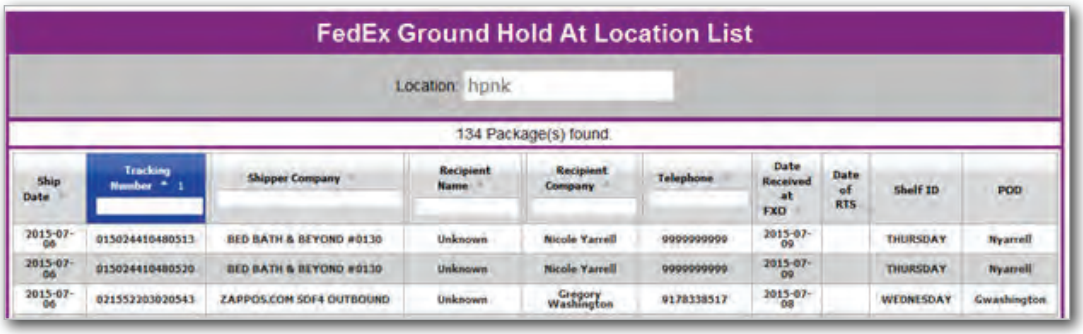
Hold at Location and GHAL List in eOps *(continued)*

Column Functions

Seven of the columns have additional functionality to further assist team members searching for a particular GHAL.

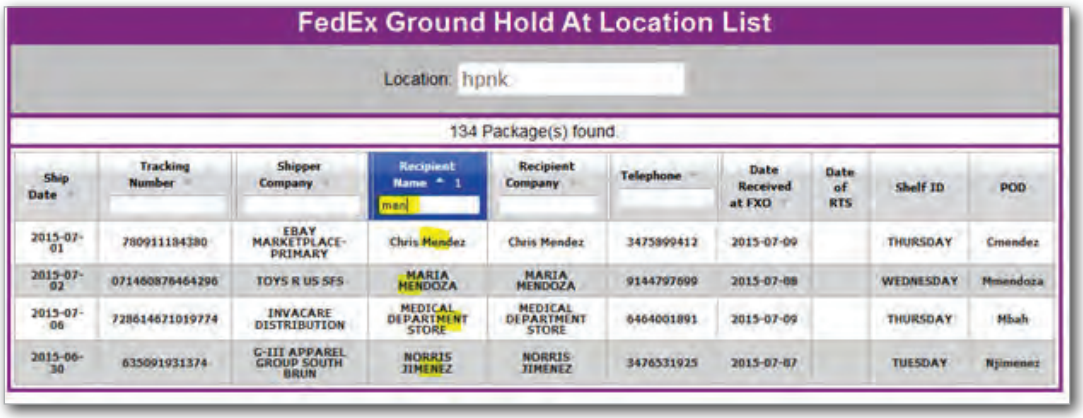
Sort

Click any column header to sort A to Z or Z to A.



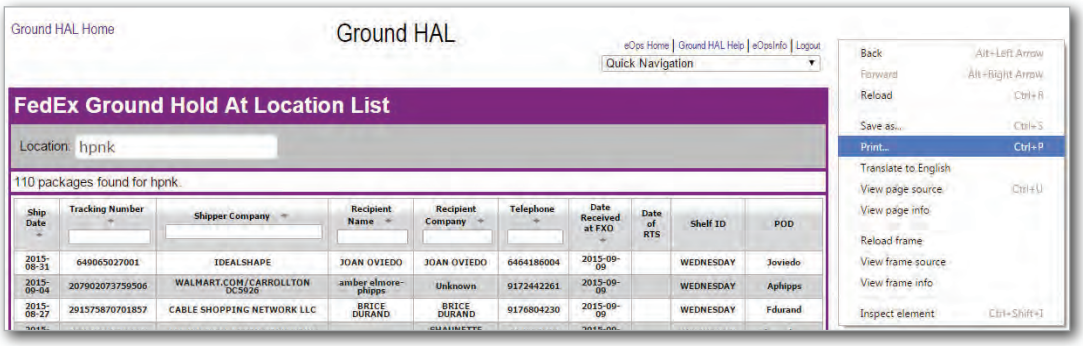
Search

Search any column with an empty search field. Note only a partial entry is required for the system to drill down and filter the list.



Print

Right click and choose Print to print as a report.



Note: Printed report contains customer information so it should be shredded after use.

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Hold at Location and GHAL List in eOps *(continued)*

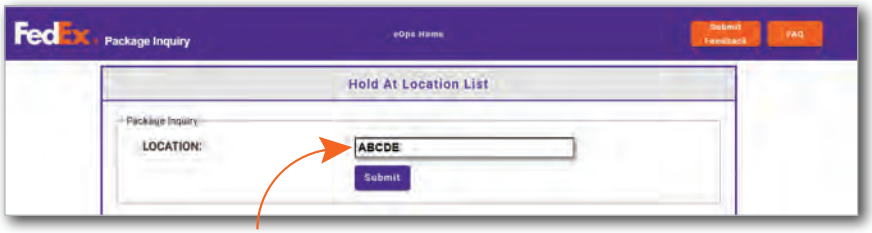
Accessing Express HAL Location List from the eOps Site

☐ **Using the same eOps site, select "***Tracking***" and then "***Package Inquiry***" and then "***Hold At Location List***"**



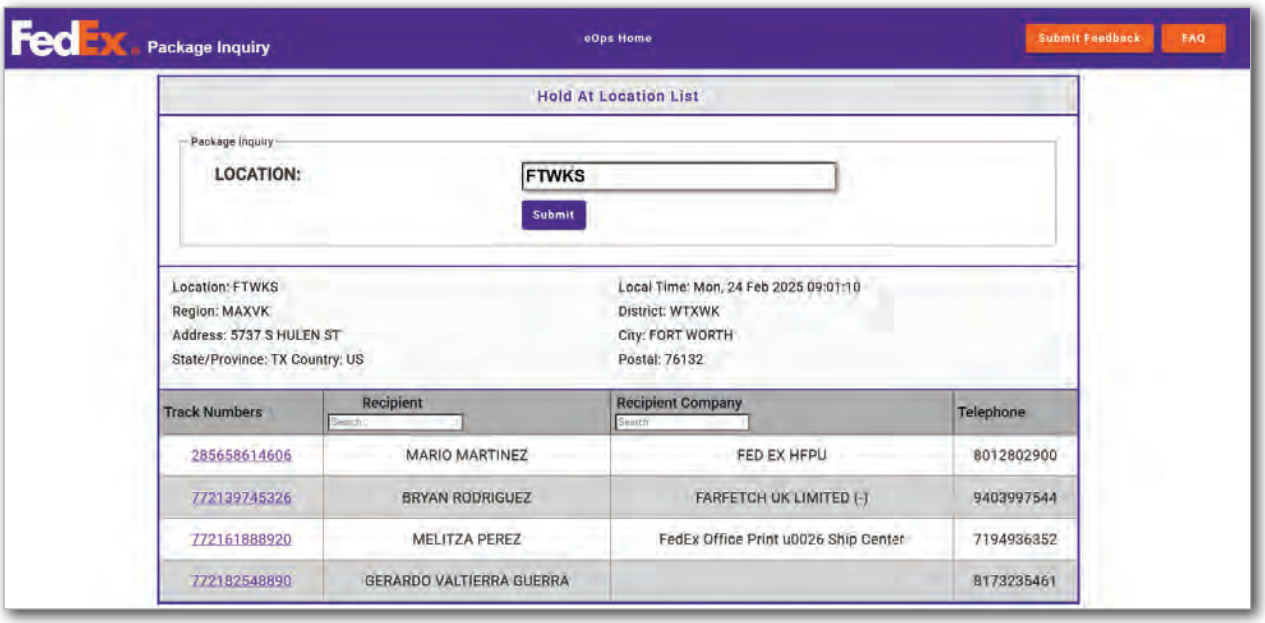
☐ **Enter your Alpha Location ID** *(not case sensitive)*

DECEMBER UPDATED 2025



☐ **The Hold at Location List is populated based on the initial entry of the Express HAL information by the team member** *(either scanning a barcode or manual entry)*

DECEMBER UPDATED 2025



THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

6 End-of-Day Process

After Pickup Package Acceptance SH.6.02
West Coast Operational Procedures SH.6.05
FedEx Express Air Waybill Batching SH.6.10
Overlooked Packages SH.6.16
Returning Misdelivered Packages to the Shipper SH.6.18
Non-Revenue *(Internal)* Shipping Accounts SH.6.22
Non-Revenue Shipping Bi-weekly Validation SH.6.24

FedEx Office Confidential Information.
For Internal Team Member Use Only.

After Pickup Package Acceptance

To provide **outstanding customer service**, it is critical that team members inform impacted customers when the final FedEx package pickup of the day has already occurred and that their packages will be picked up the next day *(excluding major holidays and Sundays)*.

Also, the team member must select the **AFT Pickup tab** to flag these packages and prevent a **Wrong Day Late** *(package arriving a day later than requested)*.

If ...	*Then ...*
A customer comes in while the driver is in the process of completing the final pickup ...	▸ Notify the driver that a package is being accepted ▸ Ask the driver to please wait until that package is processed ▸ Process the package as quickly as possible so the driver isn't detained
A customer comes in when the driver is still there, but the final pickup is complete and the AFT PU tab HAS been activated ...	❍ **Drop-off packages** *(Pre-metered or Account Number)*: ▸ Ask if the driver can accept a package directly from the customer if the customer is using a Pre-Metered shipping label or FedEx Account, and all paperwork is completed ❍ **Package Needs to Be Processed:** ▸ Ask if the driver can wait until the package is processed ▸ ***If the driver can wait,*** deactivate the AFT PU tab, process the package as quickly as possible so not to detain the driver, complete the transaction, and reactivate the AFT PU tab ▸ ***If the driver cannot wait*** or cannot take the package directly from the customer because the customer is paying cash/check/credit or if the driver has already left the store, offer the following solutions to the customer: ▪ Advise the customer we can process their package tonight, but it will not leave the store until the following day; inform the customer of the delivery day and time depending on the service they requested ▪ If the customer must have the package move today, offer to look up the closest location with a later drop-off time *(e.g., Express Ramp, Airport location)*; let the customer know the location address and final drop time
A customer comes in after the final pickup has been completed and the driver has left ...	▸ ***Politely inform the customer:*** ▪ *"I'm sorry, our driver has already made the final pickup of the day, when does your package need to arrive at its destination?"* ▸ ***If the package must be delivered the next day:*** ▪ *"Would you like me to find a location that has a later drop-off time that can process your shipment tonight?"* ▪ Use fedex.com to determine the best location with later drop off-times ▸ ***If the package doesn't need to arrive until the second or third day, suggest an upgrade to Priority Overnight or Standard Overnight service:*** ▪ *"I can process this tonight and it will still be received on the correct day if you would like to upgrade the service to either Priority Overnight or Standard Overnight. Let me give you a rate for this service change."* ▪ If the customer doesn't want to upgrade the service, use the previous talk track

FedEx Office Confidential Information. For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

West Coast Overlay (WCO)

FedEx Office Confidential Information.
For Internal Team Member Use Only.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

West Coast Operational Procedures

Because FedEx Express shipments originating from the West Coast going to East Coast destinations have a longer transit time, some FedEx Office locations in the area have two separate pickup times.

The first pickup is for shipments going to the **East Coast** *(ECO)* and a later pickup for **West Coast** *(WCO)* destinations. In order to ensure processed shipments have the correct ship date and commit date these locations must engage the **After Pickup Tab** (AFT PU) by appropriately activating and de-activating the AFTPU tab until both FXE pickups have occurred each day.

- **A green AFT PU tab means the pickup has occurred and the package will leave the next business day**

- **A red AFT PU tab means the pickup has not occurred and the package will leave the same day**

Why an Enhanced Procedure is Required

- **Approximately 50% of all Wrong Day Late service failures occur in stores with a WCO**

- **These failures impact the FedEx Office customer experience**
  - Customers cannot see the correct commit date as their package travels to its destination and can result in a claim filed under the Money Back Guarantee

West Coast Operational Procedures *(continued)*

Staging Area

Stores will separate Express packages by East Coast *(ECO)* and West Coast *(WCO)* pickups. Separate x-frames will be required for the ECO and WCO cut-offs.

An additional x-frame bag stand *(item number* **117235***)* can be ordered in SIOCS.

Update and clearly indicate each staging area with the signage to indicate where packages are to be staged.

West Coast

- **All 2-Day, Express Saver and any Overnight with an URSA starting with S, W, Q, C, 80-85, 92, 98-99**



East Coast

- **Any Overnight that is not staged in West Coast**



FedEx Office Confidential Information.
For Internal Team Member Use Only.

West Coast Operational Procedures *(continued)*

Monitor Topper

To establish clear direction for when the AFT PU tab is to be activated throughout the day, a Monitor Topper has been created. Throughout the day, this resource will help team members determine whether the tab should be red or green. Remove any non-standard signage**. Do not dedicate one shipping workstation for East Coast and one shipping workstation for West Coast.**

Before East Coast Pickup

- **The tab is to be RED**
  - Those packages are hot and are leaving today regardless of where they need to be staged

Between East and West Coast Pickup

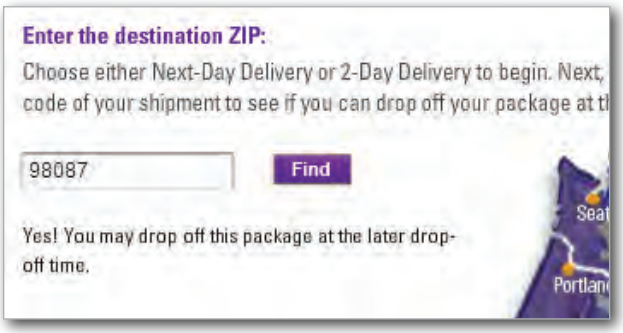
The tab is set to Green, it will then be turned to Red if:

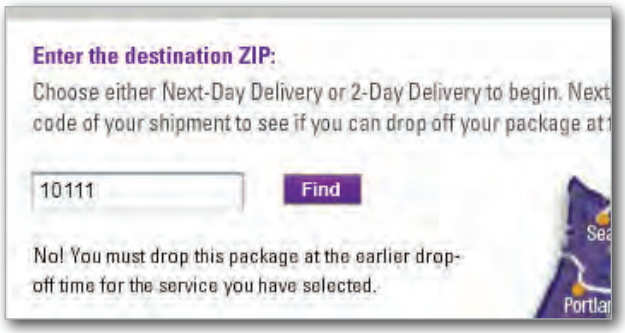
- **The package is a 2Day or Express Saver** *(staged in West Coast regardless of destination)*

- **The package is Overnight and when entering the zip code into the West Coast Overlay website, it indicated "Yes"**
  - You only need to check shipments **over 80000 zip codes**, all overnight packages with zip codes *below 80000 are automatically considered East Coast* and processed in the **Green**
  - If the zip code is 80000 or greater, use the West Coast Overlay **Zip Search Tool** to determine if the package is part of the West Coast or East Coast

https://wco.marlabsqbteam.com

- ***User Name:*** wco
- ***Password:*** Fedex





After West Coast Pickup

- **The tab is set to Green and will not be changed**

continued

West Coast Operational Procedures: Monitor Topper *(continued)*

Before ECO Pickup has Occurred:

- **AFT PU Tab should be RED prior to any pickup today**



Between ECO & WCO Pickup:

AFT PU Tab is GREEN, change to RED for:

- **Any 2Day or Express Saver**
- **Any Overnight when the WCO Website says YES**



Final Pickup has Occurred:

- **AFT PU Tab should be GREEN after final pickups**



FedEx Office Confidential Information.
For Internal Team Member Use Only.

West Coast Operational Procedures *(continued)*

Schedules

Proper scheduling during the FedEx pickups is critical to avoid service failures. A designated team member must be indicated on the schedule to provide direction and leadership to ensure accuracy while shipments are being processed.

The WCO team member in charge will be responsible for:

- **Ensuring all packages are properly sorted in the East Coast and West Coast staging areas a minimum of 15 minutes before the East Coast pickup**
- **The first pickup courier will take all ECO packages**
  - Ensure no ECO packages are left behind at first pickup
  - WCO packages will also be taken when there is space available on the truck
    - This is not required, please work with your courier
- **Flip the Monitor Topper to the West Coast Overlay page; activate AFT PU tab and ensure all team members are following the correct procedures**
- **Ensure the WCO courier takes all West Coast packages at the extended pickup**

The **WCO Team Member in Charge checklist** must be printed, padded and placed in the PST/Quality Check staging area. The checklist will be completed by the designated team member, initialed and kept with the final close out of the day.

WCO Team Member in Charge

Date: _____ Designated WCO TM: _____

Designated TM is responsible for the following to be completed:

- ❑ Ensure all packages are properly sorted in the East Coast and West Coast staging areas a minimum of 15 minutes before the East Coast pickup
- ❑ The first pickup courier will take all ECO packages – ensure no ECO packages are left behind at first pickup; WCO packages will also be taken when there is space available on the truck; this is not required, please work with your courier
- ❑ Flip the Monitor Topper to the West Coast Overlay page; activate AFT PU tab and ensure all TMs are following the correct procedures
- ❑ Ensure the WCO courier takes all West Coast packages at the extended pickup

Once complete initial below and place in the main OTS till to be kept with the final close out of the day.

TM Initial: _____

Questions

Team members can call the **One Call Hotline** at **866.395.4571** or email **fxo.shipping@fedex.com** with questions.

FedEx Express Air Waybill Batching

Batching is the air waybill *(AWB)* scanning process that assures the revenue department bills accordingly. In addition, batching of International paperwork plays a key role in the process of Customs clearance for FedEx shipments.

Note: ***Batching must be completed in SSM.***

FedEx Express Batching International and Domestic Shipments

Tip: Batching Tips

- ***Do not mix dates***
- ***If you have batches that were missed from a previous date:***
  - Use a separate batch header, batch them separately and do not scan them with current airbills
  - Write the correct date on the label that prints
  - Enclose these out dated airbills in a separate envelope
  - Place the envelope in the outgoing orange bag with all other paperwork for the Express courier
- ***If a package is missing the "FedEx Copy" or "Origin Copy":***
  - Make a **copy** of the airbill
  - Batch this copy separate using a **separate** batch header from the others and place in a **separate orange envelope**
  - Place the envelope in the **outgoing orange bag** with all other paperwork for the Express courier

- ☐ **The batching process is needed for shipments created using a manual air waybill**
- ☐ **In order to further streamline the End-of-Day processes, batches should be completed throughout each shift not only at the end of the day, which can cause couriers to have to wait while it is completed**

Note$_1$: New Batch Header Sheets and new Batch Envelopes must be started every time you batch

- ☐ **Batching must be completed for all AWBs including those processed in FUSE**
- ☐ **Never reopen and add to a "closed" batch**
- ☐ **Upon arrival of the final Express courier, make sure all batches are complete**
- ☐ **Place all paperwork in orange Genesis bag**
  → **Item #156822**
  - ❍ Manual International AWBs with all paperwork in order in manual batch envelope
  - ❍ Pre-metered International completed batch envelopes with all paperwork in order
  - ❍ Domestic completed batch envelope
  - ❍ Completed Express HAL signature record if there is a completed form
- ☐ **Give completed Genesis bag to final pickup courier**

Note$_2$: For West Coast Overlay (WCO) Stores it is acceptable to pull and batch paperwork from East Coast packages that come in after the East Coast pickup - ensure that these packages stay in the store until the next shipping day

Note$_3$: Exception — WCO stores may have packages bound for East Coast that will remain in the store for transport the following day

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Batching *(continued)*

Daily Batching Requirements — Domestic



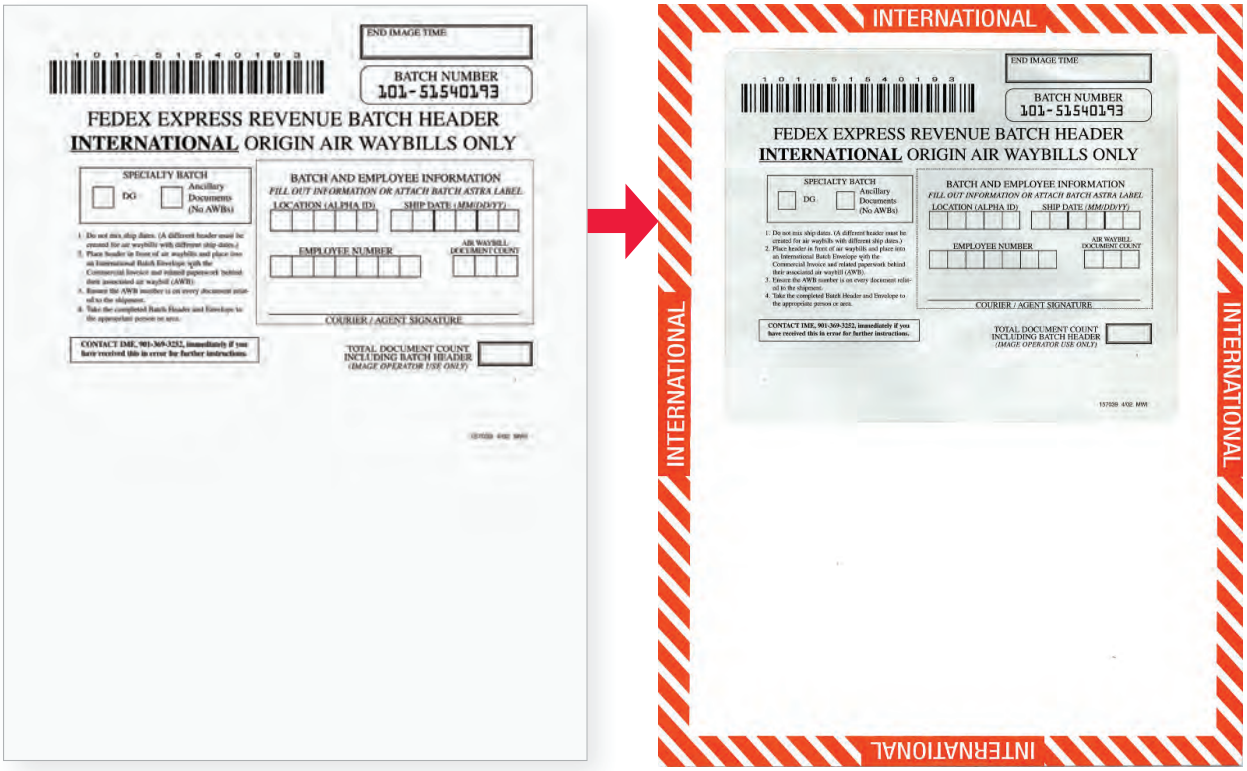
Team Member Process: Manual Airbill

- ☐ **Remove the "FedEx Copy" of the Airbill**
- ☐ **Scan Domestic Batch Header**
- ☐ **Scan "FedEx Copy" of Manual Airbill**
- ☐ **Place paperwork in orange batch envelope**

continued

Batching *(continued)*

Daily Batching Requirements — International



Team Member Process: Pre-Metered International

- ☐ **Pull copy of pre-metered AWBs at processing stage**
  - ❍ Make a copy if only one is present, consistent with current SOP
- ☐ **Pull copy of CI at processing stage — ensuring tracking number is on it**
  - ❍ Make copies if needed — there must be a total of three *(3)* — one copy to go in the orange pre-metered and two travel with the package
- ☐ **Place in order** *(AWB on top of CI)* **in orange pre-metered batch envelope**

continued →

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Batching *(continued)*

Team Member Process: International Shipment Sold in FUSE or SSM

- ☐ **Pull AWB copy of label at processing stage**
  - If additional copies print, place in the International pouch on the package
- ☐ **Pull copy of CI at processing stage, ensure tracking number is on it**
  - If the customer supplies their own CI, place original with the batch and ensure two copies are in the International pouch
- ☐ **Place in order in orange pre-metered batch envelope**

Note: These procedures only apply to non-ETD (Electronic Trade Document) shipments. No paperwork is to be pulled for ETD shipments.

Team Member Process: Manual International AWB

- ☐ **All areas on the International AWB must be completed**
  - Use the International AWB Overlay
- ☐ **Remove manifest copy and one copy of all additional paperwork** *(Commercial Invoice [CI] or Certificate of Origin)*
  - Original copies stay with shipment

Note: Make copies of the CI if needed (ensure three copies for all packages – this is consistent with current SOP). Tracking number should be on all paperwork in the top right hand corner, two copies stay with shipment and one copy goes with the Batching Paperwork

- ☐ **Place paperwork in manual orange batch envelope with AWB on top of each set**
  - Do not staple paperwork together
  - Do not mix manual AWBs with pre-metered

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

International Batching *(continued)*

Quality Check Validation

A second team member must validate the appropriate paperwork has been pulled prior to placing the package in the staging area.

- ☐ **Validate all copies have been pulled and required original paperwork is with the shipment***(s)*
- ☐ **Validate tracking number is on all ancillary paperwork**

Compliance Reporting System *(CRS)*

The CRS summary is an active report of a store's batching compliance. It can be accessed on the shipping workstation by all team members and is best used for AWB detail the next morning.

- ☐ **Go to home.fedex.com, keyword: CRS**
- ☐ **Login with your employee number and LDAP password**
- ☐ **On the "Dashboard" page choose PUP vs IMG**
- ☐ **The next screen to populate will be the PUP vs IMG Overview**
  - The date range defaults to the current date's summary
  - Use the **calendar picker** to change the date range
- ☐ **Type in the store ALPHA ID in the location search section and hit the Search icon**
  - The data for your store will populate in the dashboard
- ☐ **You can view tracking numbers by choosing Detail Report in the top left corner of the page**

Best Practices

- ☐ **Pull all copies at the processing stage; whenever possible make copies immediately if needed so as not to forget**
- ☐ **Batch AWBs throughout the day**
- ☐ **Have three separate trays available**
  - Manual domestic *(AWB)*
  - Pre-metered/SSM or FUSE International
  - Manual International *(AWB)*



- ☐ **Run CRS daily**

Overlooked Packages

With the time-sensitive nature of FedEx shipments, it is important to ensure all packages leave with the Express courier or Ground driver.

An overlooked shipment is any outbound package that was processed before its cut-off time but did not leave with the appropriate driver — **and will result in a "wrong day late" service failure, which can qualify for the money back guarantee.**

DECEMBER UPDATED 2025

For packages without a label, follow the undeliverable *(abandoned)* package process outlined in the **Lost and Found Procedures** on the **Lost and Found Reference Sheet**.

It is the store's responsibility to make sure all applicable shipments leave with the correct driver and ensure there are no overlooked packages.

Preventing Overlooked Shipments

- ☐ **Ensure outbound Express and Ground staging areas are clearly marked and that all outbound packages are staged in the correct area**
- ☐ **Check PST and Packing staging areas for outbound volume and make sure packages are moved to outbound staging before pickups are performed**
- ☐ **A team member should monitor final pickups to ensure all applicable volume has been picked up and perform final sweep of staging areas to ensure no packages are left behind prior to Express courier or Ground driver leaving**
- ☐ **Be aware of the absence of the Express or Ground at scheduled pickup times**
  - Do not wait for hours to pass before contacting dispatch about missing pickup at your store
- ☐ **Contact dispatch in a timely fashion when scheduled driver does not appear or overlooked packages are discovered**
- ☐ **Be aware of a new or substitute couriers or drivers that may not be familiar with FedEx Office pickups or your specific store challenges and staging area***(s)*
- ☐ **FedEx Office employees must NEVER transport customer's FedEx shipments to a FedEx Express or Ground facility**

Procedure When Overlooks Occur

When the store does not ensure all outbound volume leaves with the appropriate driver, the following steps must be taken immediately:

continued

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Overlooked Packages *(continued)*

Immediately Upon Discovering Overlooked Packages

- ☐ **When the overlooked package is discovered, the store must immediately contact dispatch to see if the courier or driver can return or request another courier or driver be dispatched to the store**

Note: For stores with West Coast Overlay (WCO), the store should never give overlooked packages destined to non-WCO destinations to the WCO courier. WCO couriers often deliver their packages to a different sort and the package will still be delayed.

When Courier or Driver Cannot Return For Pickup

After calling dispatch and determining a courier or driver cannot return to pick up the overlooked package or the overlook was discovered too late in the evening for dispatch to resolve or the next day, the store must take the following steps:

- ☐ **Perform a Comment scan on the overlooked shipment as soon as it is discovered, entering the comment: "Overlooked"**
- ☐ **Perform a STAT44 scan to all Express packages indicating the package is in the store overnight**
- ☐ **Store manager must be involved to determine actions to be taken and solutions available to the customer**
- ☐ **Contact affected customers to inform them of the situation and provide solutions as needed**
  - ***For example***, change the service from Express Saver to 2Day® to meet original time commitment
- ☐ **Do not apply a PUX23 to an overlooked package**

Returning Misdelivered Packages to the Shipper

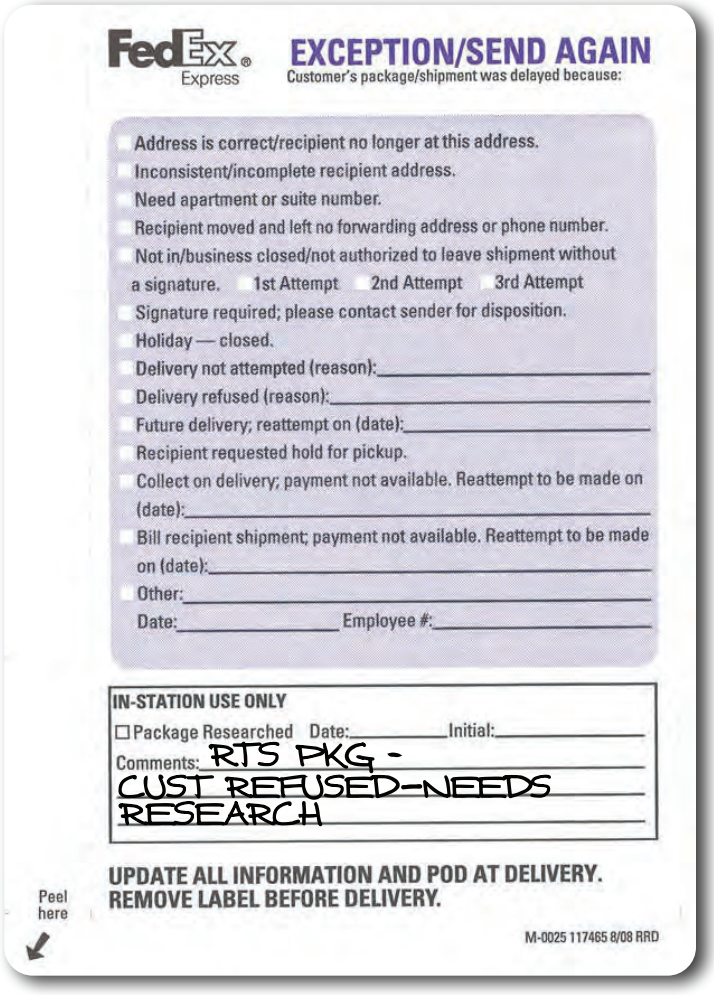
Express Package Erroneously Delivered

- **If a customer brings in a package that was erroneously delivered to their address:**

FedEx Express

DECEMBER UPDATED 2025

1. Team members must apply a **PUX 95** scan to confirm the package has been dropped off at an Office location.
2. Place Exception Send Again Label next to the shipping label. **Do not cover the tracking barcode.**
3. Add Note: Customer dropped off a Refused Pkg.
4. Stage with outbound FedEx Express packages for a driver to pick up.



FedEx Express

EXCEPTION/SEND AGAIN

Customer's package/shipment was delayed because:

- ☐ Address is correct/recipient no longer at this address.
- ☐ Inconsistent/incomplete recipient address.
- ☐ Need apartment or suite number.
- ☐ Recipient moved and left no forwarding address or phone number.
- ☐ Not in/business closed/not authorized to leave shipment without a signature. ☐ 1st Attempt ☐ 2nd Attempt ☐ 3rd Attempt
- ☐ Signature required; please contact sender for disposition.
- ☐ Holiday — closed.
- ☐ Delivery not attempted (reason):_____
- ☐ Delivery refused (reason):_____
- ☐ Future delivery; reattempt on (date):_____
- ☐ Recipient requested hold for pickup.
- ☐ Collect on delivery; payment not available. Reattempt to be made on (date):_____
- ☐ Bill recipient shipment; payment not available. Reattempt to be made on (date):_____
- ☐ Other:_____

Date:_____ Employee #:_____

IN-STATION USE ONLY

☐ Package Researched Date:_____ Initial:_____

Comments: RTS PKG - CUST REFUSED-NEEDS RESEARCH

UPDATE ALL INFORMATION AND POD AT DELIVERY.
REMOVE LABEL BEFORE DELIVERY.

Peel here

M-0025 117465 8/08 RRD

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Ground Package Erroneously Delivered or Refused

- **The Ground Send to QA Label is also used for packages refused by customers**

DECEMBER UPDATED 2025

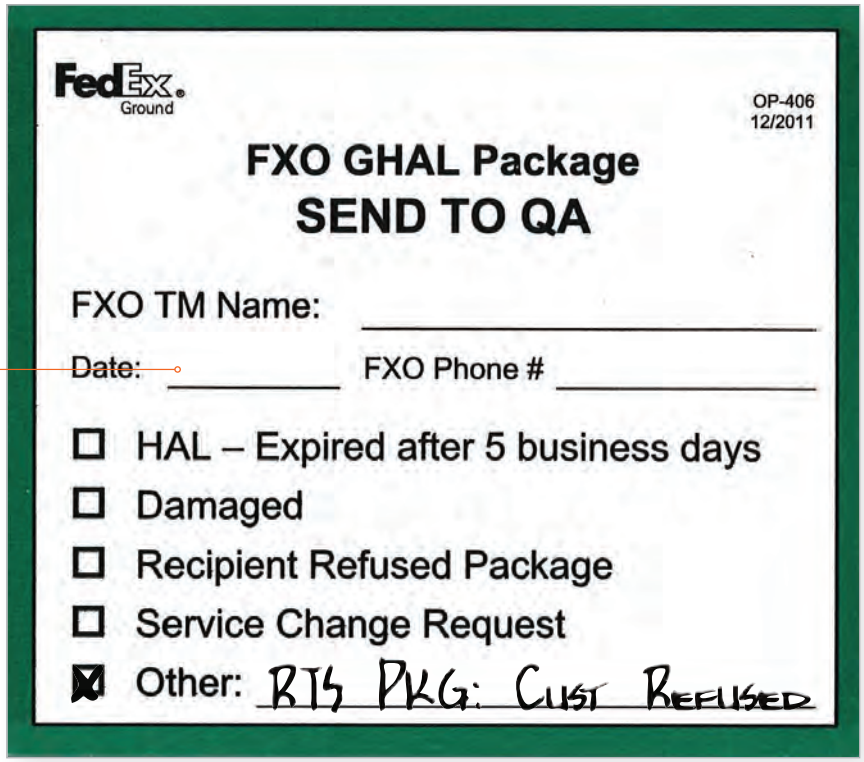
Note: Do not scan in FXG-refused packages to FUSE or SSM. Give them to Ground driver at pickup.

1. ***Thank the customer,*** but let them know they will need to contact **1.800.GoFedEx** if this should happen again

2. Place Send to QA Label ▼ next to the shipping label. Do not cover the tracking barcode.

3. Team members must indicate the reason for the refusal in the designated area.

4. Check other appropriate boxes on the label prior to returning to FXG if they apply.


FedEx Ground

OP-406
12/2011

FXO GHAL Package
SEND TO QA

FXO TM Name: _____

Date: _____ FXO Phone # _____

- ☐ HAL – Expired after 5 business days
- ☐ Damaged
- ☐ Recipient Refused Package
- ☐ Service Change Request
- ☒ Other: RTS PKG: CUST REFUSED

Date the package is returned to the Ground terminal

Value: Pickup Times

- ***If the store is informed of an error on fedex.com regarding the stores Express or Ground pickup times, it should be immediately reported to the FedEx Plano Shipping Team at fxo.shipping@fedex.com***
- ***If the store is receiving any issues with Express or Ground couriers picking up prior to the correct pickup time, escalate the concern to your store manager***
  - Store Managers should contact the Express or Ground Station Manager
  - If uncorrected, escalate the issue to FedEx Plano Shipping Team at fxo.shipping@fedex.com

Tip: After Pickup Tab Prompts

DECEMBER UPDATED 2025

- ***If the AFT PU prompt is activating at the wrong time, contact your local Express Dispatcher or Ground Customer Pickup Coordinator***
- ***The dispatcher should then update the system***
- ***If additional support is needed, email the FedEx Plano Shipping Team at fxo.shipping@fedex.com***
- ***Failing to activate the AFT PU tab will result in "Wrong Day Late" packages which qualify for the money back guarantee***

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FIELD REFERENCE MANUAL

Non-Revenue Shipping Account

Non-Revenue *(Internal)* Shipping Accounts

Non-Revenue Shipping Account Numbers

FedEx Office stores have an approved **non-revenue shipping account** for the purpose of shipping within the FedEx Office and FedEx network as well as shipping from a FedEx Office address, directly to the customer.

When used properly, the separation of the accounts will allow FedEx Office to realize significant cost savings annually in FedEx Shipping.

Refer to the **Non-Revenue Shipping Account Policy** on FedEx One for standards on legitimate uses for these account numbers to protect the company from tax liabilities and to maximize revenue.

Do NOT communicate, or attempt to use, the Non-Revenue Shipping Account as a selling tool.



- **All shipping transactions customers ask us to process for them must be tendered in one of the following ways:**
  - **Cash**
  - **Check**
  - **Credit Card**
  - **Customer's FedEx Shipping Account**

- **The Non Revenue accounts is to be used** *only for FedEx transportation charges*
  - ***All other uses (including packaging, packing services and merchandise sales) of these accounts are prohibited***

- **Store Managers and Assistant Managers are the only authorized team members to have access to the Non-Revenue Shipping Account Numbers**

Non-Revenue Account Open and Close Procedures

Account Creation

New accounts may need to be created due an old account being closed because of fraudulent activity.

- **Store manager completes the top portion of the applicable FXO Non-Revenue Account Request Form, available on FedEx One**

- **Store manager emails the form to fxo.shipping@fedex.com**

Account Closure

Accounts may need to be closed if a store is experiencing fraudulent activity on their existing account.

- **Store manager or district manager completes the Shipping Account Closure Request Form, available on FedEx One**

- **The request form is emailed to the Managing Director for approval**

- **Emails will be sent to all parties once account has been closed**

- **The location must close their existing account before requesting a new account be open**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Non-Revenue Shipping Accounts *(continued)*

Non-Revenue Account Approved Uses

Network Job Sharing, Fulfillment and Supplies:

FedEx Office stores and Manufacturing Network facilities *(including Manufacturing Plants, Closed Production Centers and Signs & Graphics Plants)* requiring support for large or non-standard production runs may use the Non-Revenue account to transport the original documents or finished product to/from intra/inter-state FedEx Office stores, Manufacturing Network and other FedEx opcos *(Express, Ground, Freight, Services, etc.)*.

Note: Use of the Non-Revenue Account does **NOT** include third-party vendors, suppliers or customers.

Service Recovery:

- When a service failure causes a customer to miss their transportation deadline, the store may provide shipping free of charge using the Non-Revenue account
- Direct delivery to customers when PUD is indicated on the eComm ticket, but stores do not have local PUD coverage

Approved Commercial Contracts:

Prior to the FedEx acquisition, FedEx Office entered into several commercial agreements with customers to offer shipping services at deeply discounted rates. The Non-Revenue account can be used to conform to the original written agreements if it is proven the customer is grandfathered under these commercial agreements.

Vendor Returns:

When the FedEx Office Field Support Organization requests a store to return a product to a vendor, the store can use the Non-Revenue account for shipping **Ground only**.

Vendor Use:

Alaska and Hawaii Only: Due to the high cost of shipping resale products, authorized distributors can use the Non-Revenue account to ship product to the store intended to receive the product.

Note: With the exception of the above approved uses, ***a vendor may NOT use any FedEx Non-Revenue Account number*** to ship goods or services to any store. As otherwise noted, vendors must use their own FedEx Account number for shipping to our stores Vendor Returns

All other uses are considered invalid.

Non-Revenue Shipping Bi-weekly Validation

Bi-weekly, management will receive an email with the store's **Non-Revenue Shipping Accounts usage**. The store manager must review shipments and any shipment deemed as fraudulent must be reported to their Global Security Advisor.

- ☐ **Only use the Non-Revenue accounts per approved policy guidelines**
- ☐ **Immediately report any variances to your district manager and Global Security Advisor**

Store Manager

To: Store Manager
Subject: RE: ACTION REQUIRED - Store Non-Revenue Shipment Validation

From: fxo.shipping@fedex.com <fxo.shipping@fedex.com>
Sent: Wednesday, August 5, 2020 12:39 PM
To: mgr##### <mgr#####@fedex.com>
Subject: ACTION REQUIRED - Store Non-Revenue Shipment Validation

Manager,

You have recent non-revenue shipping transactions that need to be verified. Review and confirm that these are legitimate shipments that comply with the FedEx Office Non-Revenue Shipping Account Policy. It is your responsibility to review for inappropriate activity and report suspected non-rev account abuse in your store.

If you suspect abuse of your Non-Revenue Shipping Account, contact your Corporate Security Manager. If all activity is legitimate, no further action is required at this time.

Relevant FedEx One Resources:
- Non-Revenue-Shipping Policy
- Non-Revenue Shipping Accounts Quick Reference
- Security Contacts

Please find the non-revenue shipping transactions below:

Invoice Date	Invoice Total	Shipper	Name	Shipper Address1	City	State	Zip	Account #	Receiver	Receiver Name	Receiver Address	Receiver City	Receiver State	Receiver Zip	Tracking #	Store Number
##########	111.84	NOT SUPPLIED	FIRST NAME LAST NAME	ADDRESS 1	OAKLAND	CA	94601	####	RECEIVER COMPANY	ATTN: SEA TRADE-IN (BLUE)	ADDRESS 1	PLANO	TX	75024	##########	43####00

(BLUE)

Regards,
FXO Shipping

*** This is a system generated email. Please do not reply/respond to this email. ***

Please consider the environment before printing this email.

1

FedEx Office Confidential Information. For Internal Team Member Use Only.

7

FedEx Office Shipping Programs

Print Mobile Shipping Label SH.7.03

FedEx Delivery Manager SH.7.05

FedEx Office Confidential Information.
For Internal Team Member Use Only.

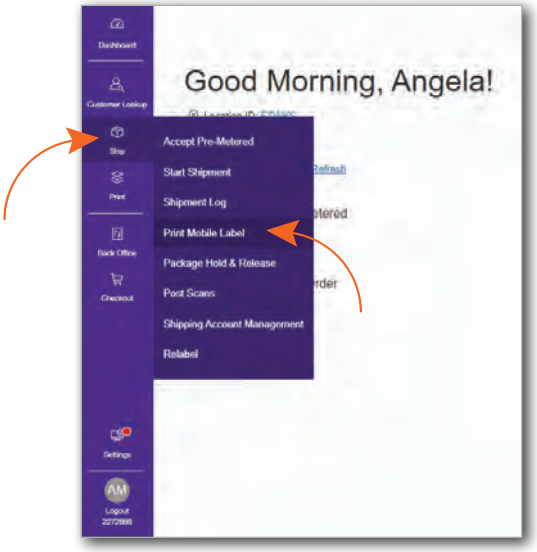
THIS PAGE INTENTIONALLY LEFT BLANK

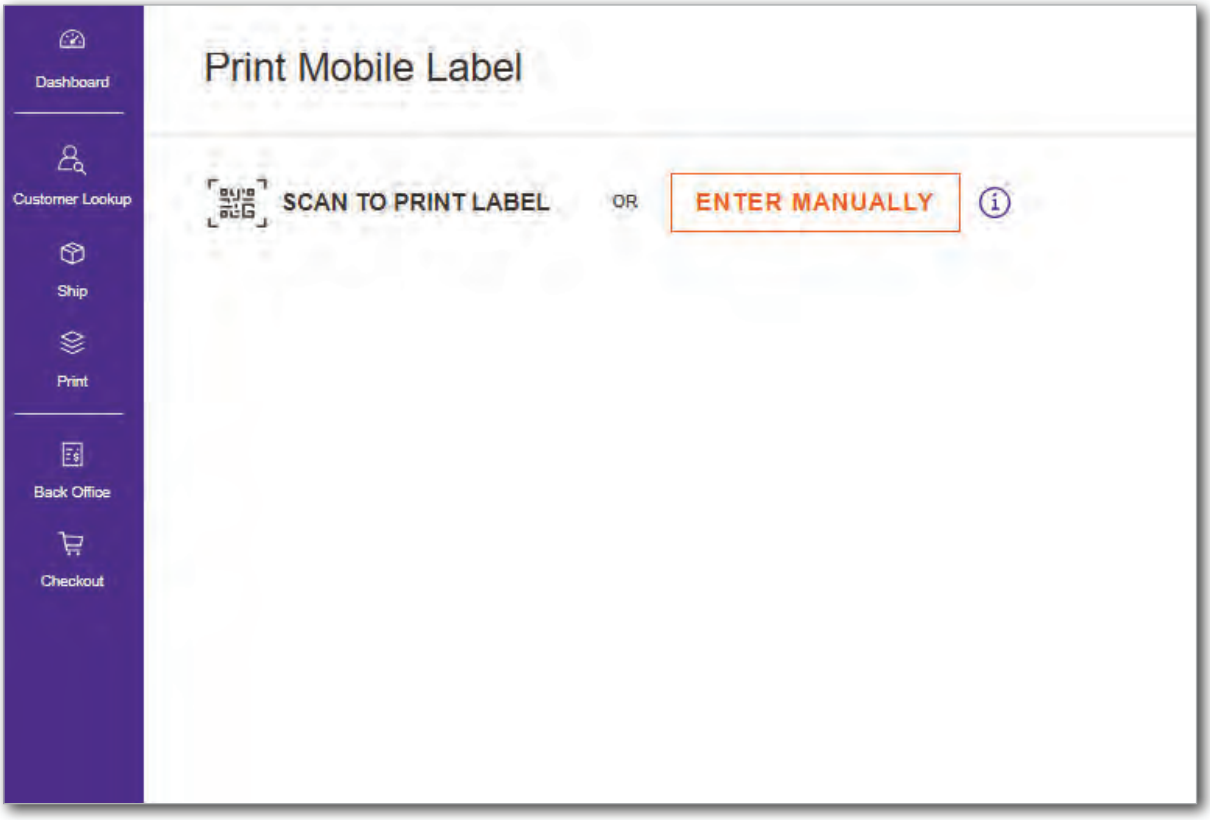
FedEx Office Confidential Information.
For Internal Team Member Use Only.

Print Mobile Shipping Label

The **Print Mobile Label** button is available in FUSE and SSM. This option provides team members the ability to print a customer's **Mobile Shipping Label** *(MSL)* with a single barcode scan.

The functionality also presents a label in PDF format for shipments where customers may have already attempted to print the label.





THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Delivery Manager

Signing up for FedEx Delivery Manager is free, easy and no membership is required to access the options.

Customers are asked to provide a fedex.com login to get started; if they don't have a fedex.com login, they will be prompted to create one

During the sign up process, customers are asked to verify their identity by confirming a series of personal questions *(e.g., "In what state was your social security number issued?")*

Note: FedEx does not store the answers to these questions; the responses customers provide are used solely to protect their deliveries.

Residential Ground and Express delivery customers can sign up at:
https://www.fedex.com/us/delivery/

What Team Members Need to Know

Team members need to fully understand these options and how to best advise customers on the benefits of each option.

Specifically team members need to:

- ***Know FedEx Delivery Manager is accessible from nearly any device and is designed to work on a traditional web browser, mobile app and in a mobile browser***
- ***Understand that only the request for Redirect to Hold is offered for delivery at FedEx Office and FedEx Express locations***
- ***Be able to confidently recommend FedEx Delivery Manager and Hold as a service option to Office customers***
- ***All FedEx Express, FedEx Ground, and FedEx Home Delivery customer are eligible for FedEx Delivery Manager***

continued

DECEMBER UPDATED 2025

FedEx Delivery Manager *(continued)*

What you can do with FedEx Delivery Manager

Sign up and take advantage of these services, which are included with a free account.

Stay informed with delivery notifications.

Keep track of your package with alerts, including picture proof of delivery or delivery attempt. Choose to get your notifications via email, text, phone, mobile app, or a combination.

Know exactly where your delivery is—and when it will arrive.

Wondering if you have time to run an errand? Just log in to FedEx Delivery Manager to watch your package's movements in the dynamic map view. You can plan to be home for your delivery.

Receive picture proof of delivery or delivery attempt.

Get visual confirmation that your package was dropped off. Or see that we dropped by and tried to deliver it. Then, you can take the next steps to get your package.

Request to redirect a package for free when you won't be home.

Sometimes you need to redirect a package that's already heading your way. With FedEx Delivery Manager, you can request to have it sent to one of thousands of retail pickup locations, including Walgreens, FedEx Office, and Dollar General, free of charge. Find out more about having a package held at a retail location.

DOLLAR GENERAL FedEx Office Walgreens

Allow someone else to pick up a package for you.

After redirecting a package to a FedEx location, you can choose to show a QR code instead of using a government-issued ID when picking up your package. This means you can send that QR code to someone else who can pick up your package for you, making pickup faster and more convenient (not available for packages that require an adult signature).

FedEx Office Confidential Information.
For Internal Team Member Use Only.

FedEx Delivery Manager *(continued)*

Sign for a package—even if you won't be home to receive it.

Use your phone or computer to virtually sign for a package in advance, authorizing the driver to leave the shipment. (Not available for packages that require an adult or direct physical signature.) Read more about FedEx signature requirements.

Save package delivery instructions for your driver.

Specify where you want packages delivered (at a side door, under an awning, or to your apartment office, for example). Or ask the driver not to ring your doorbell or knock on your door. Input instructions once, and they will apply for all future deliveries to your address. Find out how specifying preferences in FedEx Delivery Manager can help reduce package theft.

Be sure about the driver who's at your door.

You'll see your driver's name and photo when you track an eligible package.

Place a vacation hold on packages.

Need to have packages held for a while? We can hold all your FedEx deliveries for up to two weeks for no extra charge. Then we'll resume delivery to your address when you're ready. Get more details about vacation holds.

Shop, save, and ship fast & free with ShopRunner.

FedEx Delivery Manager users get a free ShopRunner membership to enjoy exclusive benefits, including free 2-day shipping, member discounts, and more at select stores. Make shopping online unexpectedly simple with ShopRunner by FedEx. Shop thousands of brands and save with today's best deals, all in one place.

Act on a FedEx door tag.

If you received a door tag, it means we tried to deliver your package but couldn't for some reason. You can use FedEx Delivery Manager to find out where your package is. Then you can request a delivery reattempt, redirect the package, or reject the shipment. Get more info on how to handle FedEx door tags.

THIS PAGE INTENTIONALLY LEFT BLANK

FedEx Office Confidential Information.
For Internal Team Member Use Only.

Index

A

Account Issues **SH.19**

After Pickup Package Acceptance **SH.6.02**

ASTRA **SH.1.17**, SH.2.05, SH.2.06, SH.2.08, SH.2.13, SH.2.20, SH.2.43, SH.2.47, SH.2.48, SH.2.57, SH.2.59, SH.2.60, SH.2.62, SH.3.06, SH.3.07, SH.3.24, SH.4.09, SH.4.18, SH.5.04, SH.5.17, SH.5.22

Auto-Generated HAL Labels **SH.5.09**

Automated Export System (AES) **SH.2.25**

Auto Redirect to Hold **SH.5.14**

B

Banker Boxes & Copy Paper Boxes **SH.3.25**

Batching **SH.6.10**, SH.6.11, SH.6.12, SH.6.13

Billable Stamps **SH.2.57**

Billing **SH.4.110**

Billing Issues **SH.19**

Box Sizer **SH.4.40**, SH.4.41

Box Sizer, Blade **SH.4.40**

Bundled Packing Method **SH.4.105**

C

Cargo Claims. **SH.4.112**
Certificate of Origin (CO) **SH.2.24**
Clearance Entry Fee (CEF) **SH.2.29**
Cold Shipping. **SH.4.72**
Commercial Invoice **SH.2.21**
Commercial Invoice Printing **SH.2.22**
CONS
West Coast SH.6.05, SH.6.06, SH.6.07, SH.6.08, SH.6.09
Consultation Tools **SH.1.16**
Commitment Grid SH.1.17
FedEx Service Guide. SH.1.16
Ground Service Maps. SH.1.18
Custom Packaging. **SH.4.15**

D

Daily HAL Requirements **SH.5.28**
Dangerous Goods **SH.3.02**
Declared Value **SH.3.40**, SH.3.41, SH.4.02, SH.4.03
Double Box Method **SH.4.82**
Duplicate Label **SH.2.47**
Dust Mask **SH.4.40**

E

Electronic Export Information (EEI) **SH.2.25**
Electronic Trade Documents (ETD) **SH.2.26**
End-of-Day Process **SH.6.01**
Express **SH.2.04**, SH.2.05
Express Label Requirements **SH.2.06**

F

FedEx Economy. **SH.2.52**
FedEx Ground Economy (FGE). . **SH.2.52**, SH.2.53, SH.2.54, SH.2.55, SH.2.56
FedEx Office Shipping Programs. **SH.7.01**
FedEx Transactions. **SH.2.01**
FedEx Unified Store Experience (FUSE) . . **SH.1.03**
Firearms **SH.3.05**
Fragility **SH.4.11**
FUSE **SH.21**, SH.1.03, SH.1.12, SH.1.19, SH.1.20, SH.2.05, SH.2.07, SH.2.22, SH.2.28, SH.2.39, SH.2.45, SH.2.47, SH.2.72, SH.2.73, SH.2.78, SH.2.83, SH.2.86, SH.2.88, SH.3.06, SH.3.07, SH.4.06, SH.4.110, SH.5.06, SH.5.20, SH.5.28, SH.5.30, SH.5.35, SH.5.38, SH.6.10, SH.6.13, SH.6.15, SH.6.19, SH.7.03

G

GAA/POA. **SH.2.29**, SH.2.34, SH.2.35
Golden Package Rule **SH.1.11**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

H

HAL Extension **SH.5.38**
HAL Room Storage **SH.5.21**
HAL Storage **SH.5.20**
Hand to Surface Rule **SH.1.11**
Hold at Location (HAL)
Returning to the Station / Terminal SH.5.35
Hold at Location Overview **SH.5.02**
H-taping **SH.3.11**

I

Inbound HAL **SH.5.05**
Interline **SH.2.72**, SH.2.73, SH.2.74, SH.2.75
Interline Discounts **SH.2.72**, SH.2.73, SH.2.74, SH.2.75
International Ground
Canadian Goods Returning to Canada SH.2.31
Clearance Entry Fee (CEF) SH.2.29
GAA/POA SH.2.29
Gift Shipments for Canada SH.2.30
Personal Effects / Personal Items SH.2.32
Prohibited Items SH.2.32
Return-for-Repair SH.2.31
International Ground Forms
General Agency Agreement/Power of Attorney (GAA/POA) SH.2.34
USMCA Certificate of Origin SH.2.33
International Ground Items **SH.2.30**
Invoice Issues **SH.19**
IRS **SH.20**

L

Labels, Labeling **SH.3.11**, SH.3.13, SH.3.16, SH.3.19
Laptop Box **SH.4.67**
Length and Girth Formula **SH.3.38**
Limited Quantity **SH.5.11**, SH.5.18
Limits of Liability **SH.4.03**
Luggage **SH.3.24**

M

Maximum Dimensions **SH.3.39**
Measuring **SH.3.38**
Dimensional Weight SH.3.38
Proper Measuring SH.3.38
Merchandise Sales **SH.2.80**
Mobile Shipping Label **SH.7.03**
Multiple Piece Shipments (MPS) **SH.2.39**

N

Non-Revenue Shipping Account **SH.6.22**
Account Closure SH.6.22
Account Creation SH.6.22
Open and Close Procedures SH.6.22
Non-Revenue Shipping Account Log **SH.6.24**

O

Office Service Performance (OSP) **SH.4.02**, SH.4.78, SH.4.79, SH.4.111, SH.4.112, SH.5.38
Opening FedEx Accounts **SH.2.82**

P

PAA Indicator . **SH.3.06**, SH.3.09, SH.3.10, SH.3.41, SH.4.06
Package Acceptance **SH.3.03**
Package Acceptance PST **SH.2.60**, SH.2.61, SH.2.62
Package Review **SH.3.11**
Packaging Art **SH.4.59**
Pack and Ship
- How to Sell SH.4.06
- Single Box method SH.4.81

Packing **SH.4.01**
Packing Automotive Parts **SH.3.23**
Packing Computers and Peripherals **SH.4.66**, SH.4.67
Packing Mechanical Parts **SH.3.23**
Packing Pledge **SH.4.02**
Perishable items **SH.4.10**
PNS Mat **SH.4.44**
Pre Metered Shipments **SH.2.45**
Print Mobile Shipping Label **SH.7.03**
Priority Alert **SH.2.07**, SH.2.08, SH.5.16
Proper Handling **SH.1.11**
Purple Promise **SH.11**, SH.1.04, SH.1.07, SH.1.10, SH.1.11, SH.1.20, SH.2.47, SH.2.50, SH.3.03, SH.5.02, SH.5.32
PUX 95 . . . . . **SH.6.18**

R

Ranpak **SH.3.14**, SH.4.14, SH.4.15, SH.4.16, SH.4.33, SH.4.66, SH.4.67
Releasing HAL Shipments **SH.5.29**, SH.5.30
Residential Delivery Identification **SH.1.19**
Restrictions **SH.3.02**
Retail Product Sales & Refunds **SH.2.88**
Retention Requirements **SH.1.15**
Return-for-Repair **SH.2.31**
Returning HAL to the Station / Terminal . **SH.5.35**
Re-Wrap **SH.3.28**, SH.3.29
- Customer is not present SH.3.28
- Customer is present SH.3.28

S

Scales **SH.1.09**
Scales (Repair) **SH.1.09**
Shipping Transactions
- International Tips SH.2.46

Ship Site Manager (SSM) **SH.1.03**, SH.1.20
Signature Record **SH.5.36**
Small Electronics Box **SH.4.15**, SH.4.69
SmartPost (Now FedEx Ground Economy — FGE) **SH.2.52**
Styrofoam Coolers **SH.4.72**
Suspicious Packages **SH.3.32**

T

Throughout the Day **SH.1.20**
Tie-On Tags **SH.4.80**
Tire Crate Label **SH.3.20**
Tire Shipping **SH.3.20**
TNT **SH.2.59**
T-stacking **SH.1.10**

U

USMCA **SH.2.33**

W

Weights and Measures **SH.1.09**
Workday Learning **SH.4.93**
Wrong Day Late **SH.6.02**

FedEx Office Confidential Information.
For Internal Team Member Use Only.

THIS PAGE INTENTIONALLY LEFT BLANK

"A brand is a living entity — and it is enriched or undermined cumulatively over time, the product of a thousand small gestures."

Michael Eisner, Entertainment Executive



FedEx® Office

fxo.shipping@fedex.com