

GET READY FOR THE SHIPATHON

Checklist for 2020 peak

DONE	TASK
	Bookmark the Holiday Help Hub at fedex.com/holiday . This site includes the printable Last Days to Ship calendar, holiday schedule and information about peak surcharges. Please note that the following surcharges are waived for FASCs: Peak — Oversize Charge and Peak — Additional Handling Surcharge on U.S. Express package services (Peak — Additional Handling Surcharge on U.S. Ground Services and International Ground Service is not waived).
	Place your order for free FedEx Express packaging no later than Nov. 10 from the Packing Services and Shipping Supplies website at fedex.com/packaging . If you need to replenish supplies, you must order by Nov. 24; after that, supplies cannot be ordered in time for the holidays.
	Need a new store hours window decal? Order one from the FedEx in-store signage section of the Marketing Toolbox on FASCnet.com . Update your holiday store hours on FASCnet.com and on your door decal.
	Keep careful records of dropoff packages. You are responsible for maintaining a list of tracking numbers to provide in the event of a dropoff payout dispute, which can be entered at FASCnet.com . And remember, don't charge customers for prelabeled dropoffs, per FASC Program Requirements.
	Work with your FedEx Express courier and FedEx Ground driver to schedule later pickup times or additional daily pickups during the busier periods. Keep in contact with them for any necessary adjustments to your schedule.
	Bookmark the Service Alerts and Regulatory Updates page at fedex.com/servicealerts for information and updates on weather disruptions and other uncontrollable events. You can also get service alerts sent to your inbox — go to fedex.com/en-us/email.html to subscribe to the emails you want, or log in and update your email preferences.
	Make sure your customers know about 7-day home delivery! Time-crunched holiday shippers will be happy to hear that FedEx delivers to most residential customers on Sundays at no additional cost. Get details at fedex.com/en-us/shipping/7-day-delivery.html .
	Alcohol shipments to consumers are not allowed, except wine shipped by an approved wine shipper. To view a list of alcohol shipping requirements , go to fedex.com/en-us/shipping/alcohol/shipping-requirements.html .
	To announce and promote your services, order marketing materials from the Marketing Toolbox section on FASCnet.com .
	Get a refresher on packing basics at fedex.com/en-us/shipping/packing/how-to-pack.html and download detailed packaging guidelines at fedex.com/content/dam/fedex/us-united-states/services/GrlPkgGuidelines_fxcom.pdf . Reminder: Keep packages in a secure place not easily accessible to customers.
	Protect your customers and yourself: Be sure to follow the package acceptance guidelines for package consolidators. You need a government-issued photo ID to validate the identity of your customer and must keep a record of the name and address on the ID for each package. See pages 142–143 of the Service Guide at fedex.com/en-us/service-guide.html for more details.
	Ensure your employees ask customers whether any items being shipped include lithium batteries or other batteries classified as dangerous goods . Go to fedex.com/dangerousgoods and fedex.com/hazardousmaterials for details. NOTE: Your FASC Agreement prohibits your store from shipping dangerous goods and hazardous materials via FedEx® services.

	Let your customer know you accept dropoff returns . It's a great way to increase foot traffic — and your revenue. The customer should have a preprinted label. If not, you can offer to fill out the label for a fee. Learn more about returns at fedex.com/en-us/service-guide/return-shipments.html .
	It's never too late to save big on international and U.S. shipments — which can increase your profits. Go to fedex.com/greatrates or call the FedEx® Great Rates Hotline at 1.877.463.7408 to get a spot quote.
	Not sure what your discounts are? Find out on FASCnet.com . Select My Info and click My Current Pricing to view your discounts or instructions on how to calculate your pricing tier.
	We've made it easy for customers to manage all their deliveries ! Encourage your customers to sign up for FedEx Delivery Manager® at fedex.com/delivery . Customers can even receive a direct text when their package is delivered.
	Using automation is preferable for record-keeping and accuracy, but if you need to accept manual airbills, please keep a copy in case there's a discrepancy or issue.
	Gain visibility of your shipments with FedEx InSight® , available at no cost. You'll be notified of critical shipping events such as clearance delays, delivery attempts and other issues so you can be proactive in helping your customers. Learn more and register online at fedex.com/insight .
	Get a 10% discount on items from the FedEx Company Store ! Simply call 1.800.997.2362 and identify yourself as a FedEx Authorized ShipCenter® (FASC) owner. View the catalog at bdasites.com/fedexcompanystore .
	Important note: You may see more customers attempting to ship FedEx® UN 3373 Paks due to the COVID-19 pandemic. Because these packages contain biological substances, they should not be accepted at FASC locations; this includes at-home COVID-19 test kits. (Other clinical paks and boxes can still be accepted.)
	Access the latest COVID-19 resources and updates from FedEx on fedex.com/coronavirus .

FedEx makes no warranties, express or implied, regarding the effectiveness or success of practicing these peak-season preparations. Anyone using these methods does so at their own risk. Please consult with a professional for information more tailored to your specific needs.