



# Advanced visibility there and back

Don't lose track of your shipments on the return leg.  
Maintain **control and visibility coming and going.**

With **FedEx® Global Returns**, you can track the status of your shipments, receive key information about returned items, and link return shipments to their original shipment. And, you'll be able to easily manage tracking and reporting for all returns in your account.

## Get notified

**A.** When you create a return label, you'll have the option to set up email notifications for critical aspects of the return journey. Receive notifications when a return shipment is picked up, in transit, or dropped off — and customize those notifications for up to two additional parties. Choose from wireless, text, or HTML email formats. You can add a personal message of up to 120 characters to all email notifications.\*

\*Not available on wireless devices.

## Use your references

There's no need to re-invent the wheel for return billing. Use your internal information filing and reference system to easily find information about return shipments:

**B.** When a return shipper calls about the status of a return package, a customer service representative can set up notifications. The maximum length for the "RMA no." field is 20 characters. All other reference fields may contain 30 characters.

**C.** The reference fields will be printed on the shipping label for easy access.

**D.** You can conveniently track shipment status using reference information.

### 14. Billing Details

[Help](#) [Hide](#)

\* Bill transportation to

Carrie's Account-387

[Update the credit card tied to my account](#)

\* Bill duties/taxes/fees to

Carrie's Account-387

[Update the credit card tied to my account](#)

Your reference

Part 462

RMA no. **B**

4896-654

[More reference fields](#)

[Add an account](#)

P.O. no.

66851

Invoice no.

11-2154-5

Department no.


583

ORIGIN ID KN0A JOHN SMITH KANTERSTEEN 47 BRUSSELS, 1000 BELGIUM BE	3225158853	SHIP DATE: 16 JUL 14 ACTWGT: 5.0 LB CAD: 5064871MNET3550
BILL SENDER		
TO COMPUTER WORLD NULL 500 GRANDVIEW AVENUE PITTSBURGH PA 15205 (724) 555-4641 RMA: 4896-654 REJECTED MERCHANDISE RMA: 4896-654 DEPT: 5584		
		
RETURNS MON-FRI		
TRK# 0430	7900 2892 0187	INTL PRIORITY ISR

795931420874

[Save tracking results](#)

Ship (P/U) date :  
Tues 5/06/2014 4:13 pm  
LISBOA, CA PT

  
Delivered  
Signed for by **D**

Actual delivery :  
Thur 5/08/2014 11:09 am  
TILBURG NL

[Customize Delivery](#)

[Request Notifications](#)

[Obtain Proof of Delivery](#)

[More actions](#)

Travel History

[Help](#) [Hide](#)

Date/Time	Activity	Location
- 5/08/2014 - Thursday		
11:09 am	Delivered	TILBURG NL
9:31 am	On FedEx vehicle for delivery	VELDHOVEN NL
8:46 am	At local FedEx facility	VELDHOVEN NL

**E.** A customer service representative can effectively handle calls with the information provided by the reference field integration.

## Get linked

**F.** Easily link the return shipment with the tracking number of the outbound shipment — even if the return shipment is created much later. This allows you to easily transfer delivery information, ensure accuracy, and track the status of your shipment at any time. Simply go to “Shipping History,” check the box of the original outbound shipment, and click the “Create return shipment” button.

## Get reports

**G.** Download reports from FedEx® Tracking. These reports will display all of your return shipments, whether they’re in transit, already delivered, or not yet shipped. This information is available for up to two years. Once you log in at FedEx Tracking, select “Export” on the right side of the screen.

In the drop-down menu, you will see “Returns Data Export,” where you can choose downloading options. To view the data, select the date range, file format, and type of shipment. Then click “Export Data.”

**123456789012** Save tracking results

Ship (PIU) date: **Tues 5/06/2014 4:13 pm**  
LISBOA, CA PT

**Delivered**  
Signed for by: LESLEY

Actual delivery: **Thur 5/08/2014 11:09 am**  
TILBURG NL

Customize Delivery Request Notifications Obtain Proof of Delivery More actions

### Travel History

Date/Time	Activity	Location
- 5/08/2014 - Thursday		
11:09 am	Delivered	TILBURG NL
9:31 am	On FedEx vehicle for delivery	VELDHOVEN NL
8:46 am	At local FedEx facility	VELDHOVEN NL
2:36 am	Departed FedEx location	ROISSY CHARLES DE GAULLE CEDEX FR
1:11 am	Arrived at FedEx location	ROISSY CHARLES DE GAULLE CEDEX FR
- 5/07/2014 - Wednesday		
11:23 pm	In transit	MADRID ES
7:00 pm	Left FedEx origin facility	PRIOR VELHO PT
6:50 pm	In transit	LISBON PT
6:50 pm	In transit	PRIOR VELHO PT
- 5/06/2014 - Tuesday		
4:13 pm	Picked up	PRIOR VELHO PT
- 4/30/2014 - Wednesday		
9:35 am	Shipment information sent to FedEx	

Select time zone: Local Scan Time

### Shipment Facts

Tracking number	795931420874	Service	FedEx International Economy
Weight	4.41 lbs	Dimensions	22x16x7 cms
Delivered To	Shipping/Receiving	Total pieces	1
Total shipment weight	4.41 lbs / 2 kgs	RMA	1245708
Shipper reference	5001r	Packaging	Your Packaging
Special handling section	Deliver Weekday		

FedEx Ship Manager

Shipping History

Ship date	Company	Contact name	Destination	Tracking number
07/16/2014	Computer World	802 Grandview Avenue RITTSBURGH PA 15201 US	790020915359	
07/16/2014		John Smith	Karlsruhe 47 Bruckstr 1000 DE	770613066470
07/16/2014		John Smith	Karlsruhe 47 Bruckstr 1000 DE	770613076165
07/16/2014	Computer World	500 Grandview Avenue RITTSBURGH PA 15201 US	790020920167	
07/16/2014	Computer World	802 Grandview Avenue RITTSBURGH PA 15201 US	790020915832	

Export View details Track Download Prepare return shipment

ow Filters Export

**H.** For a demo of this feature, go to [fedex.com/us/fedextracking](https://fedex.com/us/fedextracking).

If your company has a need for deeper analytical insights and operational data, you can also leverage these tools on FedEx Tracking:

- **Return Pipeline Visibility**

Set up notifications to receive email summaries of the quantity and speed of your returns.

- **Deep Report History**

Download data files (as far back as two years) that give you a detailed account or return labels created, whether they have been used or not.

- **Custom Views**

Easily sort and maintain summaries for your return shipments.

- **Fast Search**

Search a list of returns by customer name, RMA number, or your invoice number.

The screenshot shows a web interface for exporting return data. At the top, there is a search bar labeled "Search my shipments" and buttons for "Show Filters" and "Export". Below this is a "Data Export" section with a sub-tab "Returns data export". The interface is divided into three main filter areas: 1. Date Range, 2. File Format, and 3. Shipment. The Date Range section has radio buttons for 1 Month, 2 Months, 3 Months (selected), 6 Months, 1 Year, and 2 Years. The File Format section has radio buttons for Spreadsheet(CSV) (selected) and XML. The Shipment section has radio buttons for Pre Possession, In Possession, and Both (selected). A text box on the right explains the export process: "You can use the Data Return Export feature to download and save Return Data. Select the shipments, date range, and format and click the Export Data button. A window will open and you will be able to save your data."

**FedEx. Solutions That Matter.®**



### More info

- Contact your FedEx account executive
- Go to [fedex.com/us/international/ground-shipping-canada](https://fedex.com/us/international/ground-shipping-canada)
- Call **1.800.GoFedEx 1.800.463.3339** and say "international services"
- Go to [ftn.fedex.com/us/services/nri.shtml](https://ftn.fedex.com/us/services/nri.shtml) or call FedEx Trade Networks Canada at 1.866.463.8682