Ready for the holidays? Check.



Wrap up packing and shipping prep

- [ ] **Order your complimentary packaging** early.*
- [ ] Get familiar with **packing best practices** so you can provide a positive in-store experience.

*Complimentary FedEx® packaging is available only for shipments using FedEx expedited, FedEx Express Saver®, FedEx International Economy®, or FedEx One Rate® services.

Fine-tune marketing and communications

- [ ] Make sure your team understands the dangerous goods guidelines. And display the **dangerous goods counter card**.
- [ ] Grab prewritten **social media posts** you can share with followers.
- [ ] Order and display holiday posters. You'll find them—and other materials—in the **Marketing Toolbox**.
- [ ] Remember to update your store hours on **FASCnet.com** before and after peak.

Shine behind the counter

BEFORE THE HOLIDAYS

- [ ] Post the **2026 holiday shipping schedule** where your team can easily reference it.

DURING

- [ ] Follow the FASC package acceptance guidelines.
  - Verify the customer's identity with their government-issued photo ID.
  - Record the name and address on the ID for each package to be consolidated.
- [ ] See the **Service Guide** for more details.
- [ ] Record tracking numbers, ship dates, and services for all drop off packages. You'll need this info if there's a dispute. Please note it's your responsibility to maintain this list.
- [ ] Know when and what your next payout will be. Check out **these tips** and our **quick-reference guide**. Need more support? Email retailsupport@fedex.com or call 1.800.496.9310 (option 3).

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