



FedEx Authorized ShipCenter Program



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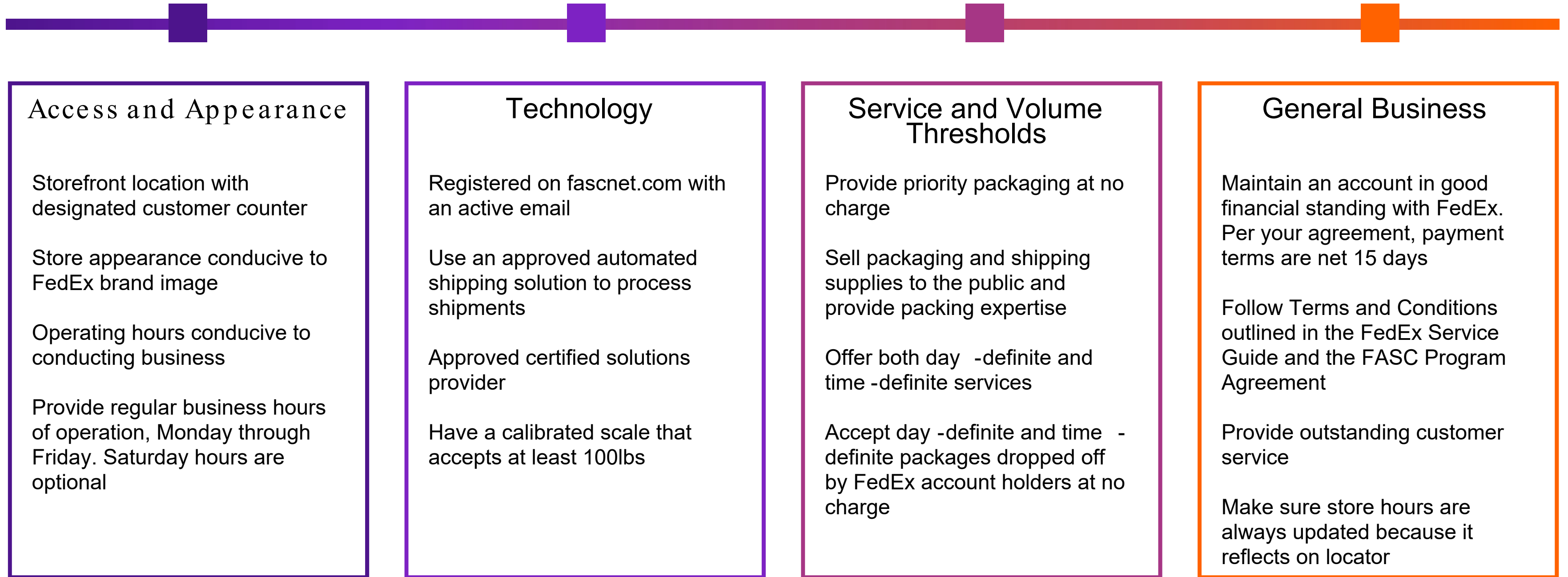
FedEx Authorized ShipCenter Program

A FedEx Authorized ShipCenter can resell shipping and accept drop offs

- Locations resell FedEx services to customers shipping on the FASC's own account number
- All locations must accept drop off packages from customers that have their own account number without charging any type of fee



FASC Program Requirements



Getting Started

1. Call FASC Retail Support at 1.800.496.9310, option 3 to obtain a FedEx account number
2. Apply for the FASC program at fascnet.com
3. Needs to be done 15-35 business days before you start shipping
4. Click on the “Apply Now” button and answer all questions
 - If purchasing an existing store, be prepared to provide the existing owner’s Express barcode number (located in the store)
 - If you are applying as a corporate, be prepared to add the code provided by the corporate office.
 - Sign the FASC Agreement and submit
 - Sign up for the Supplier Portal via the invitation provided (applications will not be approved until this step is complete)
5. Once accepted on the program, you will receive the FASC Welcome Kit
6. Go to fascnet.com to access complimentary promotional materials available in the Marketing Toolbox
7. Go to fedex.com to order Express shipping supplies
8. On your start date, update your POS with your new account number

Getting Started (Cont'd)

FedEx Supplier Portal

- The FedEx Supplier Portal is the platform where all remittance information is held for your location
- It is very important to ensure that your remittance is up to date prior to the end of each quarter
- The address or bank account (depending on the payment method noted – check or EFT) will determine how your quarterly payout check is administered
- To access the FedEx Supplier Portal, go to FASCnet.com and navigate to 'My Info -> 'Update Profile' in the left menu (Scroll to the bottom of the page to find the link)

If you have already registered for the FedEx Supplier Portal, [click here](#) to access the portal and submit your updates or contact our Supplier Management Portal Team at Disbursement-Customersupport@fedex.com or phone: 1.855.FDXMYWAY (1.855.339.6992).

Updating Remittance Information

- Your remittance information is housed on FASCnet.com in the 'Update Profile' tab under 'My Info'
- If this information displayed is not accurate (or if you would like to update payment method), click the 'submit an inquiry' button at the bottom of the page to make an update request to the Vendor Management team

Our records indicate you have requested to make updates to your remittance information. The Vendor Management team will send you an email within 3–5 business days with instructions on how to sign up for the FedEx Supplier Portal to manage your information. Please check your spam folder and [submit an inquiry](#) for the FedEx Supplier Portal if you have not received this email after 5 business days.



Program Benefits

- Discounted pricing
- Full or partial waiver of select fees
- Bonus Weight Envelope (BWE)
- Per-package payout on drop off packages
- Daily pickups Monday -Friday
- Saturday pickup at no charge
- FedEx Rewards
- Quarterly ShipSource e-newsletter
- Marketing Resources
 - Inclusion on FedEx Locator on [fedex.com](https://www.fedex.com)
 - Marketing Toolbox



FedEx Rewards



FedEx Rewards is a free program that lets business owners earn gift cards by shipping. You'll also get a new member welcome offer and monthly bonus offers (\$10 reward for signing up.)

Once you're a FedEx Rewards member, you'll receive offers on the first day of every month. Activate your offers by the 15th of the month, attain your shipping goals, and choose your reward.

Each FedEx Rewards membership is allowed to link one FedEx shipping account, and one FedEx Freight account. You'll be prompted to enter your FedEx account numbers when you sign up for FedEx Rewards.

[FedEx Rewards | FedEx](#)

Compensation

Compensation Rates

- FASCs receive payment for each package dropped off at their location (tendered on the customer's FedEx account number)

Key Points to Remember

- FASCs may not charge any fees for drop off packages or FedEx Express packaging
- Drivers will follow scan procedures to ensure FASCs receive proper compensation for all packages tendered to FedEx

Payments to Dispute?

- Dispute drop off payout link located on the support page at the top right corner on fascnet.com
- All tracking numbers must be provided when you dispute a drop off payout

| Incentive payments are sent quarterly, usually 30 days after the end of the quarter | |
|---|---|
| Q1/June – August Distributed in September | Q2/Sept – November Distributed in December |
| Q3/Dec – February Distributed in March | Q4/March – May Distributed in June |



Pricing

Discounts start the day of your first scheduled Express pickup. This is the date you provide FedEx when you apply online, which must be between 15 and 35 business days from the first date you want to ship.

Discounts are available for FedEx Ground and Express shipments based on monthly invoiced gross revenue. For Independent FASC locations, FedEx Express offers two discount tiers with the same discount percentage for all zones and weight classes. Corporate locations do not have tiers.

[FedEx Service Guide - Home](#)

FedEx Drivers

Services typically require a 2 -hour window depending on the station. The more distant the location, the more time they will require

Drivers should follow all FedEx pickup scan procedures

- FedEx time -definite courier scans a barcode inside the FASC and scans the packages.
- FedEx economical driver will scan the packages in the store or on the truck

Consolidated Pickups

- There will be one FedEx driver to pickup packages
- FedEx driver will not scan the barcode inside the FASC
- The driver will take the packages and scan them

Consolidated Pickups

Good afternoon FASC Partner,

Effective **3/12/2024**, you will now have a single pickup and delivery for most FedEx services instead of separate drivers for ground or express services.

Will there be changes to pick up time windows?

Pickup time windows will change for some FASC locations.

A FedEx Operations representative will be reaching out to your location's listed shipping contact to also inform them of their new pickup time window. Local Operations may be able to evaluate and advise on pickup time flexibility accommodations on a case-by-case basis.

Can FASC locations opt out of this?

No. All impacted customers for pickup and all delivery addresses in the identified markets will be included in these changes and benefit from simplified and consolidated pickup and delivery.

Thanks,
FASC Team

FedEx Priority Services



Delivery Options – Time Definite

Priority Overnight

- Fast Reliable Delivery Next Day by 10:30 a.m.

Standard Overnight

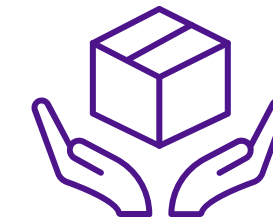
- Fast Reliable Delivery Next Day by 3 p.m. or 4:30 p.m. by 8 p.m. to residences.

FedEx 2 Day

- Delivery by 4:30 p.m. in 2 business days to most areas, by 8 p.m. to residences.

FedEx Express Saver

- Delivery by 4:30 p.m. in 3 business days to most areas, by 8 p.m. to residences.



FedEx Expedited Packaging

FASCs should have FedEx expedited shipping supplies available for FedEx customers who request them

FASCs may not charge customers for FedEx time -definite supplies

Direct FedEx customers with large/multiple supply requests to order them through 1.800.GoFedEx or fedex.com

FASCs can order supplies through fedex.com, or by calling 1.800.GoFedEx

Expedited packaging may not be used in the FedEx economical network

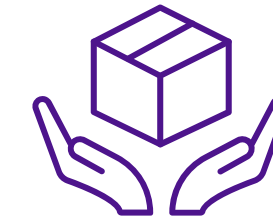
FedEx Economical Services



FedEx Ground for Business Deliveries

Day-definite delivery to every U.S. business address in 1 to 5 business days in the contiguous U.S. and in 3 to 7 business days to Alaska and Hawaii

Monday -through -Friday operation with deliveries by end of business day for packages up to 150 lbs



Reliability & Advantages You Can Count On

FedEx Home Delivery for Residential Deliveries is faster to more residential locations than UPS Ground

FedEx Home Delivery also delivers to more residential locations than UPS Ground on the weekend

Day-definite delivery to every U.S. residential address in 1 to 5 business days in the contiguous U.S. and in 3 to 7 business days to Alaska and Hawaii

With FedEx Home Delivery, take advantage of Saturday and Sunday deliveries to all 50 states

FedEx International

To help avoid being billed for duties and taxes, the label must be completed properly

- Shipper must be your customer's name and address (not your store information)
- Bill 3rd Party using your account number, you are not the shipper or the recipient
- Bill Recipient for duties and taxes
 - Your customer will be invoiced for Duties and Taxes if the recipient does not pay
 - It is possible for an FASC to receive a supplemental bill for duties and taxes
- If an International package is damaged or lost, the shipper of record must file the claim
 - This is the only time when FedEx deals directly with an FASC's customer

Note: Documentation requirements could vary by country, commodity, and value





FedEx Global Trade Manager

FASC support for correct paperwork for international shipments

Provides shipping advisories of potential licensing requirements and prohibited destinations or commodities

Calculates estimated duties, taxes and other fees for an international shipment

FASC Support

FASC Program Support

- Hours are Monday – Friday, 8am to 6pm CST
- Call 1.800.496.9310 Opt. 3 or email RetailSupport@fedex.com

Missed Pickups

- During regular hours: Call FASC Program Support within 45 minutes of your missed pickup
- After hours: Call FedEx Customer Service at 1.800.GoFedEx (1.800.463.3339)

FedEx Customer Service

- Package tracking, status and proof of delivery
- Order supplies
- Resolve issues

Revenue Services

- Dispute an invoice online at fedex.com or call Revenue Services at 1.800.622.1147 and place the invoice in dispute

FedEx Account Executive

- Some accounts will have Sales alignment
- Assist with issues that have not been resolved through Customer Service, claims or billing departments

FASC Resource Page

- Informational resources to support your location
- [Articles and Marketing Tools for FASCs | FedEx ShipSource®](#)

Billing

- Most FASCs are on credit card billing
- If invoiced, the invoice date begins the credit term cycle and payment is due within 15 days
- Failure to keep your FedEx account current will result in your account being placed on hold
 - Discounts are removed and account is placed on list rates and can limit your ability to use FedEx services
 - Ground pickups stop
- To dispute an invoice:
 - Go online to www.fedex.com or call Revenue Support at 1.800.622.1147 and place the invoice in dispute
 - Do not “short pay” your invoice without speaking with a Representative at Revenue Support or disputing the invoice online
- In an instance where you may be disputing an invoice, be sure to pay the invoice first. Once that is done, we can work to resolve the issue. This will prevent your account from going on hold status
- Customer will be responsible for paying 6% interest for any outstanding invoice

FedEx Billing Online Plus

Reduce Costs and Improve Operational Efficiencies

- Easy and secure way to manage billing
- Visibility and control
- Dispute invoices
- Reduce processing time
- Eliminate paperwork
- Create reports that allows integration with internal systems
- Ability to pay online using your credit card



FedEx Claims

Damaged or Lost Claims

- Go to [fedex.com](https://www.fedex.com) to file a claim online
 - You must have a [fedex.com](https://www.fedex.com) User ID and password
 - [fedex.com](https://www.fedex.com) > Manage > Submit Claims

Damage Claim

- FedEx must receive written notice of claim within 60 calendar days of delivery date

Lost Claim

- Non-delivery or incorrect delivery FedEx must receive written notice of claim within 9 months after the package was tendered to FedEx

Please review claims procedures in the FedEx Service guide or at [fedex.com](https://www.fedex.com)

IMPORTANT NOTES



The FASC, not the customer, must file the claim on all domestic shipments



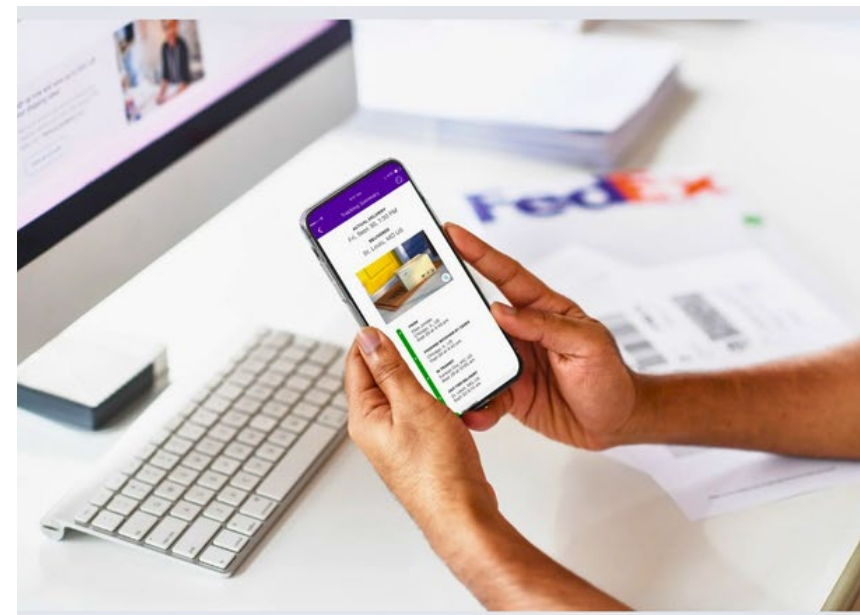
All original shipping cartons and contents must be made available for FedEx inspection and retained until claim is concluded



In the case of concealed damage which is not discovered at the time of delivery, you must notify FedEx (either in writing or via [fedex.com](https://www.fedex.com)) within 60 days from date of delivery



Support documents for claims should be sent to FedEx within nine months



FedEx Insight

Know if something is wrong before your customer calls you

Advanced Tracking:

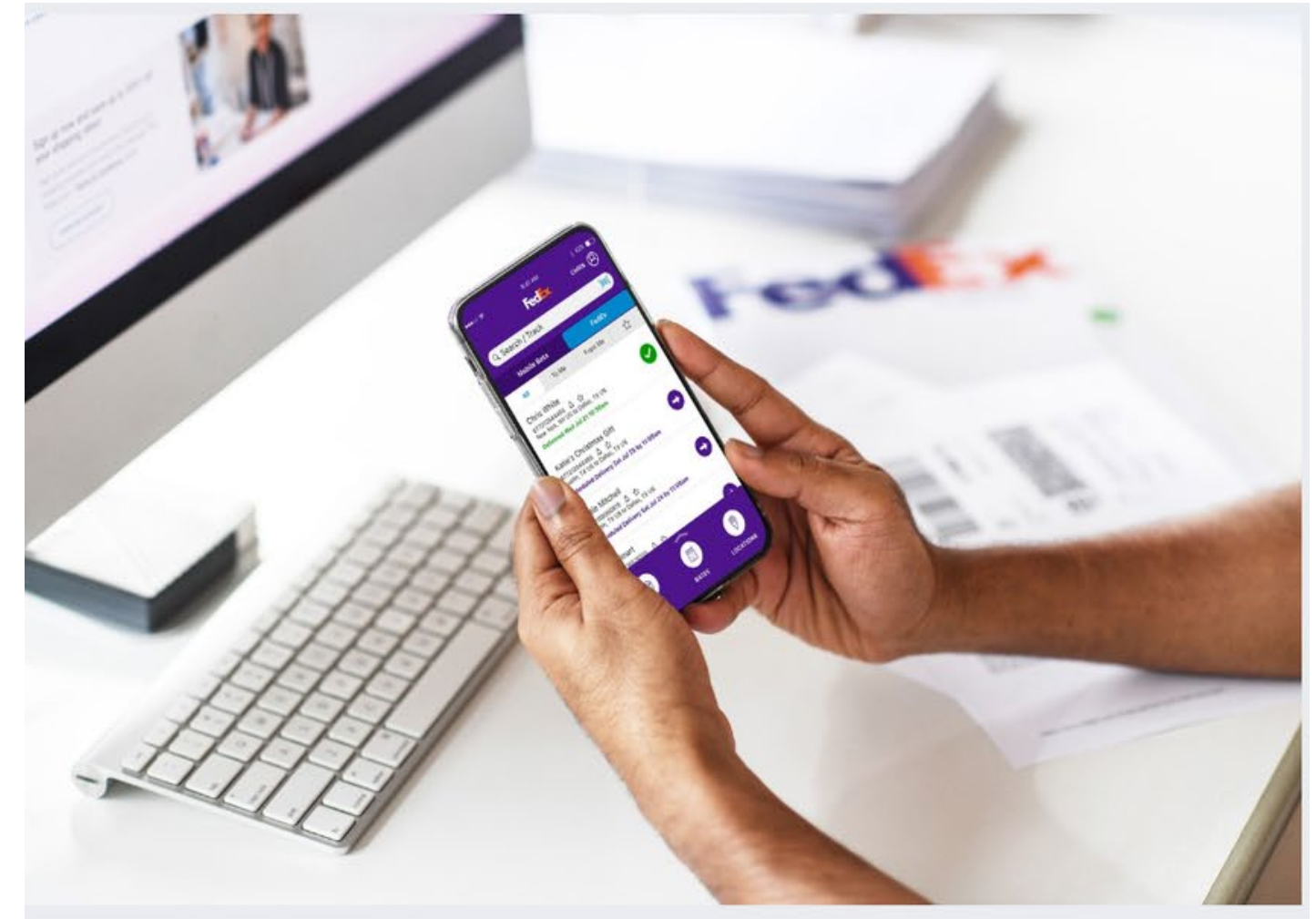
- Status information on FedEx shipments going back 90 days

Proactive Notification:

- Notifies FASCs of critical shipping events (clearance delays, delivery attempts, etc.)

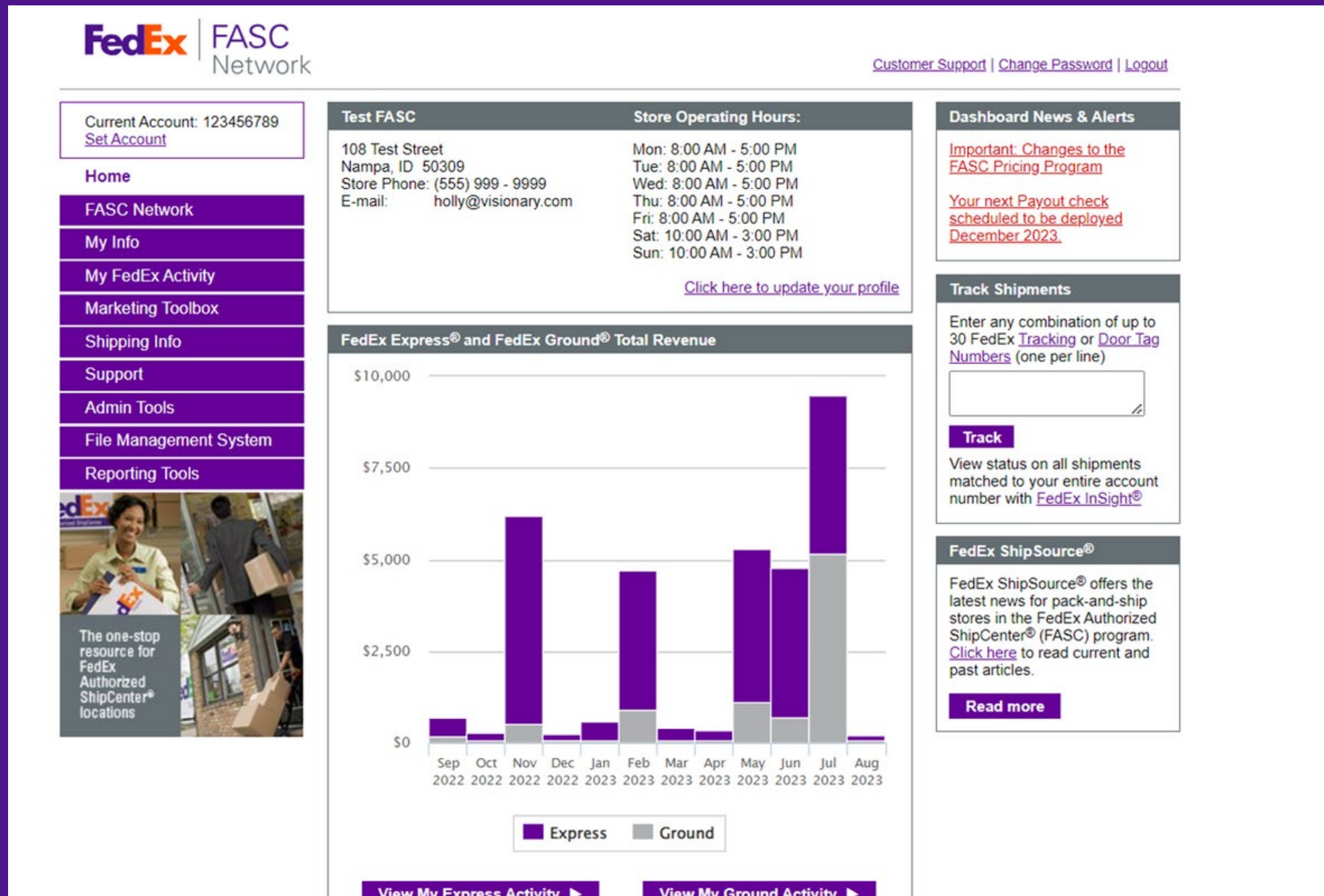
Delivery Status:

- Real-time status information on package location and delivery
- FedEx InSight provides package information that FASCs may need when calling regarding late deliveries
- Sign up on FASCnet.com on home page or at fedex.com



One-Stop Resource for FASCs

FASC Network



My Info:

- User profile, Payout To Date, Discounts, Payout Inquiry Form
- User profile includes Hours of Operation
 - FASCs should make sure this is updated when your hours change

Marketing Toolbox:

- Marketing Materials, FASC Logos, Merchandising, and FASC Promotions

Support:

- Retail Support contact information
- Revenue Services and other pertinent phone numbers



Thank You!