

# FedEx® SmartPost



FedEx Ship Manager® Software

## FedEx SmartPost® Guide

Version 2600 or higher



# At a Glance

FedEx SmartPost® is a cost-effective U.S. residential shipping option for low-weight, high volume shipments, utilizing the U.S. Postal Service (USPS) for final delivery. FedEx SmartPost reaches every U.S. address and is ideal for less time-sensitive shipments.

FedEx SmartPost® Returns is an ideal way for businesses with over 100 returns a day to provide customers with a convenient returns method for low-weight residential packages. It's a cost-effective, reliable solution that utilizes the strength of the FedEx network and all public access points of the USPS.

FedEx SmartPost and FedEx SmartPost Returns are contract services, available for FedEx account holders that have signed an agreement for FedEx SmartPost services. Once enabled on your system by FedEx, FedEx SmartPost displays as a service option on the Shipment details screen.

For more information about FedEx SmartPost, go to [fedex.com/us/smartpost](http://fedex.com/us/smartpost). To get started using this contract-only service, contact your FedEx account executive or call 1.800.GoFedEx 1.800.463.3339.

Refer to the following information to use FedEx SmartPost:

- Service Description
- Service Areas
- Intelligent Mail® Package Barcode (IMpb) (U.S. Only)
- Demand Download
- Shipment Details
- FedEx SmartPost Returns
- Shipping List
- Labels
- Close

The screenshot displays the FedEx Ship Manager web application. The interface is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (COMPANY1), Country (US - United States), Contact name (John Doe), Company name (Number One Company), Address 1 (238 Peachtree Boulevard), Address 2 (Bldg 5), Postal code (90801), State/Province (CA), City (LONG BEACH), and Telephone ((800) 555-5555). There are checkboxes for "Ship to group", "Include a Return Label", and "Hold". A "Save in/update my address book" checkbox is checked.
- Package and shipment details:** Includes "Number of packages" (1), "Weight" (10 lbs), "Service type" (dropdown menu), "Package type" (dropdown menu), "Package dimensions", "Ship date", and "Declared value".
- Sender information:** Includes "Current sender" (Athleta>Returns, 1450 Technology Lane, Petaluma, CA 94954) and "Change return address" (Current sender).
- Billing details:** Includes "Bill transportation to" (dropdown menu), "Acct #", "Department notes", "Customer reference", and "P.O. number".

The bottom of the screen features a navigation bar with buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate quote", "Multiple-piece shipment", and a prominent "Ship" button.

# Service Description

Current service information for FedEx SmartPost is:

Transit times: Delivery in typically 2 to 7 business days in the 48 contiguous U.S. states. Delivery in 10 to 14 business days outside the 48 contiguous U.S. states.

Delivery days: Monday through Saturday with no residential or Saturday delivery surcharges.

Maximum package weight: The maximum weight is 70 lbs. for all FedEx SmartPost services, except for FedEx SmartPost® Bound Printed Matter (maximum weight is 15 lbs.).

Exceptions: FedEx SmartPost is not available for the FedEx Money-Back Guarantee, declared value, FedEx Signature Proof of Delivery, FedEx Evening Home Delivery®, FedEx Appointment Home Delivery®, FedEx Date Certain Home Delivery® or hazardous materials shipments.

To learn more about FedEx SmartPost, go to [fedex.com /us/smartpost](https://fedex.com/us/smartpost) .

# Service Areas

## Outbound Service (FedEx SmartPost Origins)

FedEx SmartPost is available to U.S. origins in the 48 contiguous U.S. states.

Alaska, Hawaii, Puerto Rico and the U.S. territories are not included as origin points for FedEx SmartPost.

## Inbound Service (FedEx SmartPost Destinations)

FedEx SmartPost is available for residential destinations in the 50 U.S., Puerto Rico and the U.S. territories, including P.O. boxes and military APO/FPO/DPO destinations.

The following U.S. territories and Puerto Rico, while currently categorized as international destinations by FedEx, are treated as U.S. domestic locations for FedEx SmartPost. No customs documentation is required.

- American Samoa (AS)
- Guam (GU)
- Marshall Islands (MH)
- Micronesia (FM)
- Northern Mariana Islands (MP)
- Puerto Rico (PR)
- Republic of Palau (PW)
- U.S. Virgin Islands (VI)

# Intelligent Mail Package Barcode (IMpb) (U.S. Only)

FedEx SmartPost users can now enjoy better end-to-end visibility and enhanced performance of the new U.S. Postal Service (USPS) Intelligent Mail package barcode (IMpb).

- The IMpb is a new barcode format designed by the USPS for all commercial and online consumers. The IMpb is a regulatory requirement, meaning all FedEx SmartPost packages must adhere to the IMpb specifications.
- While the new format will have the same symbology as the current one, it will have new data elements that define mail class, subclass and extra services within the barcode.

The USPS has previously stated they require an Intelligent Mail package barcode for all parcels that include tracking or extra services and all parcels claiming presort and destination entry pricing, effective January, 2013. FedEx SmartPost is working with the USPS to ensure our customers have enough time to become IMpb compliant.

There are three main differences in the IMpb from the current barcode:

1. Application Identifier change.
  - Current barcode has an application identifier of 91.
  - IMpb has a channel-specific application identifier of 92.
2. Moving from a 2-digit USPS service type code to a 3-digit USPS service type code.
  - A 3-digit service type code provides more intelligence within the barcode as to mail class, sub-class and special services.
  - A list of service type codes FedEx SmartPost will accept is provided with the IMpb label specification.
3. Moving from an 8-digit unique serial number to a 7-digit unique serial number.

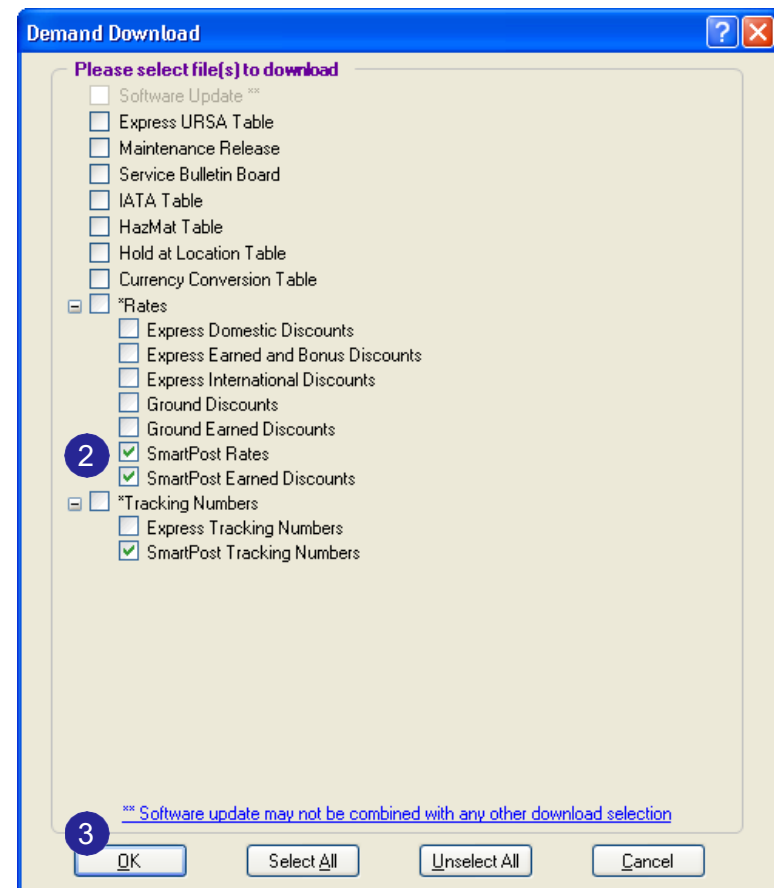
# Demand Download

Use the Demand Download screen to download FedEx SmartPost rates and FedEx SmartPost tracking numbers.

To download:

1. Select Download from the Utilities drop-down menu.
2. Select the Smart Post Rates and Smart Post Earned Discounts check boxes from the Rates section. Select the Smart Post Tracking Numbers check box from the Tracking Numbers section.
3. Click OK and restart the software.

Note: Tracking numbers should only have to be downloaded when FedEx Ship Manager Software version 2500 or higher is initially loaded on your system.





# Shipment Details

To create a FedEx SmartPost shipping label:

1. Click the Ship tab at the top of the screen. The Shipment details screen displays.
2. In the Recipient Information section, select an existing Recipient ID from the menu or enter required information manually (including the Contact name). Required fields appear bold on the screen.

Note: You can add, view, edit and delete recipients in the Recipient database.

To access the Recipient database, select Recipient from the Databases menu or click the Address Book tab. Refer to the Database Functions section in the Interactive User Guide available in PDF format for downloading at [fedex.com / us/ ship-manager/ software/ resources/ support / user-guide.html](http://fedex.com/us/ship-manager/software/resources/support/user-guide.html).

3. In the Sender information section, you can change the current sender by selecting the appropriate sender from the Change sender menu. You can also select a different return address from the Change return address menu. Select a return address before shipping the package.

Note: If you select a different sender (not the return address), the ZIP code must match the ZIP code of the account address.

4. In the Package and shipment details section, select or enter the following information. Required fields appear bold on the screen.

Note: The Number of packages defaults to 1, but it can be edited for multiple-piece entries.

- **Weight** – The maximum weight is 70 lbs. for all FedEx SmartPost services, except for FedEx SmartPost Bound Printed Matter (maximum weight is 15 lbs.).
- **Service** – Select the appropriate contracted FedEx SmartPost service (FedEx SmartPost, FedEx SmartPost Bound Printed Matter, FedEx SmartPost Media) from the Service type drop-down menu. Select FedEx SmartPost from the Service type drop-down menu for Parcel Select Lightweight (packages weighing less than 1 lb.) or Parcel Select (packages weighing 1 lb. or more). Some of the Service type options available are determined by the weight entered in the Weight field and the FedEx SmartPost services included in your contract.
- **Package type** – The Package type field defaults to Your Packaging. Complete the Package dimensions field.

- **Package dimensions**
  - For all FedEx SmartPost services, the package length, width or height cannot exceed 60 inches.
  - For a FedEx SmartPost package less than 1 lb., the dimensions of length plus girth (L + 2W + 2H) cannot exceed 84 inches.
  - For a FedEx SmartPost package greater than or equal to 1 lb., the dimensions of length plus girth (L + 2W + 2H) cannot exceed 130 inches.
  - For FedEx SmartPost Bound Printed Matter and FedEx SmartPost Media packages, the dimensions of length plus girth (L + 2W + 2H) cannot exceed 84 inches.
- **Special Services** – Click the Options tab to display the Options screen. Select any additional special services, as needed. Select the Instructions for Undeliverable Packages check box to display the following options on the resulting screen:
  - Address Service Requested
  - Carrier Leave if No Response
  - Change Service Requested
  - Forwarding Service Requested
  - Return Service Requested

## Shipment Details, continued

- In the Billing details section, enter an optional customer reference and purchase order number, if desired.

Note: The Bill transportation to field is automatically defaulted to Bill Sender. The Acct # defaults to the FedEx Express account number associated with the FedEx SmartPost Mailer ID being used for the shipment and is also disabled.

- Click the ShipAlert tab to send FedEx SmartPost shipment notifications to your customer, yourself and others.
- To view a courtesy rate quote for your shipment, click Rate quote at the bottom of the screen. The Courtesy Rate Quote screen displays showing rate quote details. Click OK to close this screen.
- Click Ship to create a shipping label for your FedEx SmartPost shipment.

Details	Your Rate
Shipping Charges	\$3.13
Earned Discount	-\$1.31
Fuel Surcharge	\$0.10
<b>Total rate</b>	<b>\$1.92</b>
<b>Total charges</b>	<b>\$1.92</b>

# FedEx SmartPost Returns

You can prepare a FedEx SmartPost Returns shipment the same way you prepare other return shipments. Since FedEx SmartPost Returns is also an optional contract service, a FedEx representative can enable FedEx SmartPost and FedEx SmartPost Returns separately or together.

FedEx SmartPost and FedEx SmartPost Returns services are available for FedEx account holders that have signed an agreement for FedEx SmartPost services.

## Enabling FedEx SmartPost Returns

After FedEx SmartPost Returns is set up on your system, you can enable it as follows:

1. Select System Settings from the Customize drop-down menu. The System Settings – System/Account screen displays.
2. Select the appropriate System # and click Modify. The System Settings screen displays.
3. Click the 1-Your System Settings tab.
4. In the FedEx SmartPost Returns Settings section, select the I want to be able to add Smart Post return addresses check box.
5. Click OK. FedEx SmartPost Returns is now enabled.

## Setting Up Your FedEx SmartPost Returns Addresses

1. Select Sender from the Databases drop-down menu. The View Sender screen displays.
2. Click Add. The Add Sender screen displays.
3. Select the This is a SmartPost returns address check box.
4. Enter a unique sender ID in the Sender ID field.
5. Enter the account number that is enabled for FedEx SmartPost Returns shipping in the Account Number field.
6. Click Get Address. The system populates the return address fields.
7. Click OK.

## Creating Shipping Label and Return Label for FedEx SmartPost Returns Shipment

To create a shipping label and a return label for a FedEx SmartPost Returns shipment, follow these steps:

1. Complete the Shipment details screen for a FedEx SmartPost shipment.
2. In the Package and shipment details section, select the appropriate contracted FedEx SmartPost service (FedEx Smart Post, FedEx Smart Post Bound Printed Matter, FedEx Smart Post Media) from the Service type drop-down menu. The Package type field defaults to Your Packaging. Complete the Package dimensions field.
3. Click the Options tab. The Options screen displays.
4. Select the Return Labels check box and any additional special service options and other optional information you want for your shipment. The Return shipment tab becomes active.
5. Click the Return shipment tab. The Return shipment details screen displays.
6. In the Return Package To section, select a FedEx SmartPost Returns sender from the Return to drop-down menu.  
Note: You can create a FedEx SmartPost Returns label with FedEx SmartPost, FedEx Express® and FedEx Ground® outbound shipments.
7. Complete the Return package from, Package and shipment details and Billing details sections.
8. Click Ship to create a shipping label and a return label for your FedEx SmartPost Returns shipment.



## FedEx SmartPost Returns, continued

### Creating Return Label for FedEx SmartPost Returns Shipment

To create only a return label for a FedEx SmartPost Returns shipment, follow these steps:

1. Click the Return shipment tab. The Return shipment details screen displays.
2. In the Return Package To section, select a FedEx SmartPost Returns sender from the Return to drop-down menu.
3. In the Return package from section, enter the recipient information or select the appropriate recipient from the Return From drop-down menu.
4. Complete the Package and shipment details and Billing details sections. For a FedEx SmartPost Returns shipment, select FedEx Smart Post from the Service type drop-down menu.

Note: You can create a FedEx SmartPost Returns label as a print or email return label.

5. Click Ship to create a return label for your FedEx SmartPost Returns shipment.

## Shipping List

FedEx SmartPost shipments are available in the Domestic Shipping List when FedEx SmartPost has been enabled on your system.

FedEx SmartPost Returns shipments are available in the Returns Shipped List.

To access this list:

1. Click the Shipping list tab.
2. Select Domestic from the drop-down menu.  
The View Shipped List – Domestic screen displays.

Shipment Type		Packages Shipped		
<input checked="" type="checkbox"/> FedEx Express	FedEx Express:	Total	Deleted	Future
<input checked="" type="checkbox"/> FedEx Ground	FedEx Ground:	0	0	0
<input checked="" type="checkbox"/> FedEx SmartPost	FedEx SmartPost:	0	0	0

Enter Tracking Number and press Search or highlight in list

Show Master Tracking # Only  
 Show deleted shipments

Carrier	Tracking #	Master Trk #	Deleted	Ship Date	Service	Weight
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OK Delete Modify Repeat Create Return Status details Cancel

# Labels

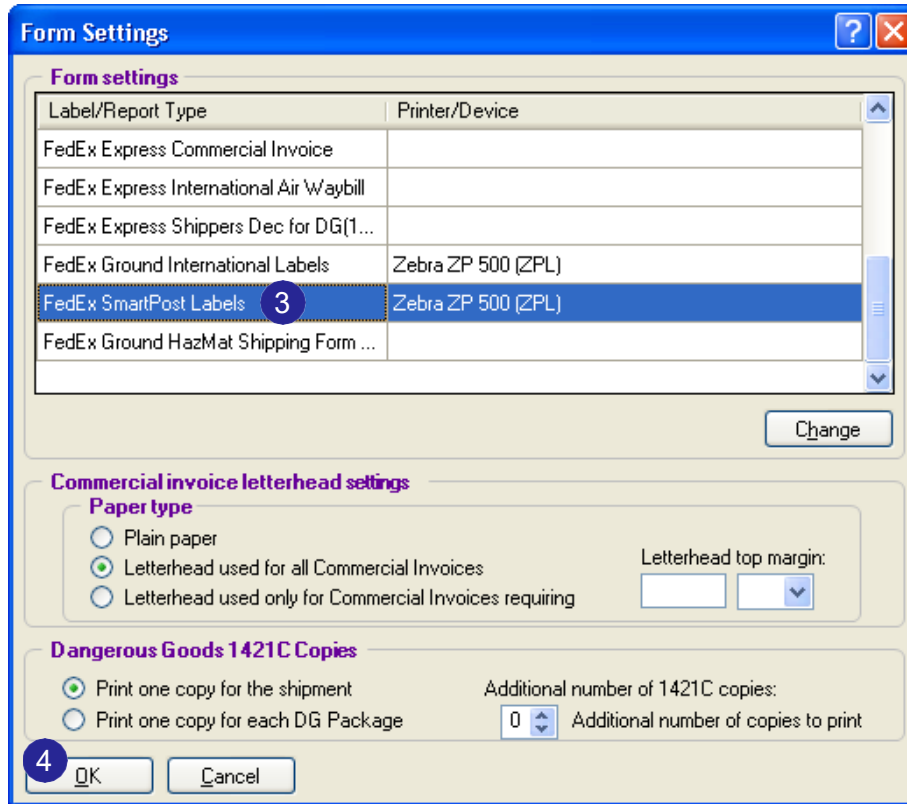
A FedEx SmartPost Labels option is available on the Label/Report Type list on the Form Settings screen when FedEx SmartPost has been enabled on your system.

To access this option:

1. Click the Reports tab. The 1-Shipment screen displays.
2. Click the Customize forms tab. The Form Settings screen displays.

Note: You can also access the Form Settings screen by selecting Forms from the Customize drop-down menu.

3. Select FedEx Smart Post Labels from the Form settings list.
4. Click OK.



# Close

A FedEx SmartPost option is available for the Close process when FedEx SmartPost has been enabled on your system.

To access this option:

1. Click the Close tab. The 1-Request Close screen displays.
2. Click the All systems radio button in the Select system(s) section.
3. Select the FedEx Smart Post check box in the Select shipments to close section.
4. Click End your shipping day to complete the close process. A message displays when the close finishes.

Note: FedEx SmartPost shipments can also be included with the close of any FedEx Express and FedEx Ground shipments by selecting the All Shipments check box in the Select shipments to close section.

Note: If your pickup carrier is set to FedEx Ground, a FedEx Ground Pickup Manifest containing all of your FedEx SmartPost shipments prints out at the end of the day.

