
From: spo
Sent: Tuesday, October 21, 2014 11:09 AM
To: spo
Subject: SPO ALERT: Federal Express Service Upgrade (Same Day Service)
Attachments: FedEx_SDC_UserGuide.pdf; FedEx_SDC_ActivationFlyer_Map Phoenix.pdf

SPO ALERT

Date: October 21, 2014

To: State Agency Chief Procurement Officers and Cooperative Members

From: State Procurement Office

Re: Federal Express Service Upgrade (Same Day Service)

The Arizona State Procurement Office (SPO) is pleased to announce FedEx has upgraded their existing "Same Day City" courier services to the State of Arizona on Contract ADSP012-010493 Small Package Delivery Services. FedEx merged with Kinko's Print Service and made a business decision to dedicate that fleet of vehicles to Same Day Delivery Service, separate from regular FedEx delivery services. This Same Day Courier Service features continuous updates of package tracking and delivery information via their website.

Effective immediately, Eligible Agencies can use their existing account numbers to use this service. A separate login is required to schedule deliveries at <https://www.fedexsameday.com>.

A "Same Day Account Manager" is available to assist interested parties to set up the separate login to the site, answer any questions about the service, and provide one-on-one training at your site if requested. The contact information has been provided below.

Contact Information:

Philip J. Birmingham
Worldwide Account Manager
FedEx SameDay® City
M:480-318-1339
philip.birmingham@fedex.com

Please see attachments for more information about the service and/or contact Philip at FedEx (local AZ Representative). Rate sheets for the Same Day Priority and Standard Services are attached to the Contract in ProcureAZ. Please forward this notice to your Buyers and Procurement Professionals to pass along to users of FedEx. If you have any questions regarding this announcement, please contact Cindy Tucker at 602-364-1347 or cindy.tucker@azdoa.gov.

The information contained in this communication is privileged and confidential and is intended solely for the individual[s] and/or entities named herein. This information is not to be disseminated. If you have received this message in error, please reply to the sender and notify the sender of the error and then permanently delete the message and sent item. Thank you.



Get fast, reliable delivery across the metro area. Use FedEx SameDay[®] City.

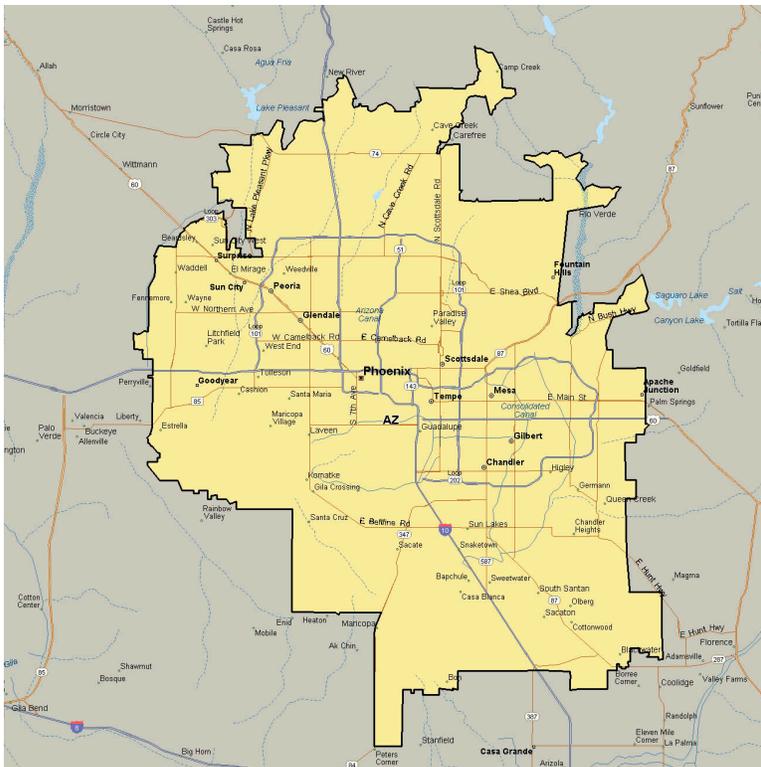


Start scheduling deliveries ASAP.

Why wait? Use FedEx SameDay City local courier service to get time-critical packages delivered across the Phoenix metro area today. It's easy. Here's how

Go to [fedex.com/samedaycity](https://www.fedex.com/samedaycity) or call **1.800.399.5999** to schedule a pickup or delivery, get rate quotes, and more.

Phoenix metro service area



Get started today.

Questions? Contact us for answers.
Philip Birmingham
Worldwide Account Manager
1.480.318.1339
philip.birmingham@fedex.com



FedEx SameDay[®] City User Guide

Your step-by-step guide for sending time-critical packages with our local courier service



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For additional information or help setting up your account, call a customer service representative at **1.800.399.5999**.

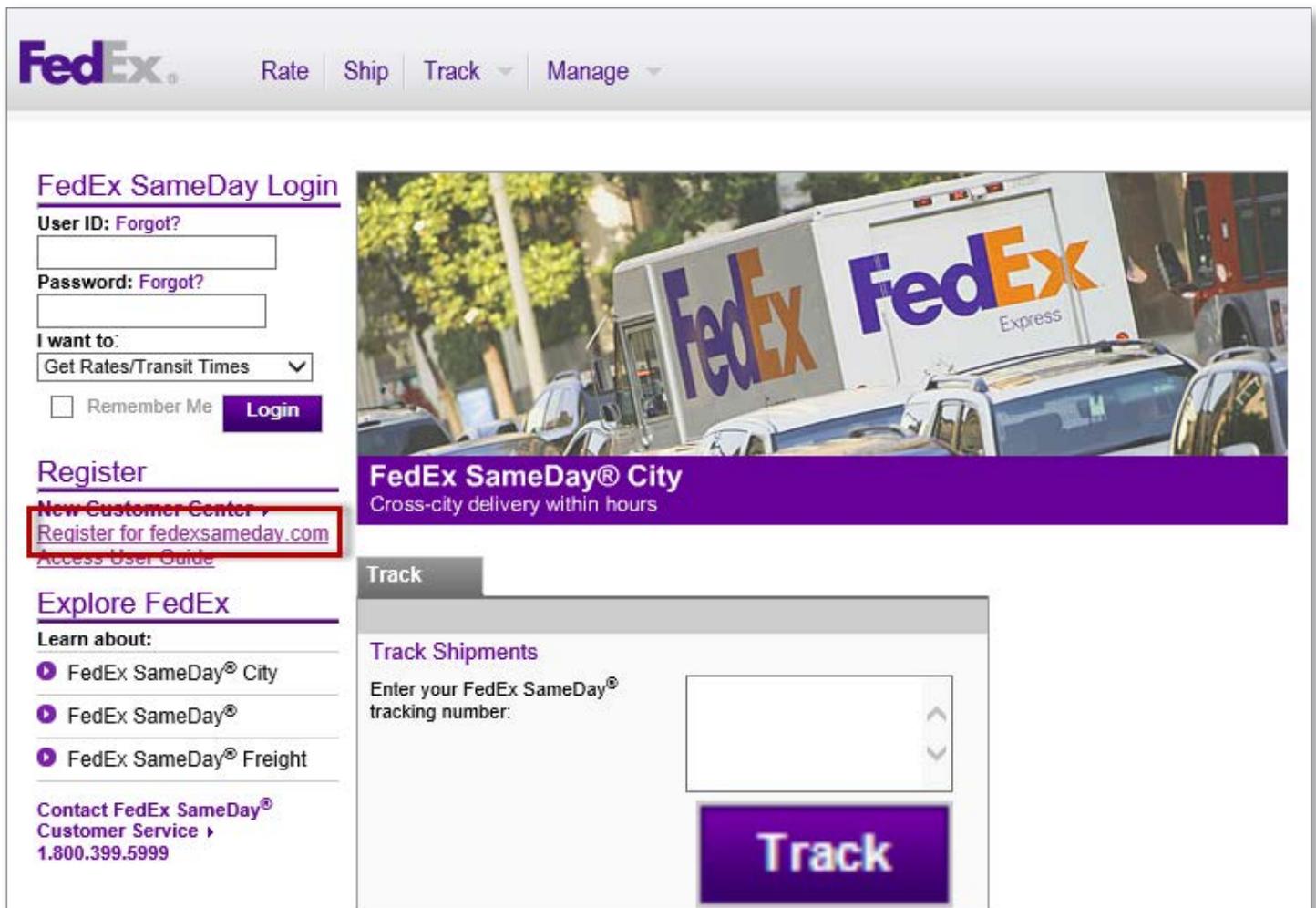
SECTION 1: REGISTER ONLINE

Before shipping with FedEx SameDay® services, you need to create a user ID specific to FedEx SameDay. It can be the same user ID and password that you use to log in to **fedex.com**. However, your current **fedex.com** ID will not work unless you register for FedEx SameDay services.

Note: To get FedEx SameDay rates, as well as to access the FedEx SameDay ship, track and manage functions, you must log in to the FedEx SameDay site. These functions will not be visible when you log in to **fedex.com**.

To register, go to **fedex.com/sameday**.

On the left side of the page, under Register, click on Register for fedexsameday.com.



The screenshot shows the FedEx website interface. At the top, there is a navigation bar with the FedEx logo and links for Rate, Ship, Track, and Manage. Below the navigation bar, there is a section for FedEx SameDay Login. This section includes a User ID field with a "Forgot?" link, a Password field with a "Forgot?" link, a dropdown menu for "I want to:" with "Get Rates/Transit Times" selected, a "Remember Me" checkbox, and a "Login" button. Below the login section, there is a "Register" section with three links: "New Customer Center", "Register for fedexsameday.com" (highlighted with a red box), and "Access User Guide". To the right of the login and register sections, there is a large image of FedEx delivery vans with the text "FedEx SameDay® City" and "Cross-city delivery within hours". Below this image, there is a "Track" section with a "Track Shipments" heading, a text input field for the tracking number, and a "Track" button.

SECTION 1: REGISTER ONLINE (continued)

Enter your FedEx 9-digit account number that you would like to associate with your **fedexsameday.com** login in the Account field.

Complete all the required fields, then click Continue.

The screenshot shows the 'Register for fedexsameday.com' form. It is divided into two main sections: 'Contact Information' and 'Login Information'. The 'Contact Information' section includes fields for Account, First name, Last name, Company Name, Address 1, Address 2, City, State (dropdown), Zip Code, Country (dropdown), Phone no., Fax no., Email, Re-enter email, and Default Time Zone (dropdown). The 'Login Information' section includes fields for user ID, password, and re-enter password. There are also checkboxes for 'Terms and Conditions' and 'Privacy Policy'. A 'Help' icon is visible in the top right corner of the form area. At the bottom right, there are 'Cancel' and 'Continue' buttons.

Important Tip: Your registration information must exactly match the information associated with your existing FedEx account.

You can reference a current invoice for your registration information or call **1.800.399.5999** to have a representative walk you through the process.

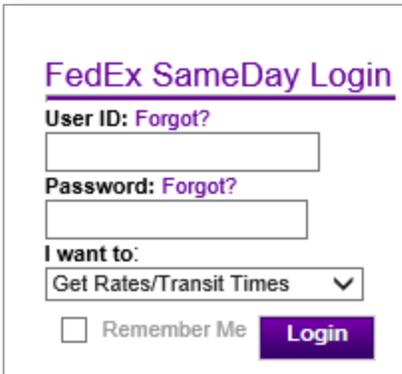
A New User Registration email will be sent to the email address provided in the form. Click on the link provided in the email to complete your registration.

The screenshot shows an email titled 'FedEx SameDay® Online - New User Registration' from system@fedexsameday.com. The email body contains the following text: 'Thank you for registering with FedEx SameDay® Online. Please begin taking full advantage of all the services we offer. To confirm your registration click on the link below. https://www.fedexsameday.com/framework/fdx_confirmreg.aspx?xid=47848 Your Log in Name is: FedExCustomer Please let us know if we can be of any assistance to you. FedEx SameDay®'.

SECTION 2: LOG IN

Go to fedex.com/sameday.

Enter your user ID and password. Click on Login.



FedEx SameDay Login

User ID: [Forgot?](#)

Password: [Forgot?](#)

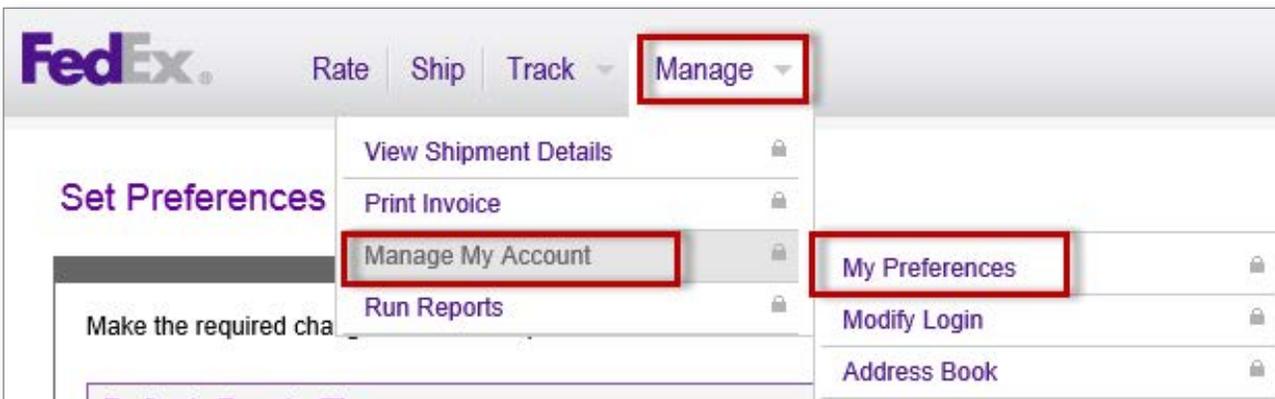
I want to:

Get Rates/Transit Times ▼

Remember Me **Login**

SECTION 3: ENTER OR EDIT ACCOUNT INFORMATION

To enter or update your default pickup and delivery addresses, reference information, time zone, and notification settings, hover over Manage, then over Manage My Account. Click on My Preferences.



FedEx Rate Ship Track **Manage** ▼

- View Shipment Details
- Print Invoice
- Manage My Account**
- Run Reports

- My Preferences**
- Modify Login
- Address Book

Set Preferences

Make the required cha...

SECTION 3: ENTER OR EDIT ACCOUNT INFORMATION (continued)

Enter the information you want to set as the default. Click Save.

Make the required changes in the fields provided below and click the Save button.

Default Ready Time

When are you shipping?

Pickup Details

Company

* Address 1

* Address 2

* City

* State

* ZIP Code

Delivery Details

Company

* Address 1

* Address 2

* City

* State

* ZIP Code

Default Reference Information that should appear on your invoice.

Reference

Choose a default Customer Account.

Active Orders Auto-Refresh Mode

Mode

Set your default Time Zone

Default Time Zone

AUTO NOTIFY - SHIPPER

Order Received Pickup
A/L Drop QDI Change
Recover Exception
Delivered

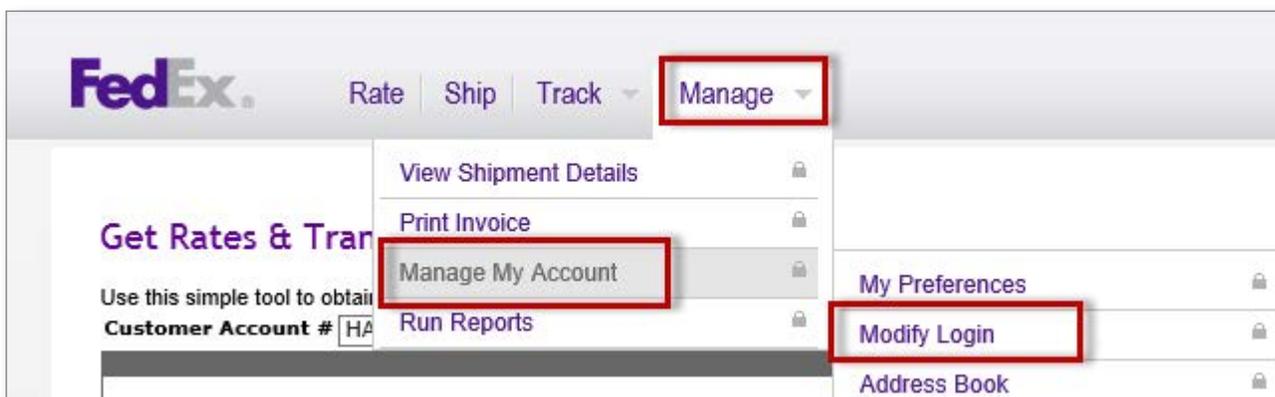
AUTO NOTIFY - CONSIGNEE

Order received Pickup
A/L Drop QDI Change
Recover Exception
Delivered

SECTION 3.1: CHANGE/UPDATE LOGIN INFORMATION

You can change your password, login information and contact details at any time.

Hover over Manage, then over Manage My Account. Click Modify Login.



SECTION 3.1: CHANGE/UPDATE LOGIN INFORMATION (continued)

Update information. Click Save.

The screenshot shows a web form titled "Change Your Login Information". It is divided into three main sections: "Your Login Information", "Select a new Secret Question and provide an answer", and "Your Contact Details".

- Your Login Information:** Includes a "Login Name" field with the value "FedExCustomer" and a note "•User ID is at least 6 characters." Below it is a "Modify Password" section with a purple "Modify Password" button.
- Select a new Secret Question and provide an answer:** This section is currently empty.
- Your Contact Details:** Includes fields for "First Name" (FedEx), "Last Name" (Customer), "Email Address" (FedExCustomer@FedEx.com), "Phone" (000-000-0000), and "Fax".

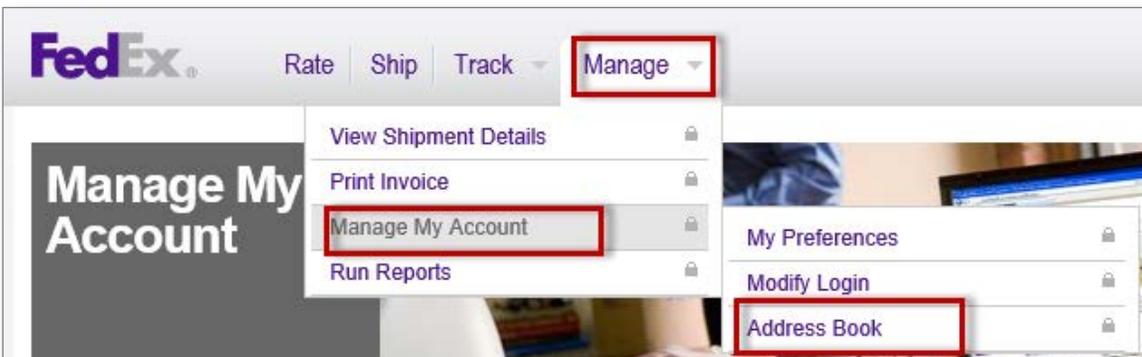
At the bottom right of the form are two buttons: "Save" and "Cancel".

SECTION 3.2: CREATE AND MANAGE ADDRESS BOOK

Create an address book to quickly access your customers' information. You can add addresses individually or import them from a spreadsheet.

Add an Individual Address

Hover over Manage, then over Manage My Account. Click on Address Book.



**SECTION 3.2:
CREATE AND MANAGE ADDRESS BOOK (continued)**

Click on the Create Address button.

Enter contact information. Click Save.

Addresses		Import / Export
Create / Edit Address Welcome, FedEx Customer * Denotes required field		
Contact Information		? Help
Company :	<input type="text"/>	
Attention :	<input type="text"/>	
<hr/>		
* Address 1 :	<input type="text"/>	
Address 2 :	<input type="text"/>	
* City :	<input type="text"/>	
* State :	<input type="text" value="v"/>	
* ZIP :	<input type="text"/>	
* Phone No :	<input type="text"/>	
<hr/>		
* Instruction :	<input type="text"/>	
* Quick Code :	<input type="text"/>	
<hr/>		
* Email :	<input type="text"/>	
* Auto Load :	<input checked="" type="checkbox"/>	
		Save Cancel

SECTION 3.2: CREATE AND MANAGE ADDRESS BOOK (continued)

Import Addresses From a Spreadsheet

Note: The file you are importing must be saved as TEXT.

Click on the Import/Export tab.

Complete Steps 1–4, shown here, and click Import.

Addresses | Import / Export

Welcome, FedEx Customer [Clear all fields](#)

* Denotes required field

Step 1 - Select and establish order of address fields in your text file.

CURRENT FIELD LIST	AVAILABLE FIELD LIST
Company	
Address 1	
Address 2	
City	

Buttons: Add, Remove, Down, Up

Step 2 - Choose the delimiter type used in your text file.

Step 3 - Browse for the path of the text file you wish to import.

Step 4 - Choose whether or not to have all Addresses cleared upon Import.

Buttons: Cancel, Import

Please Note:

- Importing a large address book may take several minutes depending upon your connection speed.
- Please click the Import button only once and do not click any other buttons in your browser while the import is being processed.

A preview of the address list will appear. Verify that the headers match the data; if so, click Complete Process. If not, you need to adjust the order of fields on your spreadsheet. Return to your address book to re-import.

Address Import Preview

Listed below is a sample of the addresses you are attempting to import. If the address book field headers match the address data in the grid simply click on the 'Complete Process' link below.

Company	Address 1	Address 2	City	State	ZIP Code	Phone	Fax	Email	Attn	Instruction	Quick Code
Company A	34345 Northwest Blvd	Suite 3	Plymouth	MN	55442	222-222-2222		companyA@email.com	Manager		1234
Media Company	76345 First Avenue		St. Paul	MN	55302	333-333-3333		mediacompany@email.com		Deliver to side door	
ABC Business	99102 Customer Street	Suite 22	Brooklyn Park	MN	55429	111-222-3333		ABC@ABC.com			

SECTION 3.3: EDIT OR DELETE A CONTACT

Locate the contact in your address book.

To edit a contact, click Edit. Update fields and click Save.

To delete a contact, click Delete. Click OK to confirm deletion.

Sort Order:
Company ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Addresses

Edit	Company: ABC Business	Attention:
Delete	Address 1: 99102 Customer Street	Instruction:
	Address 2: Suite 22	Quick Code:
	City/State: Brooklyn Park, MN	Fax #:
	ZIP Code: 55429	Email: ABC@ABC.com
	Phone #: 111-222-3333	Auto Load: Yes

SECTION 4: SCHEDULE A DELIVERY

Click on the Ship tab.



Complete sections 1–6, shown here.

* Denotes required field

<h3>1. From</h3> <p>(Address Lookup) (Clear)</p> <p>Quick Code <input type="text"/></p> <p>* Country/Location <input type="text" value="United States"/></p> <p>Company <input type="text"/></p> <p>* Contact name <input type="text"/></p> <p>* Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p><input type="checkbox"/> This is Residence</p> <p>* City <input type="text"/></p> <p>* State <input type="text"/></p> <p>Instructions <input type="text"/></p> <p>Business open time Hour: <input type="text" value="8"/> Minute: <input type="text" value="00"/> AM</p> <p>Business close time Hour: <input type="text" value="5"/> Minute: <input type="text" value="00"/> PM</p>	<h3>4. Billing Details</h3> <p>Bill transportation to <input type="text" value="WATLEY WOOD MARKETING - #11007085"/></p> <p>Your Reference <input type="text"/></p>
<h3>3. Package & Shipment Details</h3> <p>Shipment Ready Date <input type="text" value="11/14/2013"/></p> <p>Time Hour: <input type="text" value="7"/> Minute: <input type="text" value="35"/> AM</p> <p>Packaging Type <input type="text" value="Your Packaging"/></p> <p>* No. of Packages <input type="text" value="1"/></p> <p>* All Dimensions and Actual Wt are required</p> <p>L: <input type="text"/> W: <input type="text"/> H: <input type="text"/> Act Wt: <input type="text"/> Rate Wt: <input type="text" value="0"/></p> <p>Total Act Wt: <input type="text" value="1"/> Rate Wt: <input type="text"/></p> <p>Declared value <input type="text" value="0.00"/> USD</p>	<h3>5. Contact Info</h3> <p>* Name <input type="text"/></p> <p>* Phone no. <input type="text"/></p> <p>Email Notifications (optional)</p> <p>AUTO NOTIFY SHIPPER <input checked="" type="checkbox"/></p> <h3>7. Rates and Transit Times</h3> <p>Amounts are shown in USD Calculate</p> <p>Promotion Code <input type="text"/></p>
	<h3>8. Complete your Shipment</h3> <p><input type="button" value="Ship"/></p>

SECTION 4: SCHEDULE A DELIVERY (continued)

In section 7, click on Calculate to calculate pricing.



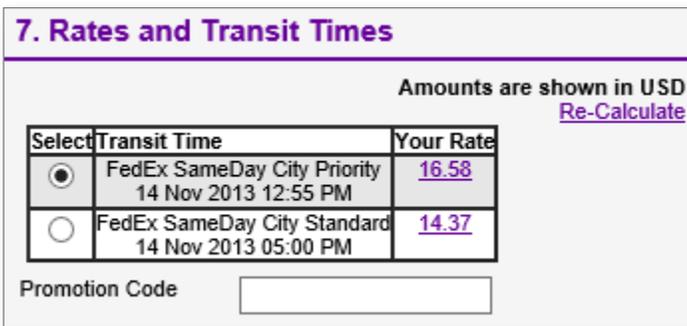
7. Rates and Transit Times

Amounts are shown in USD

Promotion Code

[Calculate](#)

Select Priority or Standard if prompted.



7. Rates and Transit Times

Amounts are shown in USD

[Re-Calculate](#)

Select	Transit Time	Your Rate
<input checked="" type="radio"/>	FedEx SameDay City Priority 14 Nov 2013 12:55 PM	16.58
<input type="radio"/>	FedEx SameDay City Standard 14 Nov 2013 05:00 PM	14.37

Promotion Code

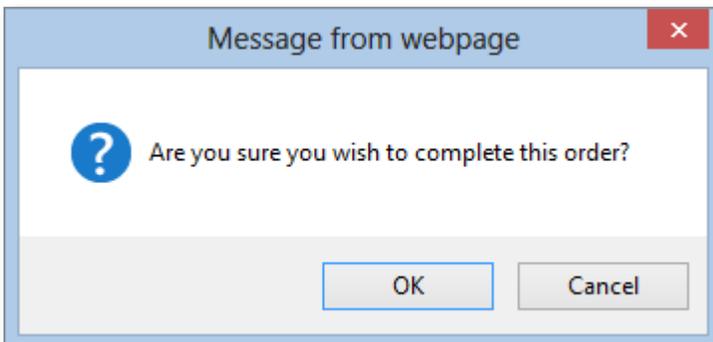
Click Ship.



8. Complete your Shipment

[Ship](#)

Click OK to confirm.



Message from webpage

Are you sure you wish to complete this order?

SECTION 4: SCHEDULE A DELIVERY (continued)

Review your shipment. Click Confirm.

Outbound Shipment

From FedEx Shipper 123 FedEx Way Minneapolis MN USA 55401	Ship Date 11/14/2013 Service Type FedEx SameDay City Priority Rate 44.20 USD Shipment Ready Time 11/14/2013 09:00 AM Delivery Commitment 11/14/2013 12:00 PM Package Type FedEx Envelope Number of Packages 1 Total Weight 1 lbs Declared value 0.00 USD	To FedEx Customer 5456 Avenue A Minneapolis MN USA 55401	Bill transportation to [REDACTED] Your reference [REDACTED] Special services Signature Release
---	---	--	---

FedEx SameDay shipments that require COD services, or that contain diagnostic or clinical specimens or samples or alcoholic beverages (beer, wine, spirits), require special accommodation and therefore must be scheduled via the FedEx SameDay Call Center. If this applies to your shipment, please call 1.800.GoFedEx and say "SameDay."

Cancel
Edit
Confirm

Shipment will be scheduled, and your shipment receipt and tracking number will appear.

Rate | Ship | Track ▾ | Manage ▾

Shipment Receipt

Print Label
Print Receipt
Create New Shipment
Done

Please print this receipt for your records.

Shipment Tracking # 509130785520

From FedEx Shipper 123 FedEx Way Minneapolis MN USA 55401	Ship Date 11/14/13 Service Type FedEx SameDay City Priority Rate 44.20 USD Shipment Ready Time 11/14/13 09:00 AM Delivery Commitment 11/14/13 12:00 PM Package Type FedEx Envelope Number of Packages 1 pc. Total Weight 1 lb. Declared value 0.0 USD	To FedEx Customer 5456 Avenue A Minneapolis MN USA 55401	Bill transportation to [REDACTED] Your reference [REDACTED] Special services Signature Release
---	--	--	---

Package Details

Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

FedEx SameDay shipments requiring cancellation as a result of customer actions and/or improper packaging may be subject to cancellation charges. Please contact 1.800.GoFedEx and say "SameDay" to cancel a FedEx SameDay shipment or for any questions regarding your shipment.

FedEx Time Stamp: 11/13/13 02:24 PM

SECTION 4.1: PRINT A LABEL

On the Shipment Receipt page, click Print Label.

FedEx Rate Ship Track Manage

Shipment Receipt

[Print Label](#) [Print Receipt](#) [Create New Shipment](#) [Done](#)

Please print this receipt for your records.

Shipment Tracking # 509130785520

From FedEx Shipper 123 FedEx Way Minneapolis MN USA 55401	Ship Date 11/14/13 Service Type FedEx SameDay City Priority Rate 44.20 USD Shipment Ready Time 11/14/13 09:00 AM Delivery Commitment 11/14/13 12:00 PM Package Type FedEx Envelope Number of Packages 1 pc. Total Weight 1 lb. Declared value 0.0 USD Bill transportation to [Redacted] Your reference [Redacted] Special services Signature Release
--	---

To FedEx Customer 5456 Avenue A Minneapolis MN USA 55401

Package Details

Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

FedEx SameDay shipments requiring cancellation as a result of customer actions and/or improper packaging may be subject to cancellation charges. Please contact 1.800.GoFedEx and say "SameDay" to cancel a FedEx SameDay shipment or for any questions regarding your shipment.

FedEx Time Stamp: 11/13/13 02:24 PM

If you've already navigated away from the Shipment Receipt page, hover over the Track tab, then click Active Shipment.

Click on Print Label.

Active Orders Logout Help

[Print](#)

For FedEx SameDay® shipment details, click on the underlined status.
 To edit a FedEx SameDay shipment, click on the underlined pickup and/or tracking number.
 If the system does not allow you to click on an open link, please call 1.800.399.5999 for assistance.

STATUS	PICKUP #	Tracking #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY	Print
<u>Ordered</u>	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM	Print Label

1 active order

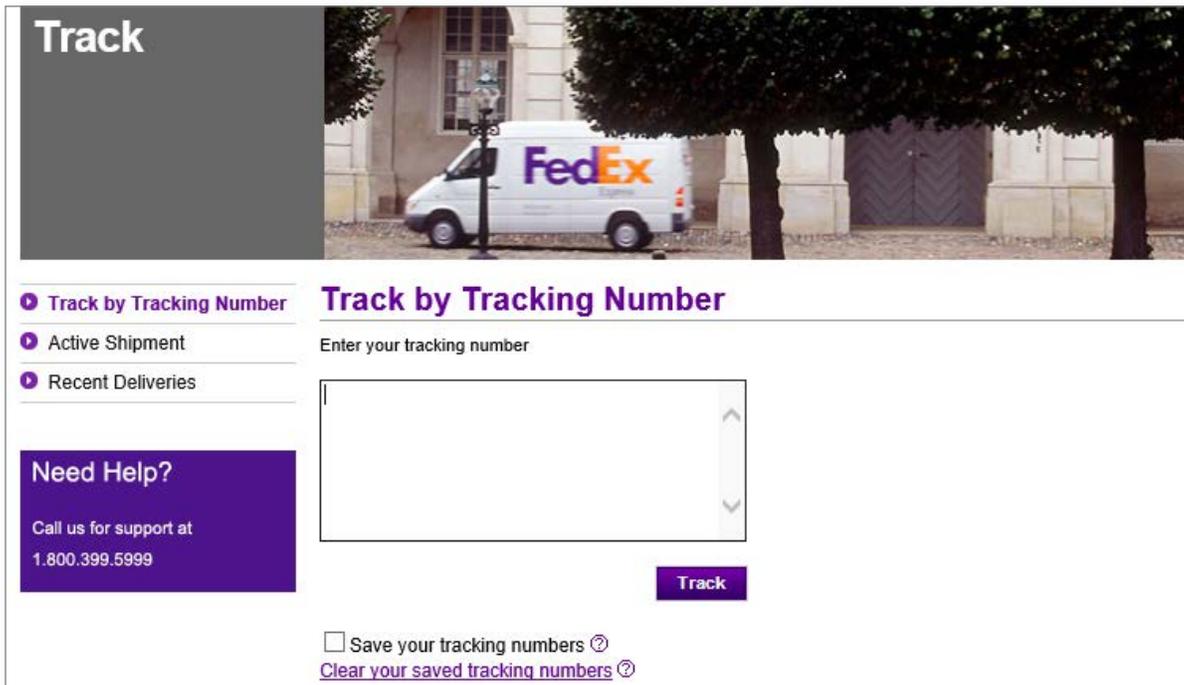
The label will open in a new window. Print using your printer.

SECTION 5: TRACK YOUR SHIPMENT BY TRACKING NUMBER

Click on the Track tab.



Enter your tracking number in the field. Click Track.

A screenshot of the FedEx tracking interface. At the top left, the word 'Track' is displayed in a dark grey box. To its right is a photograph of a white FedEx delivery van parked on a street. Below the 'Track' header is a vertical sidebar with three menu items: 'Track by Tracking Number' (selected), 'Active Shipment', and 'Recent Deliveries'. Below the sidebar is a purple box with the text 'Need Help? Call us for support at 1.800.399.5999'. The main content area is titled 'Track by Tracking Number' and contains the text 'Enter your tracking number' above a large, empty text input field. To the right of the input field is a purple 'Track' button. At the bottom of the main area, there is a checkbox labeled 'Save your tracking numbers' with a help icon, and a link labeled 'Clear your saved tracking numbers' with a help icon.

SECTION 5.1: TRACK VIA ACTIVE SHIPMENT PAGE

Hover over the Track tab, then click Active Shipment. A list of active orders will display.

Click on the status of the order you wish to track for details.

Active Orders [Logout](#) [Help](#)

[Print](#)

For FedEx SameDay® shipment details, click on the underlined status.
To edit a FedEx SameDay shipment, click on the underlined pickup and/or tracking number.
If the system does not allow you to click on an open link, please call 1.800.399.5999 for assistance.

STATUS	PICKUP #	Tracking #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY	Print
Ordered	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM	Print Label

1 active order

Tracking results will load as shown.

FedEx SameDay® Tracking Results

STATUS: In Transit

Tracking #: 509130785520

Ship Date: 11/14/2013 9:00:00 AM (CT)
Est. Delivery Date: 11/14/2013 12:00:00 PM (CT)

Planned Itinerary Times displayed in Time.

Description	Completed
Order Received	11/13/2013 4:25:00 PM (CT)
Picked up	11/14/2013 9:07:00 AM (CT)
Shipment In Transit	11/14/2013 9:07:00 AM (CT)
Delivered	

Reference Information.
REFERENCE: 203-216-5/CVP/KTS

PICKUP AT:
MINNEAPOLIS MN 55401
Pieces: 1 Weight: 1

DELIVER TO:
PLYMOUTH MN 55442

Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

Send a link to this page via email to

(Note: Separate multiple email addresses with semicolons)

Current time is 11/14/2013 7:18:18 AM (pt)

SECTION 5.2: TRACK RECENT DELIVERIES

Hover over the Track tab, then click Recent Deliveries.

Recent Deliveries

[Print](#)

Shipments that have been delivered within the last 24 hours. [Customize](#)

STATUS	PICKUP #	VOUCHER #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY
Delivered	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM

Click the status to view delivery details.

SECTION 5.3: CUSTOMIZE RECENT DELIVERIES VIEW

Click on Customize to change the order of fields and which ones are displayed.

The Current Field List contains the fields in the order that they will display on the list. The Available Field List contains the fields available for display. To add a field to the view, highlight it in the Available Field List and click the Add button. To remove a field from the view, highlight it in the Current Field List and click the Remove button. To change the order of a field in the Current Field List, highlight it, then click on the Up or Down button. When finished, click the Update button to save the changes and return to the Recent Deliveries page.

Customize Recent Deliveries

[Logout](#) [Help](#)

You can use the fields below to customize the Recent Deliveries view. The first list contains the fields in the order that they will display on the list. The second list contains the fields available for display. To add a field to the view, highlight it in the Available list and press the ADD button. To remove a field from the view, highlight it in the Current List and press the REMOVE button. To change the order of a field in the Current List, highlight it, then click on the UP or DOWN button. When finished, press the UPDATE button to save the changes and return to the Recent Deliveries page.

Custom Fields

CURRENT FIELD LIST	AVAILABLE FIELD LIST
Status	Pickup Airport
Pickup ID	Pickup Address(short form)
Voucher #	Pickup Address(long form)
Reference	Pickup Company Name
Up Down Remove	Add

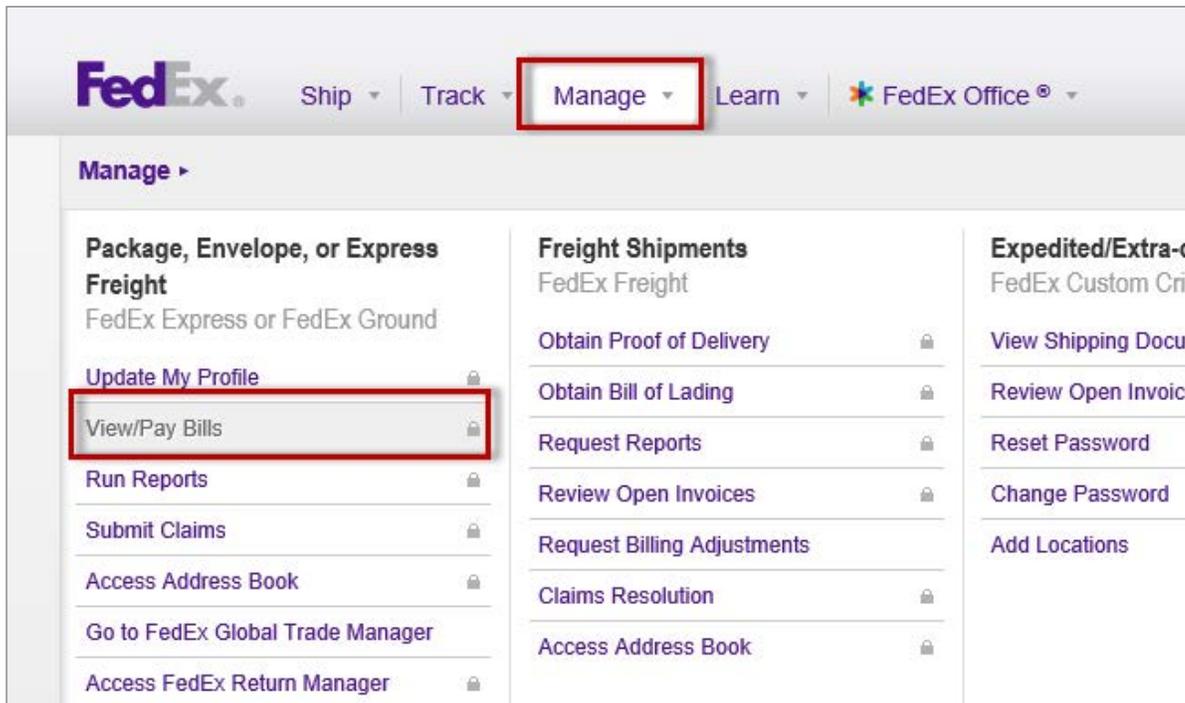
[Update](#)

SECTION 6: MANAGE BILLING AND INVOICING

After your shipment has been completed, a paper invoice will be created and sent. The invoice will also be posted to FedEx® Billing Online Plus, where you can pay by a credit card associated with your FedEx Billing Online Plus account.

Note: You can only see FedEx SameDay City invoice *amounts* on FedEx Billing Online Plus, not the full invoice. To reprint invoices see Section 8 of this guide.

To access FedEx Billing Online Plus, log in to your **fedex.com** account. Click on the Manage tab, then select View/Pay Bills.



The screenshot shows the FedEx website's navigation bar with the 'Manage' dropdown menu open. The 'Manage' dropdown is highlighted with a red box. Below it, the 'View/Pay Bills' option is also highlighted with a red box. The dropdown menu is organized into three columns: Package, Envelope, or Express Freight; Freight Shipments; and Expedited/Extra-c.

Package, Envelope, or Express Freight	Freight Shipments	Expedited/Extra-c
FedEx Express or FedEx Ground	FedEx Freight	FedEx Custom Crit
Update My Profile	Obtain Proof of Delivery	View Shipping Docum
View/Pay Bills	Obtain Bill of Lading	Review Open Invoice
Run Reports	Request Reports	Reset Password
Submit Claims	Review Open Invoices	Change Password
Access Address Book	Request Billing Adjustments	Add Locations
Go to FedEx Global Trade Manager	Claims Resolution	
Access FedEx Return Manager	Access Address Book	

SECTION 6: MANAGE BILLING AND INVOICING (continued)

Click on the invoice number to view and pay online.

Account Summary

Welcome, Jane Plain

Account Summary

Primary Account	1234-5678-0	Add an account	1 You have 2 past due invoices.
Original Charges	\$132.09		1 You have 1 messages in the message center.
Past due	\$132.09		
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

Invoice List (All-Open)

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-0	Past Due	89.09	89.09	
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5070-9	Past Due	43.00	43.00	Scheduled Check

Approve/notify user Pay

Click on Pay Invoice.

Invoice Detail View

Invoice Summary

Billing Information	Invoice no. < Prev 1-234-56789 Next >	Charge Summary
Account no. 1234-5678-9	FedEx Tax ID No. 10-5551010	Total express charges 43.75
Invoice date 03/20/2012	Due date 04/04/2012	Total ground charges 45.34
Invoice status Past Due		Total other charges 0.00
View Invoice History		Total invoice amount 89.09
View/print PDF		Total payments and credits 0.00
		Total balance due \$99.09

Approve/notify user Download invoice Dispute invoice **Pay invoice**

FedEx Invoice Details

Select all	Tracking / billno ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	12124449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

Approve/notify user Pay

SECTION 6: MANAGE BILLING AND INVOICING (continued)

Click on Pay.

Account Summary | Search/Download | My Options | Message Center

Welcome, Jane Plain

Account Summary Help

Primary Account	1234-5678-9	Add an account	! You have 2 past due invoices.
Original Charges	\$132.09		! You have 1 download file(s) ready in the download center.
Past due	\$132.09		! You have 1 messages in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

All-Open
Past Due
Paid/Closed
In Dispute
Search all

Invoice List (All-Open) Help

Filter by: None selected | Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

Approve/notify user | Pay

[Icon Legend](#)

Review your payment in the Payment Cart. Click Submit payment.

Your Payment Cart Help

1 Payment Cart | 2 Payment Confirmation

1. Confirm Payment Help

Primary account no. 1234-5678-9
Amount to pay **\$132.09**

2. Payment List Help

Primary account no. 1234-5678-9 | Results per page: 10

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: **\$132.09**

[Remove all items](#) | [Add items](#)

3. Payment Options Help

Credit Card
 Mail check

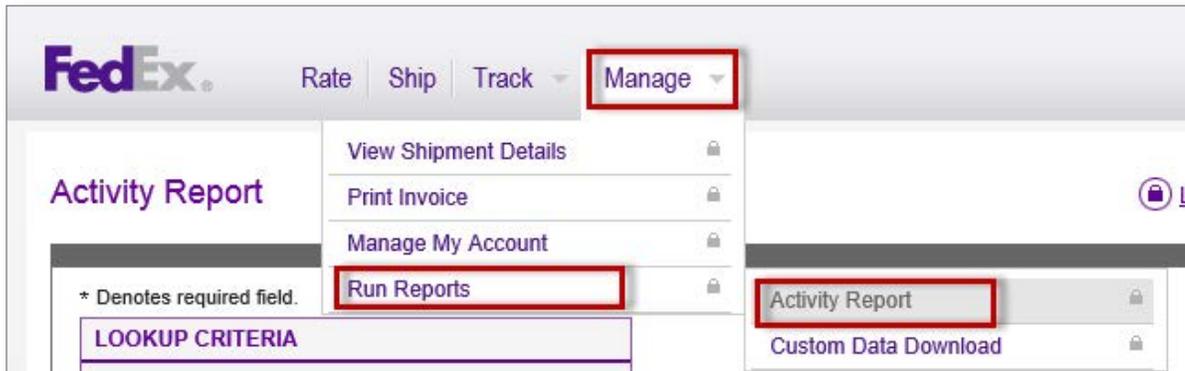
Profile: JPLAIN_CC_3 | [Add or Update Payment Profile](#)

Schedule date:

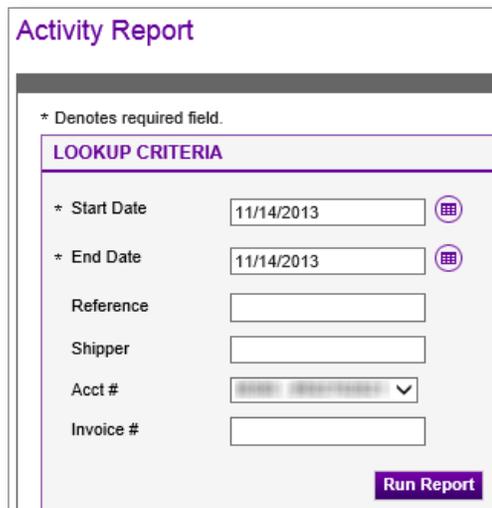
Submit payment

SECTION 7: RUN ACTIVITY REPORTS

To view shipping activity for your accounts, hover over the Manage tab, then over Run Reports. Click on Activity Report.



Choose a time range by entering start and end dates. You can refine your search by reference, shipper, account number and/or invoice number. Click on Run Report.

A screenshot of the FedEx 'Activity Report' form. The form is titled 'Activity Report' and includes a section for 'LOOKUP CRITERIA'. The form contains the following fields:

- * Start Date: 11/14/2013
- * End Date: 11/14/2013
- Reference: [Empty text box]
- Shipper: [Empty text box]
- Acct #: [Dropdown menu]
- Invoice #: [Empty text box]

A 'Run Report' button is located at the bottom right of the form.

SECTION 7: RUN ACTIVITY REPORTS (continued)

The report will appear. Default view is shown here.

Run Again
Print

Click on the Tracking number to view detail information.
Start Date: 11/14/2013 End Date: 11/14/2013 Acct: 116970465

Tracking#	Origin	Dest	Service	Pcs	Wt	Reference	Deliver To	City	State	Zip	Delivered	Signature	Charge*	Caller
509130785520	MSP	MSP	PR	1	1	203-216-5/CVP/KTS		PLYMOUTH	MN	55442	11/14/2013		\$44.20	
TOTALS				1	1								\$44.20	

*Charge subject to change.

SECTION 7.1: DOWNLOAD A CUSTOM REPORT

You can create a custom report using the Custom Data Download function. The data will download as an Excel spreadsheet.

Hover over the Manage tab, then over Run Reports. Click on Custom Data Download.

Rate
Ship
Track

Manage

Activity Report

* Denotes required field.

LOOKUP CRITERIA

- View Shipment Details 🔒
- Print Invoice 🔒
- Manage My Account 🔒
- Run Reports 🔒
- Activity Report 🔒
- Custom Data Download 🔒

SECTION 7.1: DOWNLOAD A CUSTOM REPORT (continued)

Use the arrows to move Available Fields to Requested Fields. Click on Generate.
You will be prompted to save or open the document.

Custom Data Download

Generate **Back**

Report Name **Save as New**

Show Sum Calculations

PU Date

Account

(Ctrl + Click for multiple selections)

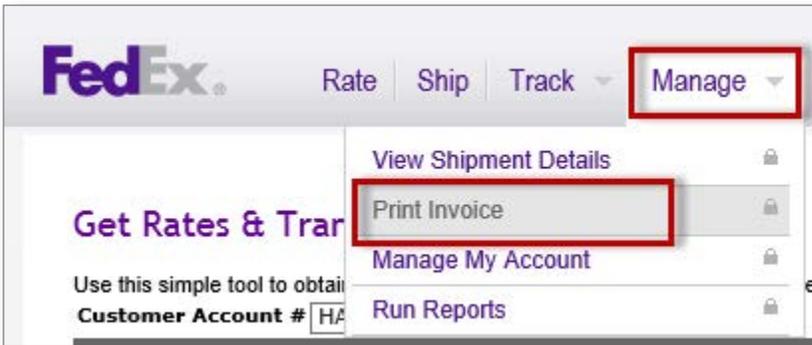
Add Custom Field **Add**

Available Fields		Requested Fields
Account #		Charged Weight
Caller		DEL City
Consignee		AWB
Customer ID		Dim Weight
Declared Value		Invoice Amount
DEL Addr 1		EST Pickup Date/Time
DEL Addr 2		EST Delivery Date/Time
DEL Airport		
DEL Attempt Count		
DEL Company		
DEL Country		
DEL Instruction		
DEL Mileage	>>	
DEL State	<<	
DEL Wait Time		
DEL Zip		
Delivery Exception Code		
Elapsed Job Time (mins)		
EST Delivery Date		
EST Delivery Time		
EST Pickup Date		
EST Pickup Time		
Invoice Date		
Invoice Number		
Item Comment		

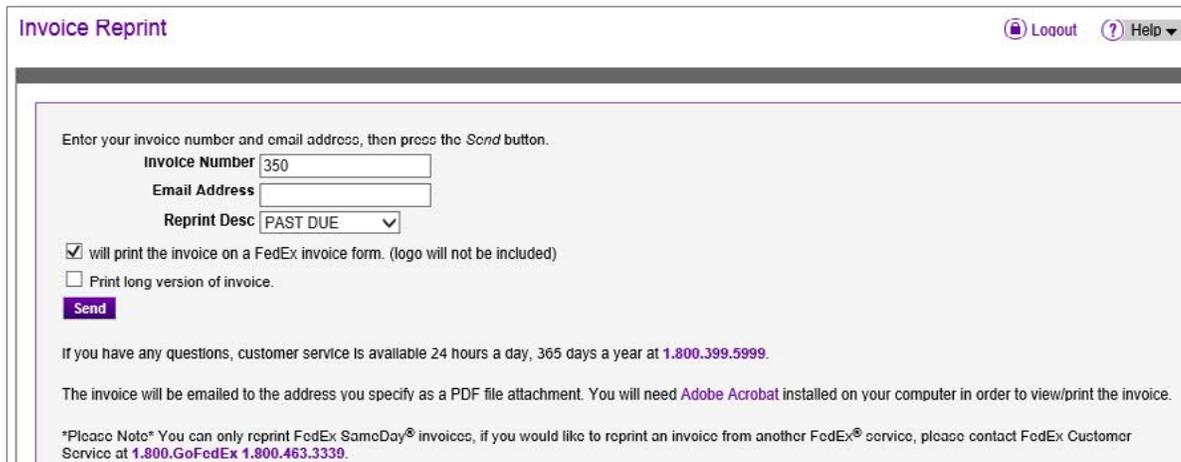
UP
DOWN

SECTION 8: REPRINT INVOICES

Hover over the Manage tab and select Print Invoice.



Enter your invoice number and email address. Select the Reprint Desc option that applies. Click Send to print.

A screenshot of the 'Invoice Reprint' form on the FedEx website. The form includes fields for 'Invoice Number' (with '350' entered), 'Email Address', and 'Reprint Desc' (with 'PAST DUE' selected). There are two checkboxes: one checked for 'will print the invoice on a FedEx invoice form. (logo will not be included)' and one unchecked for 'Print long version of invoice.' A purple 'Send' button is visible. Below the form, there is a note about customer service availability and a disclaimer about the invoice being emailed as a PDF attachment. A footer note states: '*Please Note* You can only reprint FedEx SameDay® invoices, if you would like to reprint an invoice from another FedEx® service, please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.'

The invoice will be emailed to the address you specify as a PDF attachment.