

FedEx Ground® COLLECT

Frequently Asked Questions for Suppliers



Q. What do I need to ship via FedEx Ground Collect?

A. There are no special account setup requirements for the FedEx Ground COLLECT shipper. All you need is a FedEx account number and electronic shipping technology, such as FedEx Ship Manager at fedex.com. You can also order printed FedEx Ground COLLECT labels from FedEx Customer Service by calling 1.800.GoFedEx 1.800.483.3339.

If you're creating shipping labels with applications other than FedEx electronic shipping solutions, the system settings may need to be adjusted to enable FedEx Ground COLLECT. For additional information or assistance with technology adjustments, call FedEx Customer Support Solutions at 1.877.339.2774.

Q. How do I get a FedEx account?

A. If you currently do not have a FedEx account or your existing account is not enabled for FedEx Ground service, call 1.800.GoFedEx 1.800.463.3339 and say "new account setup."

Q. Do I need a separate FedEx ground COLLECT label for my package?

A. No. All information FedEx needs to deliver your package is on the bar code of the shipping label.

Q. How do I get started on FedEx Ship Manager at fedex.com?

- A. Go to fedex.com and from the home page:
1. Click on Prepare Shipment under the Ship tab.
 2. You'll see a section called "New fedex.com Users." Click on Sign Up Now to register for a user ID and password.

Additional types of electronic shipping technology are available to you. To learn more about them and determine if you qualify, call 1.800.GoFedEx 1.800.463.3339 and say "technical support."

Q. I do not have my customer's account number. How is FedEx Ground COLLECT billing handled?

A. You don't need your customer's account number. Each FedEx Ground COLLECT customer receives a bar-code placard that is placed in their receiving location. When the FedEx Ground driver delivers the FedEx Ground COLLECT shipment to your customer, the driver scans the placard to obtain the billing information.

Q. My customer is paying for shipping. Do I need a FedEx account number?

A. Yes. A FedEx account is required to use FedEx electronic shipping solutions, to order FedEx Ground COLLECT bar-code label, and to request a FedEx Ground pickup. You will **NOT** be billed for the shipping charges as long as the recipient is an authorized FedEx Ground COLLECT recipient and accepts the shipment.

Q. My customer has requested that I provide information in the "reference line" of the label. Can a P.O. number appear on the FedEx invoice to facilitate invoice reconciliation?

A. Yes. When you create the FedEx Ground COLLECT shipping label, you'll see a space to enter "Customer Reference" or "Your Reference".

Q. I don't currently have a regular scheduled FedEx Ground pickup. How do I arrange for a pickup as needed?

A. FedEx Ground pickups can be scheduled for the next business day or up to 14 days in advance. Simply go to fedex.com and click on Schedule a Pickup under the Ship tab; you must have a fedex.com user ID and password to use this tool. Or call 1.800.GoFedEx 1.800.483.3339 and say "schedule a pickup." FedEx Ground pickups should be scheduled at least one business day in advance, unless you are in a market that offers same-day pickup. Please note: Same-day pickup is available in select markets only.

From www.fedex.com, click on the Ship drop down menu and select Prepare Shipment.

- Login with your User ID and Password.
 - If you do not have a FedEx account, please call 1-866-883-9290 to set up a new account.
- The below form will appear. Please fill out all * areas with the information provided.

FedEx Ship Manager[®]

Logout

Help

Prepare Shipment

Ship History

My Lists

Reports

My Profile

Create a Shipment

1 Enter shipping information 2 Print label(s)

* Denotes required field

Preferences | Clear all fields

1. From

Help Edit

Your company's info auto populates here.

2. To

Help Hide

* Country/Location: United States

Company: Amway

* Contact name: ABG Contact or Buyer

* Address 1: 7575 E. Fulton St.

Address 2: 44-1F

* City: Ada

* State: Michigan

* ZIP: 49355

* Phone no. [] ext. []

Perform detailed address check

This is a residence

Save new recipient in address book

3. Package & Shipment Details

Help Hide

* Service type: FedEx Ground

* Package type: Your Packaging

* No. of packages: 1

* Weight: [] lbs

Dimensions: Select

Declared value: [] U.S. Dollars

* Ship date: 10/22/2010

4. Billing Details

Help Hide

* Bill transportation to: Collect (Authorized Ground Accounts C)

Your reference: []

More reference fields

P.O. no.: Enter ABG PO Number Here

Invoice no.: []

Department no.: []

Special Services (optional)

Help Edit

Select additional services for your shipment

Pickup/Drop-off (optional)

Help Edit

Schedule a pickup or find the nearest drop-off location.

E-mail Notifications (optional)

Help Edit

Send an e-mail to yourself, the recipient or others indicating the status of your shipment.

Rates & Transit Times (optional)

Help Hide

Amounts are shown in USD

Select	Service and Transit Time	Your Rate
	Enter more information to get rates and transit times.	-- --

5. Complete your Shipment

Help

Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

Save for later

Ship

Please key address as shown and include your ABG Contact's Name.

Select Collect (Authorized Ground Accounts Only) from the drop down box.

Please key in the Amway PO number in this field.

Select FedEx Ground from the drop down box.