New enhancement to your FedEx invoice and rated weight calculation logic for multiple-piece shipments

Helpful information added to your FedEx invoice

To provide full transparency on your multiple-piece shipment (MPS), the package-level details in a MPS will be added to your FedEx invoice. We hope this additional information can help you address common rated weight related questions on MPS.

FedEx invoice

1. Package Details:	Details on the rated weight of each package in your MPS
• Tracking ID:	Air waybill number of your package
• Rated Weight:	Final rated weight of the package
• Rated Weight Type:	Source of the rated weight

FedEx Express

TAX INVOICE
FREIGHT

FedEx ABN:

Account Number

Invoice Number

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Detail By Payment Type

Ship Date	11/26/2021	Sender	Recipient
Air Waybill Number			
Service Type	IP		
Pieces	2		
Weight	60.0 kg		
Bill To	Shipper	ST LEONARDS AU 2065 (BWUA)	NEW YORK NY US 10021 (DRFA)
Shipper Reference			
Delivery Information	11/29/2021 10:01 R.KILZER		

	Freight Charges		2,803.96
	Other Charges	Fuel Surcharge	404.27
	Other Charges	Peak Surcharge	83.70
	Conversion Rate:USD-AUD	1.3950	
	Total		3,291.93

FedEx has applied a fuel surcharge of 14.00 % to this shipment.

Package Details

Tracking ID	Rated Weight	Rated Weight Type	Tracking ID	Rated Weight	Rated Weight Type
	30.0 kg	Calculated Customer weight*1		30.0 kg	Calculated Customer weight*1

Note:
*1 Calculated based on total shipment weight provided by the customer

Frequently Asked Questions

Q1. **What is the difference between the current weight calculation logic for multiple-piece shipment (MPS) and the new weight calculation logic?**

Currently, MPS is billed based on aggregated weight, which takes the greater value of the shipment's actual weight or dimensional (DIM) weight. In order to improve the accuracy of shipment weight, the 'rated weight' will be determined for each package in the MPS. The sum of each MPS package rated weight will be used as the MPS shipment-level weight in calculating its freight charge.

Q2. **When will the new multiple-piece shipment weight calculation logic take effect?**

The change will take effect from April 25, 2022 based on the date that a multiple-piece shipment is tendered to FedEx. During the transition period, one invoice may have a mix of multiple-package shipments in which weights of different packages could be calculated using different logic. For example, shipments shipped before April 25, 2022, will use the old logic while shipments shipped after April 25, 2022, will use the new logic.

Q3. **How is the rated weight of each package in a multiple-piece shipment determined?**

The new calculation logic considers actual weight and dimensional weight <u>at package level</u> instead of <u>at shipment level</u> (existing logic). Package weight calculation logic:

1) Get/calculate the package weight
2) Get/calculate the package DIM weight
3) Compare the package actual weight and package DIM weight, and take the higher of the two weights.

Q4. **What is the Rated Weight Type that is printed on the FedEx invoice?**

Please refer to the table below for details:

Name	Definition
FedEx captured weight	Scan weight by courier/machines during transition in any FedEx locations
FedEx captured Dim weight	Dimensional (DIM) weight calculated from scanned dimensions by courier/machines during transition in any FedEx locations
Calculated FedEx captured weight	Calculated weight by system based on total shipment's FedEx captured weight
Calculated FedEx captured Dim weight	Calculated weight by system based on total shipment's FedEx captured dimensional (DIM) volume
Customer provided weight	Actual weight input by customer in the FedEx air waybill
Customer Dim weight	DIM weight calculated by dimensions input by customer in the FedEx air waybill
Calculated Customer weight	Calculated weight by system based on total shipment's customer provided weight
Calculated Customer Dim weight	Calculated weight by system based on total shipment's customer provided DIM
Minimum Billable Weight	Minimum weight for FedEx Box and FedEx Tube
Package Default Weight	0.5 kilogram (kg) / 1 pound (lb)

Q5. **Can I see the package level details of my multiple-piece shipments in FedEx Billing Online (FBO)?**

Yes, package level details can be viewed in FBO in "Tracking ID Details" and "MPS Package Tracking# Details" sections of FBO.

Q6. **I have total 66 packages in one MPS shipment. Can I see the package details printed on this shipment's freight charge invoice?**

No, if there are more than 50 packages in one MPS shipment, the package level details will not be printed on your paper invoice due to paper size limitation; and more importantly, to protect our environment. However, you can login FBO to easily view the package details online.

Q7. **Weight and billed amount in my invoice is different from the rate quote which I got from FedEx for my MPS. Can I request to credit the difference amount?**

The rate quotes are estimates only. Final rates and service charges may be different from the rate quotes based upon the characteristics of the shipment actually tendered to us. We are not liable for any adjustment in kind as a result of discrepancy in rate quotes and actual billed rate.

If you are using FedEx Ship Manager™ Software (GSM) or FedEx Ship Manager Server (FXRS), the rate quotes presented may not be based on new weight calculation logic. We are aware of the issues and working on resolving them with the future releases. We recommend you visit our Rates & Transit Time page on fedex.com to get rate quotes. fedex.com/en-au/online/rating.html.

If you have technical questions, please contact fdxhelpdesk@fedex.com.

Q8. **I do not agree with the MPS package's rated weight. Can I dispute MPS package rated weight?**

If you are a registered FBO user, please login to FBO and submit a MPS dispute from there; dispute at package-level is also available. Aside from FBO, you can also submit your request through local fedex.com homepage, or via by contacting our Finance Service Centre. FedEx will look into your request and get in touch with you.

FBO: fedex.com/en-au/billing.html

Customer Support (Online): fedex.com/en-au/customer-support/invoice-payments.html
(Please select 'I do not agree with a charge on my invoice' from Subject.
Then, select 'Invoice Type: Freight (EXPF)' followed by 'Incorrect Weight'.)