



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



TAX INVOICE FREIGHT

Customer Service Hotline
65-1800-743-2626

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GST Number: [REDACTED]

Account Number [REDACTED]
Account Name [REDACTED]

Invoice Number [REDACTED]

Detail by Payment Type

Ship Date	11/10/2021	Sender (XSPA)	Recipient (HKAA)
Air Waybill Number	[REDACTED]	[REDACTED]	[REDACTED]
Service Type	JP	[REDACTED]	[REDACTED]
Pieces	2	[REDACTED]	[REDACTED]
Weight	35.0 lb	[REDACTED]	[REDACTED]
Bill To	3rd Party	SINGAPORE SG 417810	MEMPHIS TN US 38125
Shipper Reference	rainbow		
Delivery Information	11/11/2021 15:00 R.KILZER		
Dimension	10x10x10inch		
		Freight Charges	1,145.11
		Other Charges	Access Dangerous Goods 189.59
		Other Charges	Fuel Surcharge 204.25
		Other Charges	Third Party Billing Surcharge 39.02
		Other Charges	Peak Surcharge 22.08
		Conversion Rate:USD-SGD	1.3798
		Total	1,600.05

1 FedEx has applied a fuel surcharge of 17.50 % to this shipment.

Package Details			Package Details		
Tracking ID	Rated Weight	Rated Weight Type	Tracking ID	Rated Weight	Rated Weight Type
[REDACTED]	17.5 lb	Calculated Customer weight*1	[REDACTED]	17.5 lb	Calculated Customer weight*1

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

BILL THIRD PARTY Subtotal: (SGD) 1,600.05

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 at package level instead of at shipment level (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-sg/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-sg/billing.html

Customer Support (Online): fedex.com/en-sg/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'.)



<Customize with Department>
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MAX GROSS 32.5
71.5
5,440
NET 28,670
43,210
2,700 CWT

CAUTION
9'6"
HIGH