



# 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



### DETAIL Freight Notice Import and Other Shipment

Account Number [REDACTED]  
Date 18 Nov 2021

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Notice Number [REDACTED]

#### Detail by Air Waybill Number

Ship Date	11/29/2021	Sender (ZZQA)	Recipient (BKKA)
Air Waybill Number	[REDACTED]	[REDACTED]	[REDACTED]
Service Type	IE TUBE	[REDACTED]	[REDACTED]
Pieces	2	[REDACTED]	[REDACTED]
Weight	18.0 kg	[REDACTED]	[REDACTED]
Bill To	Consignee	YAU MA TEI HK	BANGKOK TH 10330
Shipper Reference			
Delivery Information	11/30/2021 15:00 R.KILZER	Freight Charges	8,242.00
		Declared Value	1,758.00
		Peak Surcharge	576.00
		Additional FRT Charge	Fuel Surcharge
			1,543.15
		Total	12,119.15

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

Package Details			1		
Tracking ID	Rated Weight	Rated Weight Type	Tracking ID	Rated Weight	Rated Weight Type
[REDACTED]	9.0 kg	Calculated Customer weight*1	[REDACTED]	9.0 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 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
<b>FedEx captured weight</b>	Scan weight by courier/machines during transition in any FedEx locations
<b>FedEx captured Dim weight</b>	Dimensional (DIM) weight calculated from scanned dimensions by courier/machines during transition in any FedEx locations
<b>Calculated FedEx captured weight</b>	Calculated weight by system based on total shipment's FedEx captured weight
<b>Calculated FedEx captured Dim weight</b>	Calculated weight by system based on total shipment's FedEx captured dimensional (DIM) volume
<b>Customer provided weight</b>	Actual weight input by customer in the FedEx air waybill
<b>Customer Dim weight</b>	DIM weight calculated by dimensions input by customer in the FedEx air waybill
<b>Calculated Customer weight</b>	Calculated weight by system based on total shipment's customer provided weight
<b>Calculated Customer Dim weight</b>	Calculated weight by system based on total shipment's customer provided DIM
<b>Minimum Billable Weight</b>	Minimum weight for FedEx Box and FedEx Tube
<b>Package Default Weight</b>	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](https://fedex.com) to get rate quotes. [fedex.com/en-th/online/rating.html](https://fedex.com/en-th/online/rating.html).

If you have technical questions, please contact [fdxhelpdesk@fedex.com](mailto: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](https://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-th/billing.html](https://fedex.com/en-th/billing.html)

**Customer Support (Online):** [fedex.com/en-th/customer-support/invoice-payments.html](https://fedex.com/en-th/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