

2021 PEAK PREP CHECKLIST

Keep this list handy as you get your FedEx Authorized ShipCenter® (FASC) location ready for the holiday rush!

DONE	TASK
	<p>Print out a list of contacts so help is a phone call or email away during your busiest times. For your convenience, we've included it as a third page of this checklist. You can also access it anytime in the Marketing Toolbox on FASCnet.com under Tools & Resources.</p>
	<p>Bookmark the Holiday Shipping for Business page at fedex.com/holiday. This site includes the printable Last Days to Ship calendar, holiday schedule and information about peak surcharges. Please note that the following surcharges are waived for FASCs: Peak — Oversize Charge, Peak — Ground Oversize Charge and Peak — Additional Handling Surcharge on U.S. Express Package Services. (Peak — Additional Handling Surcharge on U.S. Ground Services and International Ground Service is not waived.)</p>
	<p>Place your order for free FedEx Express® packaging no later than Nov. 17 from the Packing Services and Shipping Supplies website at fedex.com/packaging. If you need to replenish supplies, you must order by Dec. 8; after that, supplies cannot be ordered in time for the holidays.</p>
	<p>Get a refresher on packing basics at fedex.com/en-us/shipping/packing/how-to-pack.html. Reminder: Keep packages in a secure place not easily accessible to customers.</p>
	<p>Do you have special store hours for the holiday season? Update your hours on FASCnet.com by selecting “Click here to update your profile” under your hours on the home page, and then order a new store hours window decal from the FedEx In-Store Signage section of the Marketing Toolbox. (Put a note on your calendar to update them again and replace your decal after peak!)</p>
	<p>Keep careful records of drop-off packages. You are responsible for maintaining a list of tracking numbers to provide in the event of a drop-off payout dispute, which can be entered at FASCnet.com. (Important note: For a claim to be accepted, you must have Ship Date, Service (FedEx Express or FedEx Ground) and Tracking Number in separate cells in the Excel spreadsheet. Check back on FASCnet.com for the status of submitted disputes: Under My Info, click Payout to Date, then Payout Inquiry Form.) And remember, don't charge customers for pre-labeled drop-offs, per FASC Program Requirements.</p>
	<p>Let your customer know you accept drop-off returns. It's a great way to increase foot traffic — and your revenue! The customer should have a preprinted label. If not, you can offer to fill out the label for a fee. Learn more about returns at https://www.fedex.com/en-us/shipping/returns.html.</p>
	<p>Need to schedule later pickup times or extra daily pickups for peak? Call FASC Program Support at 1.800.496.9310, opt. 3. If you want a more specific pickup time within your window, work with your FedEx Express courier and FedEx Ground driver. Keep in contact with them for any necessary adjustments to your schedule.</p>
	<p>Bookmark the Service Alerts and Regulatory Updates page at fedex.com/servicealerts for information and updates on weather disruptions and other uncontrollable events. You can also get service alerts sent to your inbox — go to fedex.com/en-us/email.html to subscribe to the emails you want, or log in and update your email preferences.</p>
	<p>Make sure your customers know about 7-day home delivery! Time-crunched holiday shippers will be happy to hear that FedEx delivers to most residential customers on Saturdays and Sundays at no additional cost. Get details at fedex.com/en-us/shipping/saturday-and-sunday-delivery.html.</p>

	Alcohol shipments to consumers are not allowed, except wine shipped by a state-licensed wine seller enrolled in the FedEx alcohol shipper program. To view a list of alcohol shipping requirements , go to fedex.com/en-us/shipping/alcohol/shipping-requirements.html .
	To announce and promote your services, order marketing materials from the Marketing Toolbox section on FASCnet.com .
	Protect your customers and yourself: Be sure to follow the package acceptance guidelines for package consolidators. You need a government-issued photo ID to validate the identity of your customer and must keep a record of the name and address on the ID for each package. See pages 128, 144, 161 and 175 of the Service Guide at https://www.fedex.com/content/dam/fedex/us-united-states/services/Service_Guide_2021.pdf for more details.
	Ensure your employees ask customers whether any items being shipped include dangerous goods or hazardous materials, including lithium batteries or other batteries classified as dangerous goods . Go to fedex.com/dangerousgoods and fedex.com/hazardousmaterials for details. NOTE: Your FASC Agreement prohibits your store from shipping dangerous goods and hazardous materials via FedEx® services. Give customers an extra heads-up about this using the dangerous goods poster available on FASCnet.com .
	It's never too late to save big on international and U.S. shipments — which can increase your profits. Go to fedex.com/greatrates or call the FedEx® Great Rates Hotline at 1.877.463.7408 to get a spot quote. Learn more about this helpful hotline in a recent FedEx ShipSource® article !
	Not sure what your discounts are? Find out on fedex.com . Log in at fedex.com/EarnedDiscounts/ to access the FedEx Discount Detail Tool.
	We've made it easy for customers to manage all their deliveries! Encourage your customers to sign up for FedEx Delivery Manager® at fedex.com/delivery . Customers can even receive a direct text when their package is delivered.
	Using automation is preferable for recordkeeping and accuracy, but if you need to accept manual airbills, keep a copy in case there's a discrepancy or issue.
	Gain visibility of your shipments with FedEx InSight® , available at no cost. You'll be notified of critical shipping events such as clearance delays, delivery attempts and other issues so you can be proactive in helping your customers. Learn more and register online at fedex.com/insight .
	Important note: You may see more customers attempting to ship FedEx® UN 3373 Paks due to the COVID-19 pandemic. Because these packages contain biological substances, they should not be accepted at FASC locations; this includes at-home COVID-19 test kits — advise the customer they can take them to a FedEx owned or operated location. (You may accept other clinical paks and boxes.)
	As the impact of the pandemic continues to evolve, FedEx is keeping safety top of mind. Access the latest COVID-19 resources and updates from FedEx on fedex.com/coronavirus .

FedEx makes no warranties, express or implied, regarding the effectiveness or success of practicing these peak-season preparations. Anyone using these methods does so at their own risk. Please consult with a professional for information more tailored to your specific needs.



FedEx Authorized ShipCenter® (FASC) Important Contact Quick Reference Guide

FedEx Authorized ShipCenter Program Support:

Call **1.800.496.9310**, opt. 3, or email retailsupport@fedex.com.

Office hours are 8 a.m.–6 p.m. CST Monday–Friday.

Missing a pickup between the hours of 8 a.m. and 6 p.m. CST? Call FASC Program Support within 45 minutes of your missed pickup.

Missing a pickup after hours? Call Customer Service at **1.800.463.3339**.

Have a billing inquiry? Call Revenue Services at **1.800.622.1147**.

Need international shipment help? Call **1.800.463.7408**.

Need answers to an international question immediately that cannot be answered by Customer Service? Call the Regulatory Consulting Group at **1.877.463.7408**, 7 a.m.–7 p.m. CST Monday–Friday.

Need a FedEx® Great Rates Hotline quote? Call **1.877.463.7408**, 7 a.m.–7 p.m. CST Monday–Friday.

Need to file a claim? Submit claims quickly and easily on fedex.com or by mail or fax (forms available on fedex.com).

Need to find prohibited items or limits of liability? Refer to the [FedEx Service Guide](#).

Technical Support

Technical Support for a FedEx automated platform: Call Technical Support at **1.877.339.2774**.

PostalMate by PCSynergy: Call **800.485.6901**, opt. 1, or email support@pcsynergy.com.

Shiprite: Call **315.733.6191** or submit a request at shipritesoftware.com/contact.

Goin' Postal: Call **813.782.1500** or email info@goinpostal.com.

Telecommunications Device for the Deaf (TDD):

Call **1.800.238.4461** or email retailsupport@fedex.com.

Office hours are 7 a.m.–8 p.m. CST Monday–Friday.