



Frequently asked questions

How can I purchase a FedEx SenseAwareSM ID Series device?

FedEx SenseAwareSM ID devices are not offered for purchase; the device is an internal operational tool used with FedEx First Overnight[®] packages to improve internal operational efficiencies, *at no cost to FedEx customers.*

How can I access the data?



Presently, only FedEx Operations can access the data transmitted by FedEx SenseAwareSM ID devices.

What am I supposed to do with a device when I receive it?

The device should be removed by a courier prior to delivery and should not impact any shipping processes. If you found a FedEx SenseAwareSM device, please return it to a FedEx courier or any FedEx Office location.

How is the FedEx SenseAwareSM ID device different from other FedEx SenseAware devices?

Sample comparison with FedEx SenseAwareSM M4:

	FedEx SenseAware SM ID device	FedEx SenseAware SM M4 device
DEVICE		
DEVICE TYPE	ID series	M series
COMMUNICATIONS	BLE	Cellular, GPS, Wi-Fi, BLE
TRANSPORTATION NETWORK	FedEx Express	Any
COVERAGE	U.S. only	45+ countries and territories 75+ airlines
SIZE/WEIGHT	48 mm X 23 mm X 6 mm, 7 g	115 mm X 115 mm X 19 mm, 202 gr
ACCESS	FedEx Operations internal use only	Customer-facing tracking application Subscription/Single Journey
FEATURES	<ul style="list-style-type: none"> • Location • Non-rechargeable • Battery life up to 18 months 	<ul style="list-style-type: none"> • Temperature: -20C to 60C, +/-1C, extended range with external sensor • Shock: configurable to 16G • Relative humidity: <95% • Barometric pressure: 300-1200 mBar • Light exposure: Yes/No • Accelerometer