

2023 FASC holiday checklist

Make sure your holiday shipping goes off without a hitch. Use this checklist to be prepared and get organized.



Communicate holiday info with customers

Post a [window decal](#)¹ with your holiday hours.

Order a [dangerous goods counter card](#)¹ to remind customers (and employees) what you're not allowed to ship for them. Review your FASC guidelines for a refresher about prohibited items.

Copy [prewritten holiday social media posts](#)¹ and paste them in your social media platforms.

You can access the materials through the Marketing Toolbox on FASCnet.



Ready your resources

Print the [FedEx contact list](#)² and place it in a convenient location.

Post the [2023 shipping deadlines](#)³ for easy reference.

Stock up on [free express packaging](#)⁴. Order your supplies early to get them in time for the holiday rush.

Use the [FedEx Discount Detail Tool](#)⁵ to learn about your discounts.

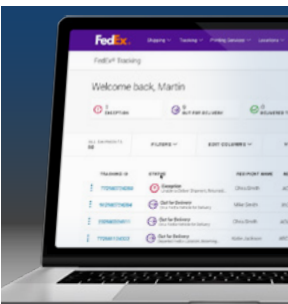
Personalize your [advanced tracking dashboard](#)⁶ to track up to 20,000 active packages and run customized reports.

Change or add extra pickup times for the holiday season.

Call customer support at 1.800.496.9310 and select option 3. You can also work with your FedEx Express courier and FedEx Ground driver to schedule a specific pickup time.

Designate a secure area of the store to place packages. Make sure it's in a customer-free zone.

Sign up for [service alerts](#)⁷ to stay informed about weather events and other service disruptions. You can also sign up for [regulatory news](#)⁸.



¹ fascnet.com
² fedex.com/content/dam/fedex/us-united-states/NNC/upload/FedEx_List_Contacts.pdf

³ fedex.com/content/dam/fedex/us-united-states/services/2023_FedEx_Shipping_deadlines_FA.pdf

⁴ fedex.com/en-us/shipping/packing.html
⁵ fedex.com/EarnedDiscounts
⁶ fedex.com/en-us/tracking/advanced.html

⁷ fedex.com/en-us/service-alerts.html
⁸ fedex.com/en-us/regulatory-news.html

Prepare to provide exceptional customer service

If you don't already accept [drop off returns](#)⁹, start now! Customers should have a preprinted label, but if they don't, you can offer to fill out the label for a fee. Make sure you don't charge for pre-labeled drop offs.

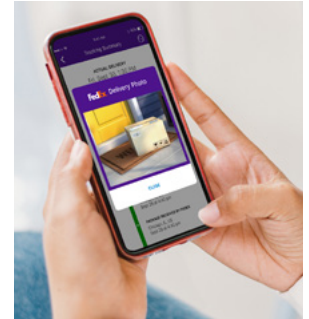
Brush up on [best practices for packing](#)¹⁰.

Visit the [How-to Hub](#)¹¹ to learn how to correctly pack specialty items that might be sent as gifts—like clothes, perishables, bicycles, and more.

Call the FedEx® Great Rates Hotline at 1.877.463.7408 for last-minute discounts on domestic and international parcel and freight shipments.

Remind customers about [weekend delivery](#)¹² for residential ground packages.

Encourage customers to sign up for [FedEx Delivery Manager](#)¹³ so they can easily track their package, receive notifications, and get [picture proof of delivery](#)¹⁴.



Button up your bookkeeping

Keep copies of manual airbills in case there's a discrepancy or issue.

Record tracking numbers, ship dates, and services used (express or ground) for all drop off packages. You'll have the information you need if there's a dispute. (Please note that it's your responsibility to maintain this list.)

And speaking of disputes, know how to properly enter one if needed.

1. Go to [FASCnet.com](#)¹⁵.
2. Select **My Info**.
3. Click **Payout to Date**.
4. Click **Payout Inquiry**.
5. Enter the details requested.

You can also check on disputes that have already been submitted on this page.

Follow the package acceptance guidelines for package consolidators and record the necessary information.

1. Verify the customer's identity with their government-issued photo ID.
2. Record the name and address on the ID for each package to be consolidated.

See the [Service Guide](#)¹⁶ for more information.



⁹ [fedex.com/en-us/shipping/returns.html](#)

¹⁰ [fedex.com/en-us/shipping/packing/how-to-pack.html](#)

¹¹ [fedex.com/en-us/how-to-hub.html](#)

¹² [fedex.com/en-us/shipping/saturday-and-sunday-delivery.html](#)

¹³ [fedex.com/en-us/delivery-manager.html](#)

¹⁴ [fedex.com/en-us/tracking/picture-proof-delivery.html](#)

¹⁵ [fascnet.com](#)

¹⁶ [fedex.com/content/dam/fedex/us-united-states/services/Service_Guide_2023.pdf](#)

Don't forget to ask about prohibited items

Be sure your dangerous goods counter card is visible. And ask your customers if their package contains any items you're prohibited to ship. These include:

Alcohol—beer, wine, and other spirits. Individuals aren't allowed to ship alcohol with FedEx® services. Only businesses who hold the appropriate licenses and are enrolled in the [FedEx alcohol shipping program](#)¹⁷ may ship to customers in select states or countries.

[Dangerous goods](#)¹⁸ or [hazardous items](#)¹⁹.

Biological substances of any type.



Remember to **throw away** any UPS strike materials.



¹⁷ [fedex.com/en-us/shipping/alcohol.html](https://www.fedex.com/en-us/shipping/alcohol.html)

¹⁸ [fedex.com/en-us/service-guide/dangerous-goods.html](https://www.fedex.com/en-us/service-guide/dangerous-goods.html)

¹⁹ [fedex.com/en-us/service-guide/hazardous-materials.html](https://www.fedex.com/en-us/service-guide/hazardous-materials.html)