

FedEx Shipping Guide

MANDATORY Online Shipping

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MANDATORY Online Shipping

FedEx Technical Support

For technical assistance, please call the FedEx Technical Support Hotline at **1.877.339.2774**

FedEx Customer Service Representatives

For all other inquiries, please Email canadacustomerservice@fedex.com

Process an Intra-Canada or Intra-US Material Shipment

For “Third Party” billing to CN’s FedEx account, applicable only when CN is responsible for paying the shipping costs of courier services. FedEx Ground is to be used for shipping small packages with a shipping weight up to 150 lbs per package. The maximum shipping weight of 150 lbs per package must not be exceeded. However you can have several packages per shipment.

1. Origin Address

1. From [Help](#) [Edit](#)
John Smith, 935 de La Gauchetiere Street West, Floor 12,
MONTREAL, Quebec, H3B2M9, Canada

- Origin address is defaulted to your address. Press “Edit” to modify the “Company Name”

1. From [Help](#) [Hide](#)
*Country/Location: Canada
Company: CN Rail
*Contact name: Jose Lastname
*Address 1: 123 Test Drive
Address 2:
*Postal code: H2W2H9
*City: MONTREAL
*Province: Quebec
*Phone no.: 5147983957 ext.
 Save as my default address
 Save new sender in address book

- Company: Enter your own Company name to replace “CN Rail”

1. From [Help](#) [Hide](#)
*Country/Location: Canada
Company: **New company**
*Contact name: Jose Lastname
*Address 1: 123 Test Drive
Address 2:
*Postal code: H2W2H9
*City: MONTREAL
*Province: Quebec
*Phone no.: 5147983957 ext.
 Save as my default address
 Save new sender in address book

- Click “Save as my default address” and you won’t have to repeat this step

2. Destination Address

2. To [Help](#) [Hide](#)

* Country/Location

Contact ID

Company

* Contact name

* Address 1

Address 2

* Postal code

* City

* Province

* Phone no. ext.

[Perform detailed address check](#)

This is a residential address

Save new recipient in address book

Save changes in address book

- Choose Destination Country
- Contact ID: Choose either a CN address from scroll down menu or enter one manually
- **Enter Contact name at destination - MANDATORY**
- *Address 1*: Enter the civic number and street name
- *Address 2*: Enter any special address information such as building or floor # etc.
- **Enter Phone number of contact at destination - MANDATORY**
- Indicate whether or not you want to save the new recipient address to your FedEx address book

3. Package and shipment details

3. Package & Shipment Details [Help](#) [Hide](#)

* Ship date: 07/05/2017

* No. of packages: 1

* Weight: 5 kgs

Declared Value: 2 Canadian Dollars

* Service type: FedEx Ground

* Package type: Your Packaging

Dimensions: Select

Include a return label

- *Ship Date*: Filled automatically or can be changed to a later date (maximum of 10 days)
- *No of Packages*: Enter number of packages
- *Weight*: Enter weight of packages and select “**lbs**” as unit of measure. Shipping weight of 150 lbs per package must not be exceeded
- *Declared Value*: The Declared Value is the value of the package and is used by FedEx for insurance purposes. Enter Declared Value of package up to a maximum of \$100.00 at no additional cost. A Declared Value greater than \$100.00 would trigger insurance premium charges that are not covered by CN so Declared Value must never exceed \$100.00.
- *Service Type*: Choose “**FedEx Ground**”
- *Package Type*: With FedEx Ground *package type* will be defaulted to “Your Packaging”
- *Dimensions*: Optional

4. Billing Details

- *Bill transportation to*: This is a default field that user cannot change. CN's FedEx account number for third party billing will never be required and won't be divulged
- *Your reference (User email)*: This is a default field that user cannot change
- **P.O. no: MANDATORY** Enter 10 numeric digits CN's Purchase Order Number
- *Invoice no.:* This is a default field that user cannot change
- *Department no.:* This is a default field that user cannot change

5. Pickup/Drop-off

- Choose "Schedule a pickup" if you don't have a scheduled pickup at your location. Origin address will be the default pickup address. Pickup will be completed on the following business day. See detailed steps on page 15
- Choose "Use an already scheduled pickup" only if there is a daily scheduled pickup at your location

Rate & transit times (optional)

Rates & Transit Times (optional) [Help](#) [Hide](#)

Amounts are shown in CAD

Click calculate to get rates and transit times. [Calculate](#)

- Click “[Calculate](#)” to see shipment transit times
- **TIP:** If an error occurs on shipment a prompt in red writing appears. To have it disappear before completing shipment refresh page by calculating again

6. Complete your Shipment

6. Complete your Shipment [Help](#)

Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

[Save for later](#) [Ship](#)

- Choose “*Create a Shipment Profile*” and give it a nickname for future use. This can be very useful for recurrent shipments
- Click “Ship” when ready

7. Print Labels

Ship [LTL Freight](#) [Ship History](#) [My Lists](#) [Reports](#) [Administration](#)

Prepare a shipment

① Enter shipping information ② **Print label(s)**

Thank you for shipping with FedEx. Your tracking number: 779424325389

Label
 Receipt | [View](#)

[Print](#) [Create return shipment](#) [Edit shipment](#) [Cancel shipment](#) [Repeat last](#) [Create new](#)
[Schedule a Pickup](#)

- If any information needs to be changed click “Edit Shipment”. It will return user to FedEx ship manager page
- Select Label, Click “Print” when ready
- Follow instruction on print labels to know where they should go on package

Process a Cross Border Material Shipment

For “Third Party” billing to CN’s FedEx account, applicable only when CN is responsible for paying the shipping costs of courier services. FedEx Ground is to be used for shipping small packages with a shipping weight up to 150 lbs per package. The maximum shipping weight of 150 lbs per package must not be exceeded. However you can have several packages per shipment.

1. Origin Address

1. From [Help](#) [Edit](#)
John Smith, 935 de La Gauchetiere Street West, Floor 12,
MONTREAL, Quebec, H3B2M9, Canada

- Origin address is defaulted to your address. Press “Edit” to modify the “Company Name”

1. From [Help](#) [Hide](#)
* Country/Location: Canada
Company: CN Rail
* Contact name: Jose Lastname
* Address 1: 123 Test Drive
Address 2:
* Postal code: H2W2H9
* City: MONTREAL
* Province: Quebec
* Phone no.: 5147983957 ext.
 Save as my default address
 Save new sender in address book

- Company: Enter your own Company name to replace “CN Rail”

1. From [Help](#) [Hide](#)
* Country/Location: Canada
Company: New company
* Contact name: Jose Lastname
* Address 1: 123 Test Drive
Address 2:
* Postal code: H2W2H9
* City: MONTREAL
* Province: Quebec
* Phone no.: 5147983957 ext.
 Save as my default address
 Save new sender in address book

- Click “Save as my default address” and you won’t have to repeat this step

2. Destination Address

2. To [Help](#) [Hide](#)

* Country/Location

Contact ID

Company

* Contact name

* Address 1

Address 2

* ZIP

* City

* State

* Phone no. x ext.

Recipient tax ID

[Perform detailed address check](#)

This is a residential address

Save new recipient in address book

Save changes in address book

- Choose Destination Country
- Contact ID: Choose either a CN address from scroll down menu or enter one manually
- **Enter Contact name at destination - MANDATORY**
- *Address 1*: Enter the civic number and street name
- *Address 2*: Enter any special address information such as building or floor # etc.
- **Enter Phone number of contact at destination - MANDATORY**
- Indicate whether or not you want to save the new recipient address to your FedEx address book

3. Package Shipment Options

3. Package & Shipment Details [Help](#) [Hide](#)

* Ship date

* No. of packages

* Weight

Declared Value

* Service type

* Package type

Dimensions

* Shipment purpose

* Total customs value

* The Commercial Invoice is always required for International Ground shipments. You may print the FedEx-generated documentation for customs clearance.

I want to use my own Commercial Invoice/Pro Forma Invoice

I want to create a Commercial Invoice for FedEx Ground

Include a return label

- *Ship Date:* Filled automatically or can be changed to a later date (maximum of 10 days)
- *No of packages:* Enter number of packages
- *Weight:* Enter weight of packages and select “**lbs**” as unit of measure. Shipping weight of 150 lbs per package must not be exceeded.
- *Declared Value & Currency:* The Declared Value is the value of the package and is used by FedEx for insurance purposes. Enter Declared Value of package up to a maximum of \$100.00 at no additional cost. A Declared Value greater than \$100.00 would trigger insurance premium charges that are not covered by CN so Declared Value must never exceed \$100.00. Select Currency
- *Service Type:* Choose “**International Ground**”
- *Package Type:* With FedEx Ground *package type* will be defaulted to “Other Packaging”
- *Dimensions:* Optional
- *Shipment Purpose:* Choose option from drop down menu
- *Total customs value:* Enter Total customs value. Select Currency. Must be the same value and currency as per your Customs Documentation. Total customs value and Declared Value should be different if Total customs value is greater than \$100.00 since CN only covers up to \$100 in Declared Value (insurance).
- Check button “I want to create a Commercial Invoice for FedEx Ground”

4. Billing Details

4. Billing Details Help Hide

* Bill transportation to

Alert: Please remember to enter your reference information.

Your reference

[More reference fields](#)

P.O. no.

Invoice no.

Department no.

- *Bill transportation to:* This is a default field that user cannot change. CN's FedEx account number for third party billing will never be required and won't be divulged
- *Your reference (User email):* This is a default field that user cannot change
- **P.O. no: MANDATORY** Enter 10 numeric digits CN's Purchase Order Number
- *Invoice no.:* This is a default field that user cannot change
- *Department no.:* This is a default field that user cannot change

Choose Broker

Special Services (optional) [Help](#) [Hide](#)

Non-standard packaging

Broker select [+](#)

Indicate below the broker who will assist with this shipment.

Broker account no.

* Broker company name [v](#)

Broker contact name [v](#)

Address 1

Address 2

ZIP
[Postal code information](#)

City [v](#)

State [v](#)

Country/Location United States

* Phone no.

Broker tax ID

COD (Collect on Delivery) [+](#)

- Check the box “**Broker select**”
- Broker company name: Select “CN Customs Brokerage Services”. It is your only option.

5. Pickup/Drop-off

5. Pickup/Drop-off [Help](#) [Hide](#)

Schedule a pickup

Drop off package at a FedEx location

Use an already scheduled pickup at my location

Pickup Address [+](#) [Edit](#)

- Choose “Schedule a pickup” if you don’t have a scheduled pickup at your location. Origin address will be the default pickup address. Pickup will be completed on the following business day. See detailed steps on page 15
- Choose “Use an already scheduled pickup” only if there is a daily scheduled pickup at your location

Rate & transit times (optional)

Rates & Transit Times (optional) Help Hide	
Amounts are shown in CAD	
Click calculate to get rates and transit times.	Calculate

- Click "[Calculate](#)" to see shipment transit times
- **TIP:** If an error occurs on shipment a prompt in red writing appears. To have it disappear before completing shipment refresh page by calculating again

6. Continue your Shipment to commodity information

6. Continue your Shipment Help
Continue

- Click "Continue" when ready to go to commodity information

7. Commodity Information [Help](#) [Hide](#)

[Check for prohibited commodities into United States](#)

Commodity Summary

<input type="checkbox"/> *Commodity	*Customs value (CAD)	*Qty	*Weight (lbs)
<input type="checkbox"/> TEST	10.00	1	5
<input type="checkbox"/> Add new commo			
Totals	10 CAD	1	5 lbs

[Edit](#) [Delete](#)

Commodity 2

*Commodity description

*Unit of measure

*Quantity

*Commodity weight lbs

*Customs value CAD

Currency Converter

*Country of manufacture

Harmonized code

Save/update commodity profile

[Add this commodity](#)

Total Shipment Details

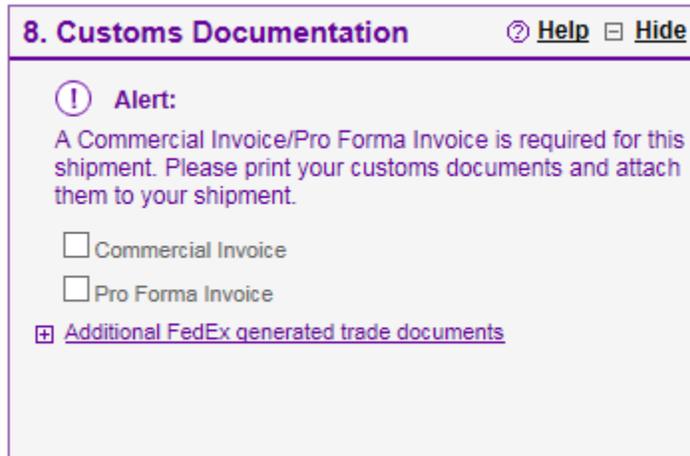
Shipment weight lbs

Total carriage value Canadian Dollars

7. Commodity Information

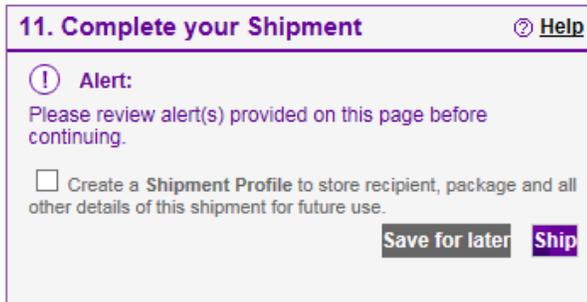
- Select “Add new commodity” from drop down menu in top-left “Commodity Summary” box
- *Commodity description*: Enter a description of contents
- Unit of measure: Choose “each” as unit of measure
- Quantity: Enter quantity of the material being shipped
- Commodity weight: Enter weight of commodity in pounds
- Customs value: Enter “Customs value” of each commodity
- Choose “Country of manufacture” from drop down menu
- Enter harmonized code (Optional)
- Save Commodity for future use by checking the “Save/update commodity profile” box
- When complete, check the box of your commodity in the top-left “Commodity Summary” section. Click the “Add this Commodity” button at the bottom-right to apply the commodity to the shipment. Repeat the above steps if you have other commodities for the shipment

8. Customs Documentation



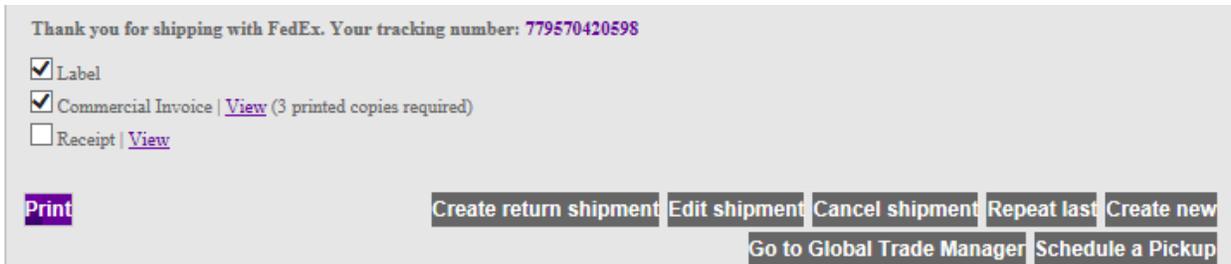
- Check the box “Commercial Invoice” for customs documentation

11. Complete your Shipment



- Choose “Create a Shipment Profile” and give it a nickname for future use. This can be very useful for recurrent shipments
- Click “Ship” when ready

Print Labels



- If any information needs to be changed click “Edit Shipment”. It will return user to FedEx ship manager page
- Select Label, Click “Print” when ready
- Follow instruction on print labels to know where they should go on package

Schedule a pickup - detailed steps

5. Pickup/Drop-off [? Help](#) [Hide](#)

Schedule a pickup

Drop off package at a FedEx location

Use an already scheduled pickup at my location

Pickup Address [+ Edit](#)

TEST CONTACT, 123 Test Drive, Montreal, Quebec, H2W2H9, Canada

Package Information [+ Edit](#)

FedEx Express, 12/11/2017, 12:30 p.m. - 6:00 p.m., 1 packages

- Choose “Schedule a pickup”
- Pickup Address: Press “Edit” to review or enter a Pickup Address
- Package Information: Press “Edit” to review and enter information

5. Pickup/Drop-off [Help](#) [Hide](#)

Schedule a pickup
 Drop off package at a FedEx location
 Use an already scheduled pickup at my location

Pickup Address [Hide](#)

[Use account address](#) | [Clear all fields](#)

* Country/Location (?)

Company

* Contact name

* Address 1

Address 2
Suite/unit/floor/etc.

* Postal code

* City

* Province

* Phone no. ext.

Package Information [Hide](#)

Pickup type **FedEx Express**

* Total no. of packages

* Total weight

* Pickup date (RR)

* Ready time

* Latest time available

Location of packages or special instructions

(Not to exceed 25 characters)

- **Pickup Address** is defaulted to your Origin Address. You can enter a different Pickup Address manually
- **Package Information** must be completed
- **Pickup date for FedEx Ground:** can only be scheduled for the “next day”. Must be scheduled one (1) day in advance. Cannot be scheduled for the same day.
- **Ready time and Latest time available is your “availability window”**
- **Ready time:** enter the “earliest time” that FedEx can pickup your package at your location on that day
- **Latest time available:** enter the “latest time” that FedEx can pickup your package at your location on that day (should be at least an hour prior to your closing time)
- **Fill the “Shipment Notifications” section:** ensure to get email notifications about your shipment status

6. Complete your Shipment

[Help](#)

Create a **Shipment Profile** to store recipient, package and all other details of this shipment for future use.

[Save for later](#) [Ship](#)

- Click “Ship” when ready

[Log out](#) [Help](#)

Schedule a Package Pickup | Schedule an LTL Freight Pickup | My Pickups

1 Enter pickup information 2 **View pickup confirmation**

FedEx Pickup Confirmation—FedEx Express YUTA250

Thank you for shipping with FedEx. Your pickup request has been scheduled. FedEx will pick up your packages at the address below.

Country/Location	Canada	FedEx Express	Confirmation no. YUTA250
Company	TEST COMPANY	Pickup date	12-11-2017
Contact name	TEST CONTACT	Total no. of packages	1
Address 1	123 test DRIVE	Total weight	1 kg
Address 2	Ste 110	Pickup time	3:00pm - 6:00pm
Postal code	H2w 2H9		
City	Montreal	Edit Cancel Get rate quote Ship	
Province	Québec		
Phone no.	5141234567		

Alert: Your confirmation number will be stored in your pickup history for up to 30 days. Any changes or cancellations you make to this pickup will be updated in your pickup history. However, please record your confirmation number and any changes for your records. Please have all required shipment information completed prior to pickup. You may contact [FedEx Customer Service](#) for assistance.

[Print](#)

- Write down the “FedEx Pickup Confirmation Number” showing at the top of your screen.
- If your package is NOT pickup by FedEx on the confirmed pickup date please Email canadacustomerservice@fedex.com immediately. Provide your Confirmation Number and inquire has to why your pickup was not performed. Ask FedEx to assist you to re-schedule a pickup. **Please note that a failed pickup always has to be re-scheduled, it is NOT automatically re-scheduled on the next day**
- If you don’t get to the “FedEx Pickup Confirmation Screen” then your pickup has NOT been scheduled. Email canadacustomerservice@fedex.com to confirm FedEx service at your location, especially if this is the first time that you are scheduling a pickup with FedEx. Ask FedEx to assist you to schedule a pickup

Ship | LTL Freight | Ship History | My Lists | Reports | Administration

Prepare a shipment

1 Enter shipping information 2 **Print label(s)**

Alert: FedEx Ship Manager® at fedex.com is unable to process your pickup request at this time. Please click the "Schedule a Pickup" button to schedule a pickup for this shipment.

Thank you for shipping with FedEx. Your tracking number: 770956787427

Label
 Receipt | [View](#)

Print **Create return shipment** **Edit shipment** **Cancel shipment** **Repeat last** **Create new**
Schedule a Pickup



TRK#
0451



ST
(514) 92
NV
PO

ORIGIN:
JOE
FEDEX:
4077 LA
MONTRE
CANADA

TO TH
FE
402

- If you see this ALERT message at the top of your screen instead of your Confirmation Number then your pickup has NOT been scheduled. Email canadacustomerservice@fedex.com to confirm FedEx service at your location, especially if this is the first time that you are scheduling a pickup with FedEx. Ask FedEx to assist you to schedule a pickup