Frequently Asked Questions

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GENERAL

**Q: What is FedEx doing?**
A: We’re changing the LTL (less-than-truckload) industry by integrating the FedEx Freight and FedEx National LTL networks into one company: FedEx Freight.

**Q: How do these changes benefit me?**
A: This innovative change allows us to offer you two levels of service in a fully integrated, nationwide pickup and delivery network. Beginning Jan. 31, 2011, you can enjoy:

- **Choice.** You and your customers will be able to choose between two enhanced shipping services:
  - FedEx Freight® Priority when speed is critical to meet your supply chain needs.
  - FedEx Freight® Economy for less time-sensitive shipping to meet your budget.

- **Simplicity.** Whatever type of LTL shipping service you need, you will have one Bill of Lading to process your shipments, one invoice statement for less paperwork and one pickup and delivery for all of your LTL shipments. You will also enjoy simplified account numbers and streamlined web applications without any changes to your current pricing agreement.

- **Reliability.** With nationwide all-points coverage and the reliability you expect from FedEx, we help you manage your business and meet the expectations of your customers.

**Q: When do these service changes take effect?**
A: Jan. 31, 2011. We will continue to provide you more detailed information in the coming months regarding these exciting changes to better meet your needs.

**Q. I have more questions, who should I contact?**
A: For more information, please call FedEx Freight Customer Service at 1.866.393.4585. You can also find updates and download a contact sheet for specific functions within our company at fedex.com/shipfreight. Also, you may contact your account executive for more information.
**SHIPPING**

**Q: Who should I call to schedule my shipments?**

A: Today, please continue to use the same contact information you are currently using. Since we are streamlining our shipping processes to make your shipping easier, you may see a change in the location of the service center serving you. If this is the case, you will receive updated contact information in the coming months. Remember, you can always contact FedEx Freight Customer Service at 1.866.393.4585 for any pickup or tracking needs.

**Q: Will my FedEx Freight driver change?**

A: Not today. However, as our company begins to realign our service center locations, it’s possible you could have a new FedEx Freight driver. Beginning Jan. 31, 2011, you will have one pickup and delivery for your FedEx Freight Priority and FedEx Freight Economy shipments.

**Q: Will my transit times change?**

A: Today, you can expect the same transit times. Beginning on Jan. 31, 2011, you will have access to our new transit maps and updated Get Transit Times application on fedex.com, featuring enhanced transit times in some lanes.

**Q: Will my current tariff or pricing programs remain the same?**

A: Your current FedEx Freight pricing agreement will not change as a result of this merger. Beginning on Jan. 31, 2011, your current FedEx Freight pricing agreement will apply to the new FedEx Freight Priority service. If you have a current pricing agreement with FedEx National LTL, that pricing will apply to the new FedEx Freight Economy service.

If you would like to review or discuss your pricing program, please contact your account executive or contact FedEx Freight Customer Service at 1.866.393.4585.

**Q: Will my FedEx National LTL account number change?**

A: Today, there will be no changes to your FedEx National LTL account number. To help reduce the number of account numbers you currently use, we are working to streamline this for you.

In December 2010, if there are changes to your account number, you will receive information outlining which account numbers to use for all of your LTL shipments. These streamlined account numbers will go into effect on Jan. 31, 2011. Should you need assistance or have questions concerning your account numbers, you may contact your account executive or FedEx Freight Customer Service at 1.866.393.4585.

**Q: Can I be confident that my freight will be delivered on time and in good condition?**

A: By creating an innovative linehaul network, we’re optimizing our fleet and resources to gain operational efficiencies and provide two highly reliable transit standards. We will continue to use the same operating system technology that you enjoy today. We’re also educating our drivers and dock workers on all new operating processes to help ensure your freight is delivered on time and intact, regardless of the transit time.

**Q: What Standard Carrier Alpha Code (SCAC) will apply to FedEx Freight?**

A: Beginning Jan. 31, 2011, the Standard Carrier Alpha Code (SCAC) for all FedEx Freight Priority and FedEx Freight Economy shipments will be FXFE.

EDI Customers:
It is not necessary to make any changes to EDI transmissions prior to Jan. 31, 2011. FedEx IT teams are developing new EDI specifications, using the FXFE SCAC code and service type to identify FedEx Freight Priority and FedEx Freight Economy shipments. Until these service types are implemented no additional steps are required.

You may also contact our EDI Help Desk at 1.800.874.4723 ext. 4507. Or call 1.888.450.1774, Option 4, for questions specifically about 210 or 820 transactions.
Q: Do I need to write anything new on my Bill of Lading?
A: Today, there are no changes to your FedEx Freight and FedEx National LTL Bills of Lading. Beginning on Jan. 31, 2011, we are excited to provide you with one Bill of Lading to reduce your paperwork.

On this new Bill of Lading, you will choose which level of service you desire: FedEx Freight Priority or FedEx Freight Economy. If you do not select a service on the Bill of Lading, your shipment will default to our FedEx Freight Priority service. But remember, until Jan. 31, 2011, there are no changes to your Bill of Lading.

Q: Do I need new Bill of Lading forms?
A: Today, there are no changes to your Bill of Lading. Please continue to use your current inventory. Beginning Jan. 31, 2011, we are reducing your paperwork by providing a single Bill of Lading for all your LTL shipments. We will provide you with access to the updated Bill of Lading forms by that effective date. If you continue to use a prior version after Jan. 31, 2011, please write the name of the service you are requesting on the Bill of Lading. If you do not select a service on the Bill of Lading, your shipment will default to our FedEx Freight Priority service.

Q: I don’t use your Bill of Lading; our company uses another format.

Q: Currently, FedEx National LTL provides me with alphanumeric PRO numbers and stickers for my shipments. Will you send me new PRO information?
A: Today, there are no changes to PRO numbers and stickers; please continue to use your current supply. Starting Jan. 31, 2011, FedEx Freight will utilize only a numeric PRO number format. In January 2011, your FedEx Freight driver or account executive can help you obtain new PRO numbers and stickers. You can also contact us at 1.866.393.4585 for more information.
INVOICING

Q: Should I expect changes to my invoice?
A: Today, there are no changes to your invoice. However, we are simplifying your billing process by providing you with one invoice statement for all your shipments tendered on or after Jan. 31, 2011. Beginning on this date, all shipments will be printed on a FedEx Freight invoice and payments will be sent to the FedEx Freight remit-to address.

Please note, if you currently only ship with FedEx National LTL, after Jan. 31, 2011, you will notice your FedEx Freight invoice has a new format, but will contain the same information your invoices have today.

Q: FedEx National LTL provides me with customized invoicing – should I expect changes?
A: A FedEx Freight representative will contact you in the coming months to discuss your invoicing needs. While the format of your invoice may change, FedEx Freight will continue to provide you with the customized fields you require.

Q: I understand my account number for FedEx National LTL may change; how will shipment activity on this account be billed?
A: Any shipments tendered with FedEx National LTL prior to Jan. 31, 2011, will be billed on an invoice from FedEx National LTL and the shipment will remain on your old account until it is paid. Shipments tendered after Jan. 31, 2011, will be billed on a FedEx Freight invoice.

Q: Will I continue to receive invoices from FedEx National LTL?
A: Yes, but only on shipments tendered prior to Jan. 31, 2011. We are simplifying your billing process by providing you with one invoice statement for all your shipments tendered on or after Jan. 31, 2011. All shipments tendered after this date will be invoiced by FedEx Freight, and FedEx Freight Priority and FedEx Freight Economy shipments will appear on the same statement.

Q: Will I be able to send my payment to the same location?
A: All payments should be sent to the remittance address on the invoice. After Jan. 31, 2011, all payments will be sent to the FedEx Freight remit-to address provided on the invoice.

Electronic Data Interchange (EDI)

Q: Should I plan for any EDI changes prior to Jan. 31, 2011?
A: There will be no changes to the EDI data prior to Jan. 31, 2011 for most customers. Some FedEx National LTL (FXNL) customers using the FXNL X12 210 transaction set who have not transitioned to FXFE X12 210 specifications will be contacted by the FedEx Freight EDI team beginning in October 2010 to discuss conversion to FXFE EDI specifications.
Q: Should I plan for any EDI changes after Jan. 31, 2011?
A: Yes. FedEx Freight will provide more detailed EDI conversion instructions in the coming months. You will also find useful information posted at fedex.com/shipfreight. The FedEx Freight EDI team looks forward to working with you to develop a conversion plan. Conversions are targeted to be complete prior to Sept. 30, 2011.

Q: How soon will I be able to transition to the FXFE SCAC?
A: FedEx Freight will work with you and your technical support team, to determine an agreeable transition date. FedEx Freight EDI will not begin transitioning to the FXFE SCAC until after Jan. 31, 2011. Special accommodations are being made to receive and return the FXNL SCAC for EDI transmissions until all EDI customers have been transitioned.

Q: How soon can I transmit using the FXFE SCAC?
A: FedEx Freight will work with you and your technical support team, to determine an agreeable transition date. FedEx Freight EDI will not begin transitioning to the FXFE SCAC until after Jan. 31, 2011. Special accommodations are being made to receive and return the FXNL SCAC for EDI transmissions until all EDI customers have been transitioned.

Q: Any questions regarding 210 and 820 transaction sets should be submitted to ERS-freight@fedex.com or you can contact an EDI representative at 1.888.450.1774, Option 4.

Q: Questions regarding any other EDI transaction sets should be submitted to ediquestions@fedex.com or you can speak with an EDI representative at 1.800.874.4723, ext. 4507.

Q: If the change to a single SCAC requires no changes in our system, do I need to contact FedEx Freight before transmitting with a single SCAC?
A: Yes, please contact us to ensure that all parties are transmitting the same SCAC and service type in the expected fields for all EDI transmissions.

Q: How should all 820 remittance advices be submitted to FedEx Freight after Jan. 31, 2011?
A: Effective Jan. 31, 2011, remittances should be transmitted using the SCAC: FXFE.

Q: Our company would like to make other changes to our current EDI transmissions. Can this occur along with the change to single SCAC?
A: We are committed to making this transition as easy as possible. Please contact us directly to discuss any additional EDI needs you have.

Q: After the transition to a single SCAC, how should remittances transmit on invoices received as FXNL?
A: Remittances should be transmitted using SCAC FXFE once you are transitioned to a single SCAC.

Q: Will my rates stay the same with this SCAC change?
A: Yes, the transition to SCAC FXFE will not affect your current rates.

Q: Today, I use multiple methods (e.g., paper, email, fax) to receive invoices from FedEx Freight. Can I change all types of invoicing to the single FXFE SCAC?
A: Yes, if you receive invoices via EDI and other methods, the SCAC should be changed on more than just the EDI invoices. Please contact us at the below numbers for more information.

For specific questions regarding 210 and 820 transaction sets, please email ERS-freight@fedex.com or contact an EDI representative at 1.888.450.1774, option 4.

For specific questions regarding other EDI transaction sets, please email ediquestions@fedex.com or contact an EDI representative at 1.800.874.4723 ext. 4507.

Other invoicing questions can be directed to invoicing@fedex.com.
Q: Our company is a freight payment service. Who is responsible for notifying the customer of this change?
A: Since the technical support of EDI invoicing is handled by the freight payment service, the freight payment service is responsible for communicating the change to the customer, if necessary.

Q: I receive invoices in both paper and EDI formats; will I continue to receive both?
A: Yes, both invoice types will continue to be sent. All paper invoices will be in the FedEx Freight format and will indicate if a shipment is FedEx Freight Priority or FedEx Freight Economy. Your EDI transmissions will continue to reflect FedEx Freight and FedEx National LTL until you are contacted by our EDI team and complete the conversion to the single SCAC and service type format. For more information please use the contact information below:

Any questions regarding 210 and 820 transaction sets should be submitted to ERS-freight@fedex.com or you can contact an EDI representative at 1.888.450.1774, option 4.

Specific questions regarding other EDI transaction sets should be submitted to ediquestions@fedex.com or contact an EDI representative at 1.800.874.4723 ext. 4507.

Q: Who should I contact if I have any EDI questions?
A: Any questions regarding 210 and 820 transaction sets should be submitted to ERS-freight@fedex.com or you can call a knowledgeable EDI representative at 1.888.450.1774, option 4.

Questions regarding any other EDI transaction sets should be submitted to ediquestions@fedex.com or you can reach an EDI representative at 1.800.874.4723 ext. 4507.

FedEx Customer Tools (FXCT – desktop application)

Q: Do I need to do anything to the FedEx Customer Tools downloaded to my desktop prior to Jan. 31, 2011?
A: No changes are required on your part at this time. Beginning Jan. 31, 2011, you will be prompted to download the new version of the FXCT application. You can also download the application from fedex.com/fxct.

Q: What changes can I expect on my FXCT application?
A: When you log into the application after Jan. 31, 2011, you may be prompted to verify your FedEx Freight LTL accounts. Also, you will just have one account drop-down menu, as the FedEx National LTL account drop-down menu will no longer be displayed.

Q: Who can I contact if I have a questions regarding FXCT?
A: Please contact FedEx Technical Support at 1.877.339.2774. When prompted, say “Customer Tools” or “FXCT” to be directed to the proper representative.

Extensible Markup Language (XML)

Q: Do I need to do anything with my XML process before or after Jan. 31, 2011?
A: No changes are required.

Q: When will FedEx Freight make any XML changes?
A: New or existing customers making updates on or after Jan. 31, 2011, will begin to use a new protocol. No other changes will be required.

Q: Who can I contact for assistance with my XML questions?
A: Please contact the FedEx Freight Technical Help Desk at 1.800.435.7949 or send an email to myaccount@fedex.com, Monday through Friday, 7 a.m. to 7 p.m. CST.
fedex.com, My Account and Web Reporting

Q: What changes will I see on the FedEx Freight website at fedex.com?
A: Beginning Jan. 31, 2011, you will see updated shipping applications to make your shipping tasks easier. Whether you use the public applications of our website or our password-protected My Account site, you’ll benefit from a streamlined experience – fewer clicks to get rates, transit times, request a pickup and more.

Q: Can I expect any changes to my online reporting?
A: Yes, we’re expanding our reporting capabilities to provide you more value. We will provide more information to you in the coming months.

Q: Today, I have reporting set up with FedEx National LTL. Should I expect changes?
A: Yes, our website has applications that provide reporting for both FedEx Freight and FedEx National LTL. Existing systems that provide reports for FedEx National LTL shipping activity only will be retired. Click here for important transition information and instructions on how you can set up reports that contain both your FedEx Freight and FedEx National LTL shipping activity.

Q: Who can I contact with questions regarding fedex.com and web reporting?
A: Contact the FedEx Freight Technical Help Desk at 1.800.435.7949 or email them at myaccount@fedex.com. You may also contact FedEx Freight Customer Service at 1.866.393.4585 for additional assistance.

Transportation / Warehouse Management Systems

Q: Will your changes impact my Transportation Management System (TMS) or Warehouse Management System (WMS)?
A: We recommend you review the items below with your IT support to determine any impacts.

• Applications that create Bills of Lading. These will need to be updated to print our new service names of FedEx Freight Priority and FedEx Freight Economy.
• Applications or processes related to selecting or routing your shipment to reflect your desired service: FedEx Freight Priority or FedEx Freight Economy. Changes could be necessary in your order entry system or any number of other applications (including your Bill of Lading module).
• Applications related to receipt and payment of invoices. This includes notifying any audit agents that you may use that your invoices will all be from one company, FedEx Freight, and that the rate will vary based on the service used (FedEx Freight Priority or FedEx Freight Economy).

If your systems are from one of the FedEx® Compatible Solutions Program providers we strongly recommend contacting them for additional guidance.

Q: When should I make any changes to my TMS or WMS application?
A: You should review your systems as soon as practical, and prepare to implement changes as close as possible to Jan. 31, 2011.

Q: Making changes to my TMS or WMS application by Jan. 31, 2011, is not possible due to end-of-month activities at my company. What should I do?
A: You can continue to provide us with Bills of Lading reflecting the operating company names, and we will make the conversions as follows: FedEx Freight Bills of Lading will move as FedEx Freight Priority shipments and FedEx National LTL Bills of Lading will move as FedEx Freight Economy shipments. If your Bill of Lading does not clearly identify the type of service requested, the shipment will move as FedEx Freight Priority.