

I Would Like to Request a Pick-up I Would Like to Order Supplies



COS 2

I would like to request a pick-up

I would like to order supplies

Table of Contents

What is COS 2 (Dispatch Request)?.....	5
Part 1 I am a new customer	11
How to a create a COS 2 file	11
How to update a COS 2 file.....	16
How to create a multiple address listing using one account number.....	18
How to delete a multiple address listing under one account number.....	20
Part 2.1 Can I request a pick-up?	21
How to create a pick-up	21
Process B - Cash.....	27
Process C - Bill Recipient	29
Process D - Bill Third Party.....	31
Types of Customer's Status	32
CIB pick-up (from a third party location).....	33
Part 2.2 I would like to change my pick-up time	35
How to update a dispatch file	36
How to cancel a dispatch.....	38
How to reschedule a dispatch.....	40
How to override or turndown a dispatch.....	42
Part 2.3 How to obtain a rate and request pick-up	44
How to use ISQS and COS 2 in conjunction with one another.....	44
Part 2.4 How to display the cutoff time for a specific day.....	44
Part 3 I would like to request supplies.....	46
How to order bulk supplies (COS 2/F3).....	46
Packaging Explanation.....	49
Part 4 Special customer requests.....	53
Y-message.....	53
Request for Regular Pick-up & Sales Lead (TSQ).....	55
Request for a change of account information in CHEERS (ICA)	56
Late courier - anxious customer calls before their close time	57
Late courier - anxious customer calls after their close time	59
DRQ (COS 2/F9)	59
Part 5 CHEERS	61
How to check if an account number is active	61
How to search for an account number	64
Part 6 Your role in the Call Quality Process	666

Objectives

Upon completion of this module, you will be able to do the following:

- Schedule a dispatch
- Add/update a customer file
- Verify delivery commitment/station ID
- Show cutoff/access times
- Assign account numbers
- Request supplies with a dispatch
- Show, update delete a dispatch
- Show pickup exception information
- Provide access to other COSMOS functions
- Order supplies
- Access drop-off locations
- Send Y-messages

What is COS 2 (Dispatch Request)?

The three most common calls a customer representative will receive are:

- Can I request a pickup
- Can I have a freight rate and delivery date (COS 12)
- Can you please track my status (COS 8)

This module serves to cover the COS 2 pickup and customer file functions.

The Dispatch Request screen has two major functions. One is to create and maintain a customer file and the other one is to create and update a pick up request record. Once you enter pickup information in COS 2 via the customer's file, the information is forwarded to the courier as the pick up request record through the DADS system (Digitally Assisted Dispatch System) and/or voice communication over the radio by the dispatcher.

Access:

- GOTO: 2
- 'COS 2' on a blank IMS screen
- '2' on Line 23
- 'f' on a blank screen, GOTO field or Line 23
- '82' from the ASAP screen

When you first access the COS 2 screen, the cursor will land directly on the L/UP KEY (Look-up Key) field. This requires one of the following three entries:

- customer account number (9 digits)
- 3 letter company name, post/zip code and country code in the format 'XXX9999/ZZ'
- dispatch file number eg. KULA155

The key to using COS 2 is in the way you use the TYP REQ field. The command that you use in this field will be dependent on what you put into the L/UP KEY field as shown below. All other field definitions are explained on the following pages.

TYP REQ FIELD ENTRIES:	
CUSTOMER FILE	DISPATCH FILE RECORD
A: ADD	A: not used
D: DELETE	D: DELETE a pickup
R: REACTIVATE	R: RESCHEDULE a pickup
S: SHOW	S: SHOW a pickup
U: UPDATE	U: UPDATE a pickup
Y: Y-MESSAGE	Y: not used

Field Definitions

Field:	Definition:
SAVE	Enter 'X' when transferring to another screen to save displayed data. To transfer to another screen and save data on the existing screen you must use the GOTO field
GOTO	Allows access to other screens within the IMS system. Type the abbreviation of the screen needed. Press Enter
GRND#	This field is for US domestic customer
LIST RTN	Enter 'X' to return to the previously displayed drop-off location list
LOCATION ID	Dispatching station location identifier
RG/PU	Time of regular or daily pick-up. This information displays only if a file with a regular pick-up is displayed or you are using a DS or SM duty code M 'X' indicates a regular Monday pick-up T 'X' indicates a regular Tuesday pick-up W 'X' indicates a regular Wednesday pick-up T 'X' indicates a regular Thursday pick-up F 'X' indicates a regular Friday pick-up S 'X' indicates a regular Saturday pick-up S 'X' indicates a regular Sunday pick-up
REG RT#	Regular pick-up route. This information displays only if a file with a regular pick-up is displayed or you are using a DS or SM duty code
L/UP KEY	Enter the three-character name and postal code in the format 'XXX9999/ZZ' or account number to perform a customer show, or enter the dispatch confirmation number or the confirmation number and day code to perform a dispatch show
ZIP	Customer's zip code
D/O LOC	Requested drop-off information: A Airport M Manned location U Unmanned location W Locations open on the weekend X All locations
LOCAL	Customer's local time
CUTOFF	Latest time a package can be ready and scheduled for pick-up. 'T' will be displayed if this is a temporary cutoff time
ACCT#	Customer's FedEx account number. Can also be used to enter a Customer Account number
CO/NAME	Customer's name/company name
ADDR	Customer's address
DFS	Customer's department, floor or suite number/name. Can be used as a qualifier for customer search requests

STAT	Status of the customer's account:			
	C	Cash only	\$	High Revenue
	M	Meter	B	No CIB (3 rd party) call-ins
	R	Regular	V	VAT status used in Europe
	Note: Cash only customers have no billing privileges. Their packages can only be accepted when payment is received in advance			
ACCESS	Access time. Difference between the package ready time and company close time. Necessary time for the courier get to the shipper's location			
UNNAMED	Access indicator (in hours)			
CITY	Customer's city			
ST	Two-letter abbreviation for the customer's state or province (US or Canada only)			
FEC# (A/F)	Used to create a customer FedEx account number. Valid entries are: A Permanent account number with a credit card (not used in APAC) F Permanent account number w'out a credit card (used throughout APAC)			
CC#	Account number assignment by credit card type (required entry when A is entered in the FEC# field): A American Express M Master Card D Diner's Club V Visa			
UNNAMED	Customer's credit card number and expiry date			
CONTACT	Usual contact person's name within the specific company			
PH#	Contact's telephone number			
EXT	Contact's extension number			
CLOSE	Customer's close time or the latest time a package will be available for pick-up at the customer's location			
RMKS TO COURIER	Remarks pertinent to a pick-up or delivery to be sent to the courier This line is also used to transfer information to DADS. Follow your local procedures for use in your location			
TYPE REQ	Type of transaction requested: A Add customer U Update customer or dispatch D Delete customer or cancel dispatch R Reactivate deleted customer or reschedule dispatch for the following day S Show customer or dispatch information (default is 'Show') Y transfer to the formatted Y message screen			

NO STARTER KIT	Enter 'X' to decline a starter kit (US only)												
PROMO	FedEx marketing promotion or campaign in which the customer is participating. Up to three may be entered (only used in certain locations. Follow your local procedures)												
CIB#	Called-in-by account number (third-party call in account number). Press Enter to display the CIB name, ZIP/Postal code and telephone number UNNAMED Called-in-by ZIP code UNNAMED Called-in-by country code PH# Called-in-by telephone number EXT Called-in-by telephone extension												
TYP PAYOR (S/R/T)	Type of payor: S Shipper R Recipient T Third party												
TYP PYMT (CS/CK/CC)	Type of payment: CS Cash CK Cheque CC Credit Card Leave blank if billed to account												
BILL TO ACCT#	Payor's FedEx account number												
STAT	Payor's account status: <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>C</td> <td>Cash only</td> <td>\$</td> <td>High Revenue</td> </tr> <tr> <td>M</td> <td>Meter</td> <td>B</td> <td>No CIB pick-ups</td> </tr> <tr> <td>R</td> <td>Regular</td> <td></td> <td></td> </tr> </table> Note: Cash only customers have no billing privileges. Their packages can only be accepted when payment is received in advance by the shipper	C	Cash only	\$	High Revenue	M	Meter	B	No CIB pick-ups	R	Regular		
C	Cash only	\$	High Revenue										
M	Meter	B	No CIB pick-ups										
R	Regular												
LAST AGT ACTIVITY	Location, date and name of the agent who performed the last activity on this file												
UNNAMED	Dispatcher remarks, if applicable												
P/U DAY	Pick-up day of the week. This is a required entry when scheduling a dispatch X Current day MO Monday TU Tuesday WE Wednesday TH Thursday FR Friday SA Saturday (not used in all APAC locations) SU Sunday (not used in APAC) A dispatch may only be scheduled one business day in advance												

TOT PKGS	Total number of packages to be picked up by the courier
TOT WGT	Total weight (expressed as a whole number only) of the shipment to be picked up by the courier or dropped off at a FedEx location
RATE	Total cost of the shipment to be picked up by the courier. Entry to this field is required if the customer is on a collect cash basis. The unnamed field to the right of the rate field is used to specify currency type. It defaults to USD
UNNAMED	Service type: IP International Priority PO Priority Overnight PP Priority Pak PL FedEx Envelope IE Economy Service PX FedEx 25KG Box PW FedEx 10KG Box F1 IPFS ID IPD
UNNAMED	Destination ZIP/Postal codes. Messages regarding weekday, location identifier servicing designated ZIP/Postal code, and service commitment and availability display next to each ZIP/Postal code
UNNAMED	Two-letter abbreviation for the destination country
UNNAMED	Up to three one-character alpha numeric codes per destination ZIP/Postal code may be entered. Enter the ones that apply to each shipment: 1 Hold for Pick-up 2 Delivery Weekday 3 Delivery Saturday 4 Dangerous Goods 6 Dry Ice
PKG RDY	Pick-up ready time. Defaults to current time. Also used as the override field when required
SUPPLIES	Used to request supplies for this dispatch
COMMODITY	State the contents of the package or shipment
RMKS BY CSA	CR comments, if applicable
DSPR ONLY	Dispatcher remarks, if applicable
CR APP	CREDIT APPR – A message indicating when credit approval is pending on a shipment
DISP#	Location identifier and pick-up confirmation number of the dispatch
UNNAMED	Sector assigned to the postal code
UNNAMED	Proof of pick-up of pick-up exception code definition. Displays after pick-up is completed

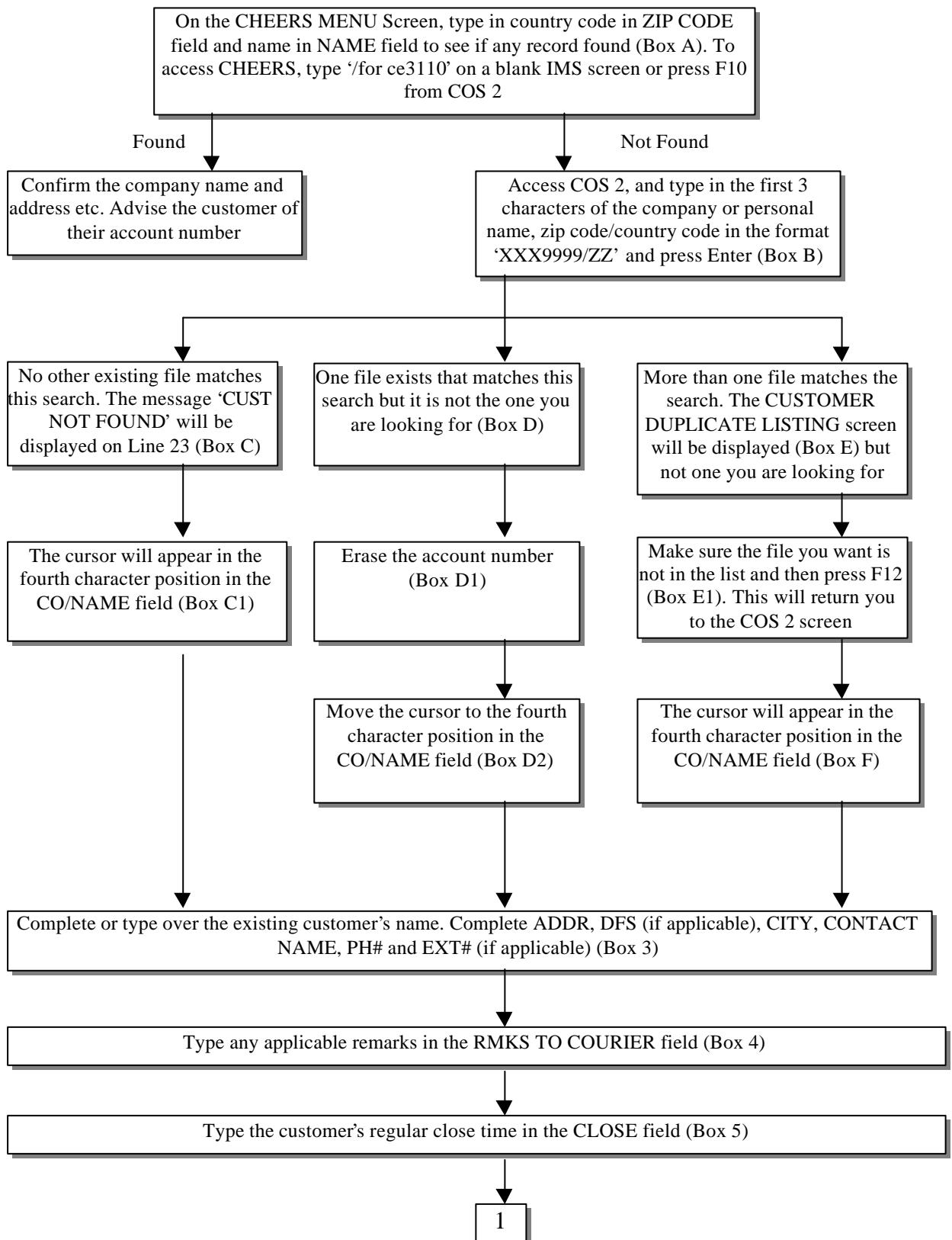
EXCP	Exception code, if applicable. Displays after pick-up is completed
EMPL#	Courier's employee number. Displays after pick-up is completed
RT#	Courier's route number. Displays after pick-up is completed
DT	Date the pick-up was made or attempted. Displays after pick-up is completed
TM	Time and pick-up was made or attempted. Displays after pick-up is completed
PRT	Type an 'X' for a printout at the printer associated with the CRT/PC logged onto, a 'D' for a printout at the dispatch location, or the printer ID for a printout at a specific printer

Soft Function Keys

F3	SUPPLY – Transfers to the Customer Supply Request screen	F10	CHEERS – Transfers to the Generic Retrieval screen in CHEERS
F4	DREL – Transfers to Release Number Request screen	F11	SALES – Transfers to the Electronic Sales and Telemarketing Messages screen (not used in APAC)
F5	RATE – Not used	F12	ISQS – Transfers to the International Service Quotation Summary screen
F9	CER – Transfers to the Customer Exception Request screen		

Part 1 I am a new customer

How to create a COS 2 file



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File Edit View Tools Session Options Help

NEXT SCREEN: CUSTOMERS READ: 20 SCREEN NUM: KEY: TWFEDEX SKIP: PAGE 1 OF 5

CUST NUM: ZIP CODE: NAME: ADDRESS: FIND:

A

CUST NUMBER	SHIPPER NAME/ADDRESS	BILL TO ADDRESS
1976-0220-9	FEDEX-ADMINISTRATION FOR CREDIT F/C USE ONLY 61 9F SEC2 CHUNG SHAN N. RD TAIPEI 104	FIONA CHOU FOR CREDIT F/C USE ONLY 61 9F SEC.2 CHUNG SHAN N. TW
2038-9708-1	FEDEX -BILLING TW TRY Dlet/dup1 6F 69 S2 CHUNG SAN N RD TAIPEI CITY 104	6F 69 S2 CHUNG SAN N RD
2095-2315-9	FEDEX-CMJA Active 1 L2 NEI HSIN RD LU CHU HSIANG 338	1 L2 NEI HSIN RD
1611-9724-6	FEDEX EXPRESS/DUMMY ACCOUNT Active FOR TRAVELING BUSINESS MAN BILLING DEPT. TAIPEI. 104	JULIA LEE FOR TRAVELING BUSINESS MAN BILLING DEPT. TW

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SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID L/UP KEY cal100/tw ZIP D/O LOC LOCAL CUTOFF

ACCT# CO/NAME DFS STAT ACCESS

ADR ST FEC# (A/F) CC# EXT CLOSE

CITY CONTACT PH# PROMO

RMLS TO COURIER TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D EXT

CIB# NAME PH# STAT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT#

***** PACKAGE INFORMATION *** LAST AGT/ACTVTY**

P/U DAY TOT PKGS TOT WGT RATE TP RATE

B

PKG RDY	SUPPLY	L	W	H	CNTY	CR APP	
RMLS BY CSA							
DSPR ONLY							
DISP#							
3-SUPPLY	4-DREL	EXCP	EMPL#	RT#	DT	TM	PRT
		5-RATE	9-CER	10-CHEERS	11-SALES	12-ISQS	

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File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPEA #1 ZIP 100/TW D/O LOC LOCAL 1902 CUTOFF 1700 WE

ACCT# CO/NAME ABI DFS STAT ACCESS 1.0 WE

ADR ST FEC# (A/F) CC# EXT CLOSE

CITY TAIPEI CONTACT PH# PROMO

RMLS TO COURIER TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D EXT

CIB# NAME PH# STAT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT#

***** PACKAGE INFORMATION *** LAST AGT/ACTVTY**

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO

C

PKG RDY	1902	SUPPLY	L	W	H	CNTY	CR APP
RMLS BY CSA							
DSPR ONLY							
DISP# TPEA							
3-SUPPLY	4-DREL	EXCP	EMPL#	RT#	DT	TM	PRT
		5-RATE	9-CER	10-CHEERS	11-SALES	12-ISQS	
CO/ZIP SEARCH COMP. CUST NOT FOUND. MULTI CITIES, VERIFY. PAST CUTOFF TIME. SVD PM.							

D

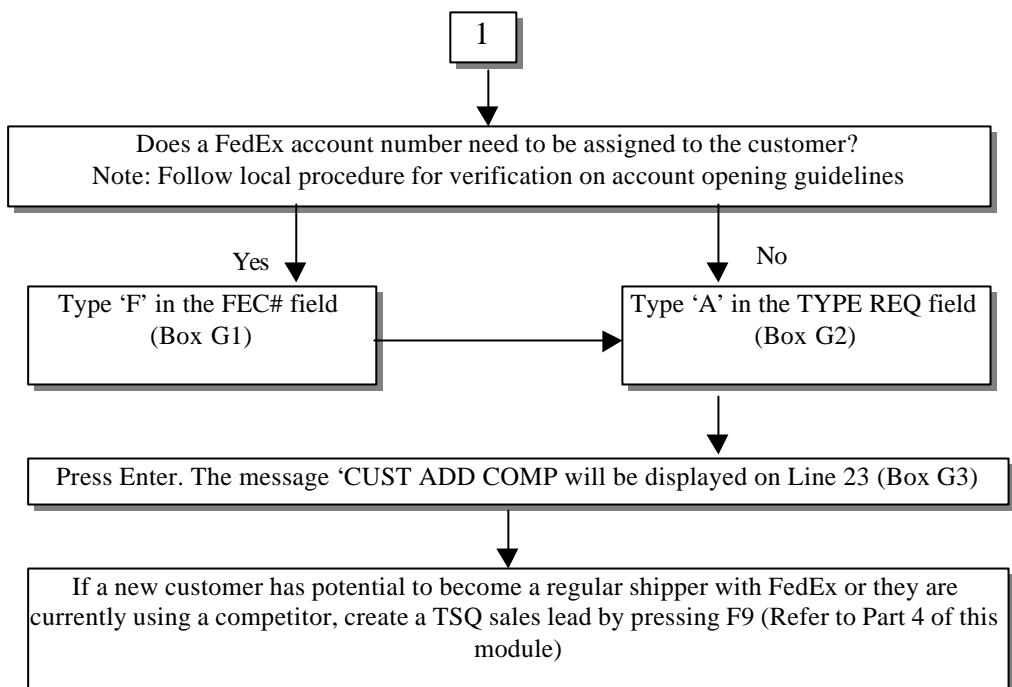
SAVE GOTO		DISPATCH REQUEST				LIST RTN	
LOCATION ID TPEA #1							
L/UP KEY ZIP 104/TH D/O LOC LOCAL 1904 CUTOFF 1700 HE							
ACCT# 172578721 CO/NAME ABICO BAGS CO							
ADR RM#912 9F #152 SUNG CHIANG RD DFS STAT						ACCESS 1.0 HE	
CITY TAIPEI CITY ST FEC# (A/F) CC#							
CONTACT MR LIN PH# 002 541 9359 EXT						CLOSE 1730	
RMKS TO COURIER							
TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PH# PROMO							
CIB# NAME							
TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT							
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPEA 05/11/1998 272300							
P/U DAY TOT PKGS TOT WGT RATE TP RATE							
PO _____							
PKG RDY 1904 SUPPLY L W H CMTY CR APP							
RMKS BY CSA							
DSPR ONLY							
DISP# TPEA D1 D2 SECTOR 104/TH 13 RT# DT TM PRT							
3-SUPPLY 4-DREL F 10-CHEERS 11-SALES 12-ISQS							
ACCT # SEARCH COMP. SPECIAL RATE CUST. PAST CUTOFF TIME. SVD PM.							

E

SAVE GOTO		CUSTOMER DUPLICATE LISTING				PAGE 01 OF 01	
SEL ACCT # CO CAL						D/F/S	
ADDRESS CITY TAIPEI ZIP 100/TH							
SEL STAT --- COMPANY NAME --- ADDRESS --- D/F/S --- CONTACT ---							
1 CALIBER ENTERPRISES 2F,#63-5,SEC1,HAN C MS KER							
2 CALLEAGARI PROMOTION 9F 102 S1 ROOSEVELT MS WU							
3 CALIBER CPAS 2F #2-1 L11 S1 HANG MS LIU							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
1-CO/ZIP 2-CO/ZIP/DFS 3-CO/CTY 4-CO/CTY/DFS 5-AD/ZIP 6-AD/ZIP/DFS							
7-ACCT # 8- 9- 10-FORWARD 11-BACKWARD 12-DET RTN							
CO/ZIP SEARCH COMP.							

F

SAVE GOTO		DISPATCH REQUEST				LIST RTN	
LOCATION ID TPEA #1							
L/UP KEY ZIP 100/TH D/O LOC LOCAL 1907 CUTOFF 1700 HE							
ACCT# CO/NAME CAL							
ADR DFS STAT ACCESS 1.0 HE							
CITY TAIPEI ST FEC# (A/F) CC# CLOSE							
CONTACT PH# EXT							
RMKS TO COURIER							
TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PH# PROMO							
CIB# NAME							
TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT							
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY							
P/U DAY TOT PKGS TOT WGT RATE TP RATE							
PO _____							
PKG RDY 1907 SUPPLY L W H CMTY CR APP							
RMKS BY CSA							
DSPR ONLY							
DISP# TPEA F SECTOR							
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS							
PAST CUTOFF TIME. MULTI CITIES, VERIFY. SVD PM.							



G

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SAVE GOTO DISPATCH REQUEST LIST RT

LOCATION ID TPEA #1 ZIP 100/TW D/O LOC LOCAL 1907 CUTOFF 1700 W

L/UP KEY CO/NAME CALiber training

ACCT# ADR 2F #2-1 111 sl hang chou s rd DFS STAT ACCESS 1.0 W

CITY TAIPEI ST FEC# f (A/F) CC#

CONTACT ms liu PH# 022 397 3888 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ a (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR (SXR/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVITY

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1907 SUPPLY L W H CNTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPEA SECTOR

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

PAST CUTOFF TIME. MULTI CITIES, VERIFY. SVD PM.

G2

G1

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RT

LOCATION ID TPEA #1 ZIP 100/TW D/O LOC LOCAL 1907 CUTOFF 1700 W

L/UP KEY CO/NAME CALIBER TRAINING

ACCT# 235657511 STAT ACCESS 1.0 W

CITY TAIPEI ST FEC# (A/F) CC#

CONTACT MS LIU PH# 022 397 3888 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVITY TYORC 05/26/1999 159433

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1907 SUPPLY L W H CNTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPEA SECTOR 100/TW 00

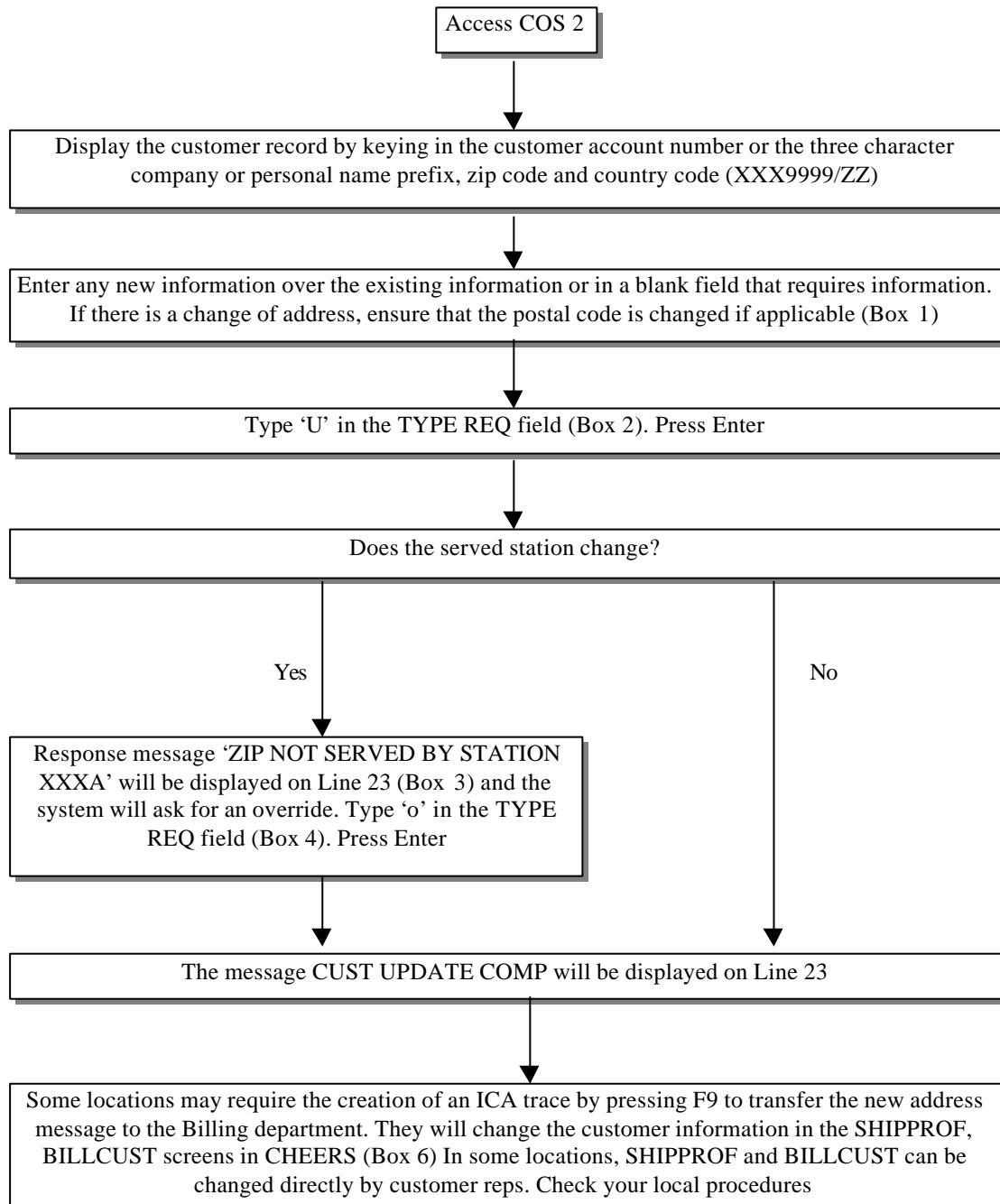
EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

CUST ADD COMP.

G3

How to update a COS 2 file



Note: Each country may have different changing address procedures. Refer to your local procedures.

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File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 401/TW D/O LOC LOCAL 1919 CUTOFF 1830 WE

ACCT# 206035439 CO/NAME HAPPY COMPANY

ADR 10 AI KUO E RD DFS STAT ACCESS 1.5 WE

CITY TAIPEI ST FEC# (A/F) CC#

CONTACT MS YANG PH# 002 883 9898 EXT 6620 CLOSE 1700

RMKS TO COURIER

TYPE REQ U (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY 03/31/1999 DCP65017

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1919 SUPPLY 2 1 W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG SECTOR 001/TW 00

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

ACCT # SEARCH COMP. SPECIAL RATE CUST. PAST CUTOFF TIME. SYD PM.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 401/TW D/O LOC LOCAL 1919 CUTOFF 1830 WE

ACCT# 206035439 CO/NAME HAPPY COMPANY

ADR 10 AI KUO E RD DFS STAT ACCESS 1.5 WE

CITY TAIPEI ST FEC# (A/F) CC#

CONTACT MS YANG PH# 002 883 9898 EXT 6620 CLOSE 1700

RMKS TO COURIER

TYPE REQ U (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY 03/31/1999 DCP65017

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1919 SUPPLY L W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG SECTOR 001/TW 00

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

ENTER "0" TO OVERRIDE. ZIP NOT SERVED BY STATION TPETG.

3

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 401/TW D/O LOC LOCAL 1919 CUTOFF 1830 WE

ACCT# 206035439 CO/NAME HAPPY COMPANY

ADR 10 AI KUO E RD DFS STAT ACCESS 1.5 WE

CITY TAIPEI ST FEC# (A/F) CC#

CONTACT MS YANG PH# 002 883 9898 EXT 6620 CLOSE 1700

RMKS TO COURIER

TYPE REQ U (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY 03/31/1999 DCP65017

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1919 SUPPLY 4 W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

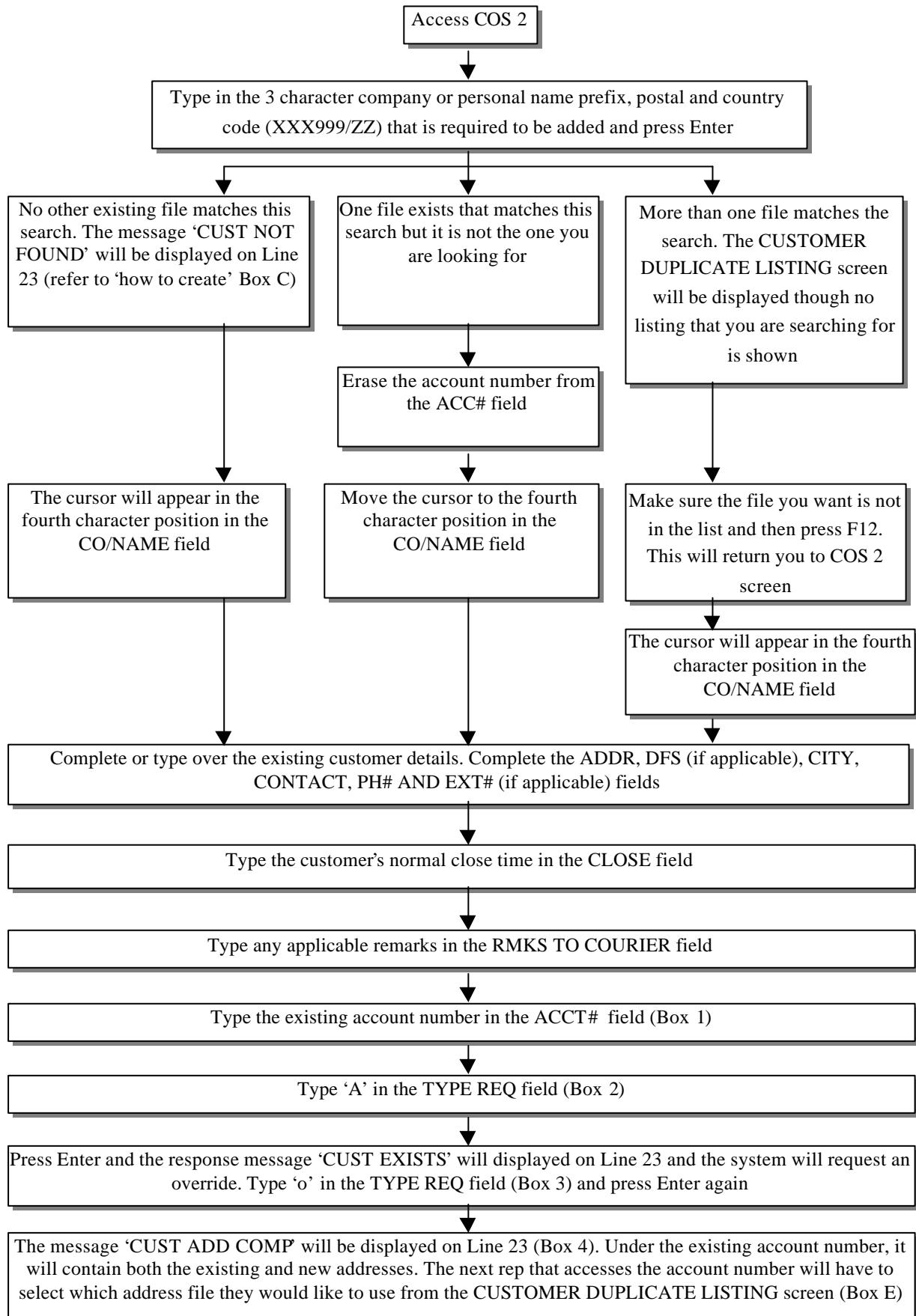
DISP# TPETG SECTOR 001/TW 00

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

ENTER "0" TO OVERRIDE. ZIP NOT SERVED BY STATION TPETG.

How to create a multiple address listing using one account number



Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1932 CUTOFF 1830 WE

ACCT# 218532071 CO/NAME RITA rita company

ADR 6f sl#30 tun hua s rd DFS STAT ACCESS 1.5 WE

CITY TAIPEI - TRAI ST FEC# (A/F) CC#

CONTACT ms tsai PH# 022 262 6555 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ a (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO 1

PKG RDY 1932 SUPPLY 2 L W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG SECTOR

3-SUPPLY 4-DREL EXCP EMPL# RT# DT TM PRT

5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

PAST CUTOFF TIME. SVD PM.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1932 CUTOFF 1830 WE

ACCT# 218532071 CO/NAME RITA RITA COMPANY

ADR 6F SL#30 TUN HUA S RD DFS STAT ACCESS 1.5 WE

CITY TAIPEI - TRAI ST FEC# (A/F) CC#

CONTACT MS TSAI PH# 022 262 6555 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ o (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO 3

PKG RDY 1932 SUPPLY 3 L W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG SECTOR 001/TW 00

3-SUPPLY 4-DREL EXCP EMPL# RT# DT TM PRT

5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

CUST EXISTS - ENTER "0" TO OVERRIDE.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1937 CUTOFF 1830 WE

ACCT# 218532071 CO/NAME RITA RITA COMPANY

ADR 6F SL#30 TUN HUA S RD DFS STAT ACCESS 1.5 WE

CITY TAIPEI - TRAI ST FEC# (A/F) CC#

CONTACT MS TSAI PH# 022 262 6555 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TYORC 05/26/1999 159433

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO 4

PKG RDY 1937 SUPPLY 4 L W H CMTY CR APP

RMKS BY CSA

DSPR ONLY

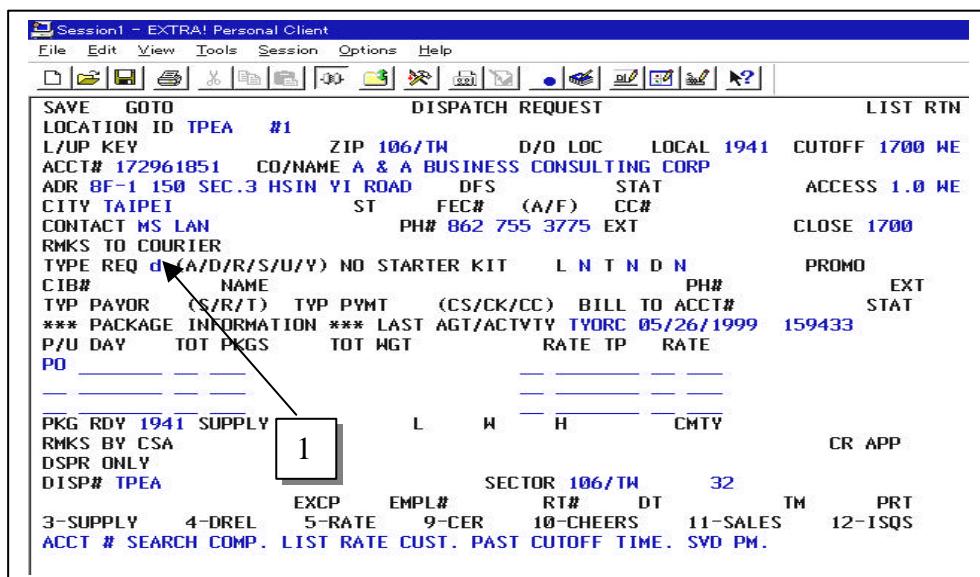
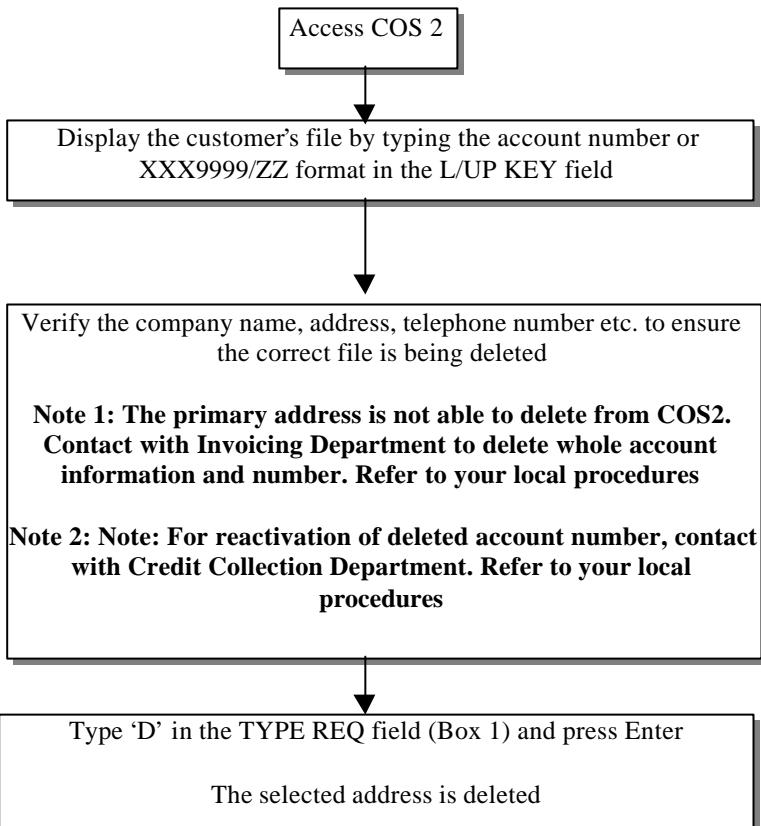
DISP# TPETG SECTOR 001/TW 00

3-SUPPLY 4-DREL EXCP EMPL# RT# DT TM PRT

5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

CUST ADD COMP.

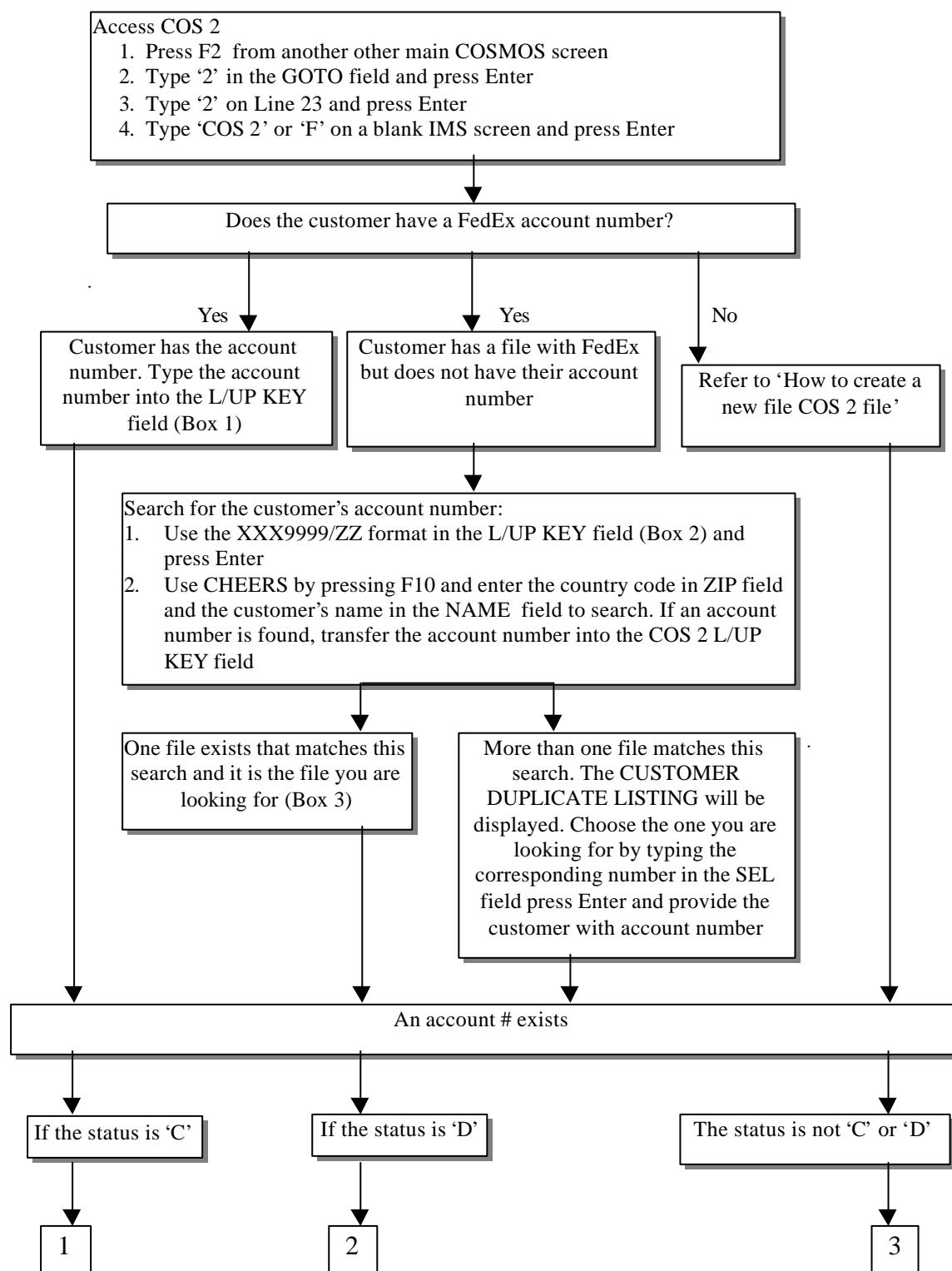
How to delete a multiple address listing under one account number



Part 2.1 Can I request a pick-up?

How to create a pick-up

Process A / Normal Pick up



Session1 - EXTRA! Personal Client

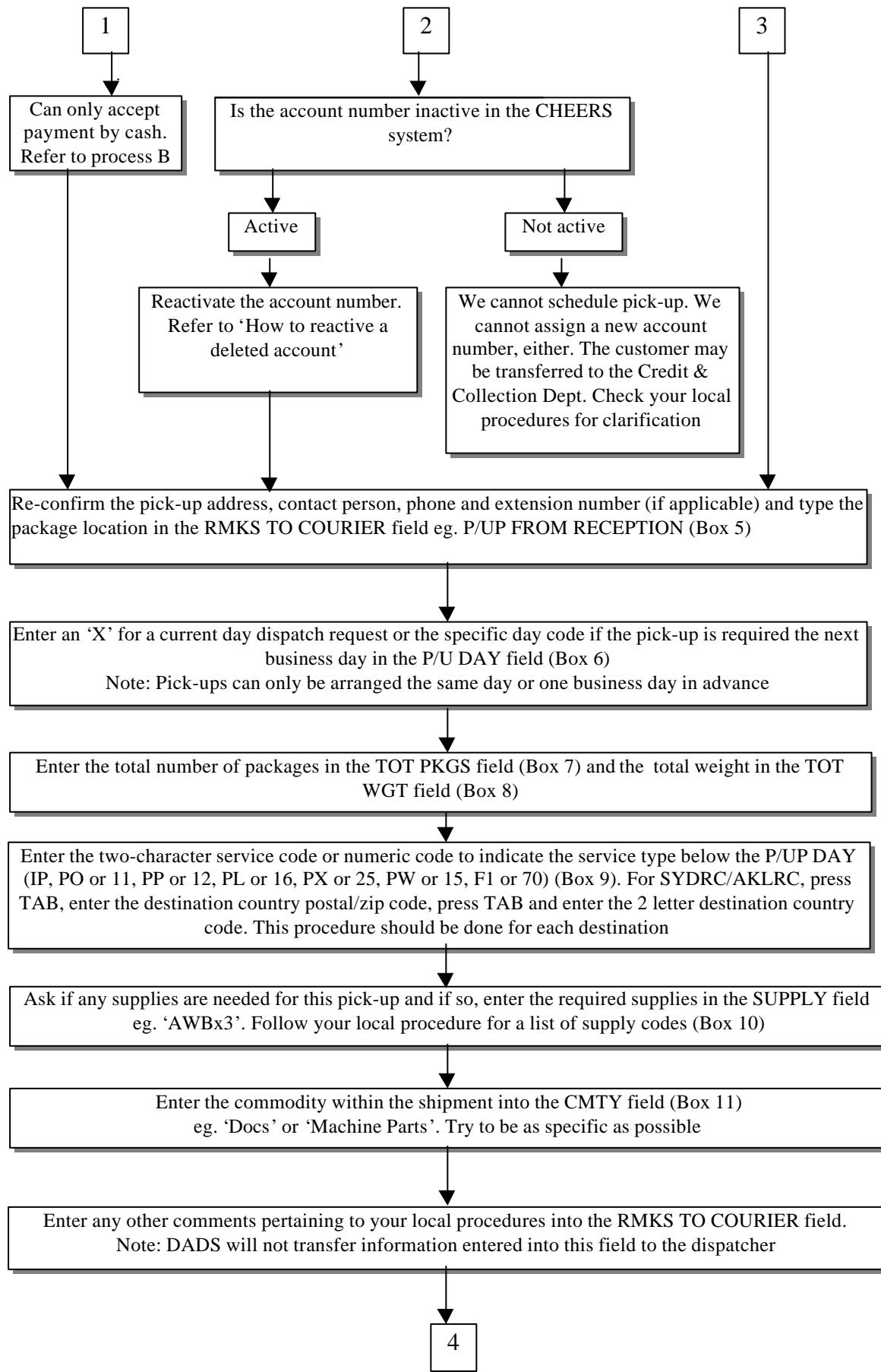
DISPATCH REQUEST						LIST RTN
SAVE GOTO	ZIP	D/O LOC	LOCAL	CUTOFF		
LOCATION ID	CO/NAME					
L/UP KEY 206035439	1	DFS	STAT	ACCESS		
ACCT#	ST	FEC#	(A/F)	CC#		
ADR		PH#		EXT		
CITY						
CONTACT						
RMKS TO COURIER						
TYPE REQ (A/D/R/S/U/Y)	NO STARTER KIT	L	T	D	PROMO	
CIB# NAME					PH#	EXT
TYP PAYOR (S/R/T)	TYP PYMT (CS/CK/CC)	BILL TO ACCT#				STAT
*** PACKAGE INFORMATION ***	LAST AGT/ACTVTY					
P/U DAY TOT PKGS	TOT WGT	RATE	TP	RATE		
PKG RDY SUPPLY L H H CMTY						CR APP
RMKS BY CSA DSPR ONLY DISP# SECTOR						
3-SUPPLY	4-DREL	EXCP 5-RATE	EMPL# 9-CER	RT# 10-CHEERS	DT 11-SALES	TM 12-ISQS PRT

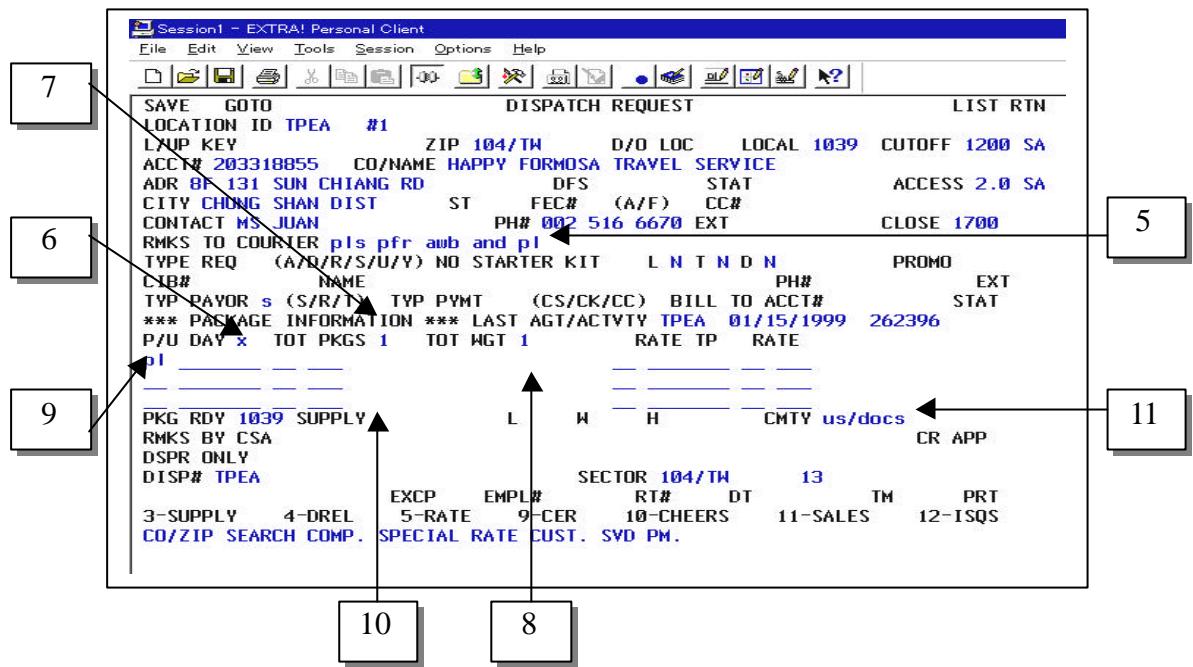
Session1 - EXTRA! Personal Client

DISPATCH REQUEST						LIST RTN
SAVE GOTO	ZIP	D/O LOC	LOCAL	CUTOFF		
LOCATION ID	CO/NAME					
L/UP KEY hap104/tw	2	DFS	STAT	ACCESS		
ACCT#	ST	FEC#	(A/F)	CC#		
ADR		PH#		EXT		
CITY						
CONTACT						
RMKS TO COURIER						
TYPE REQ (A/D/R/S/U/Y)	NO STARTER KIT	L	T	D	PROMO	
CIB# NAME					PH#	EXT
TYP PAYOR (S/R/T)	TYP PYMT (CS/CK/CC)	BILL TO ACCT#				STAT
*** PACKAGE INFORMATION ***	LAST AGT/ACTVTY					
P/U DAY TOT PKGS	TOT WGT	RATE	TP	RATE		
PKG RDY SUPPLY L H H CMTY						CR APP
RMKS BY CSA DSPR ONLY DISP# SECTOR						
EXCD	EXCD#	DT#	DT	TM	DMT	

Session1 - EXTRA! Personal Client

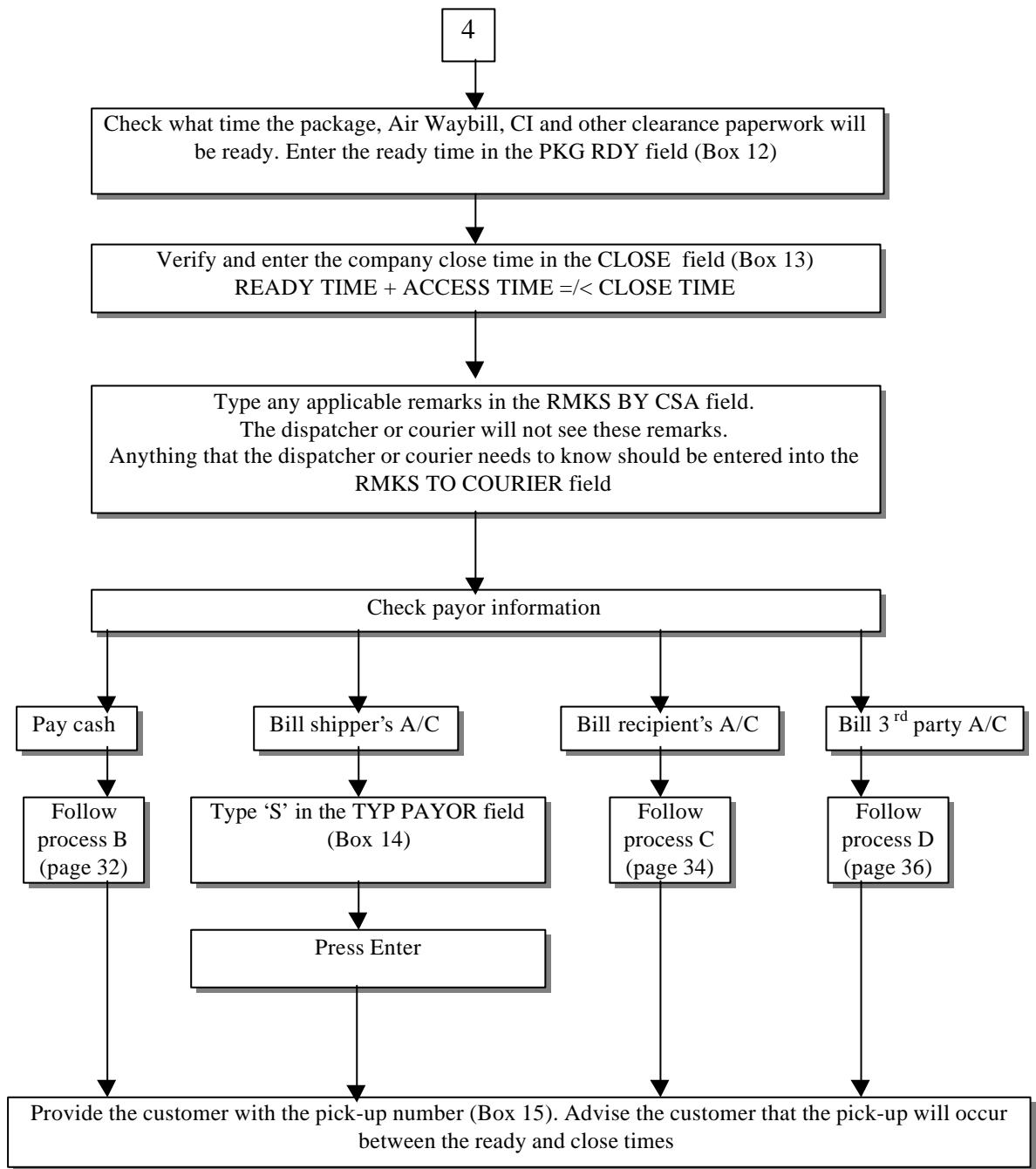
DISPATCH REQUEST						LIST RTN
SAVE GOTO	ZIP 401/TW	D/O LOC	LOCAL 1013	CUTOFF 1130 SA		
LOCATION ID TXGA #1	CO/NAME HAPPY COMPANY					
L/UP KEY 206035439	ADR 10 AI KUO E RD	DFS	STAT	ACCESS 1.0 SA		
ACCT#	ST	FEC#	(A/F)	CC#		
CONTACT MS YANG	H# 002 883 9898	EXT 6620		CLOSE 1700		
RMKS TO COURIER						
TYPE REQ (A/D/R/S/U/Y)	NO STARTER KIT	L N T N D N		PROMO		
CIB# NAME				PH#	EXT	
TYP PAYOR (S/R/T)	TYP PYMT (CS/CK/CC)	BILL TO ACCT#				STAT
*** PACKAGE INFORMATION ***	LAST AGT/ACTVTY	TYORC 05/26/1999	159433			
P/U DAY TOT PKGS	TOT WGT	RATE	TP	RATE		
PO						
PKG RDY 1013 SUPPLY	L H H	CMTY				
RMKS BY CSA DSPR ONLY						
DISP# TXGA	SECTOR 401/TW	00				
3-SUPPLY	4-DREL	EXCP 5-RATE	EMPL# 9-CER	RT# 10-CHEERS	DT 11-SALES	TM 12-ISQS PRT
ACCT # SEARCH COMP. SPECIAL RATE CUST. SVD PM.						





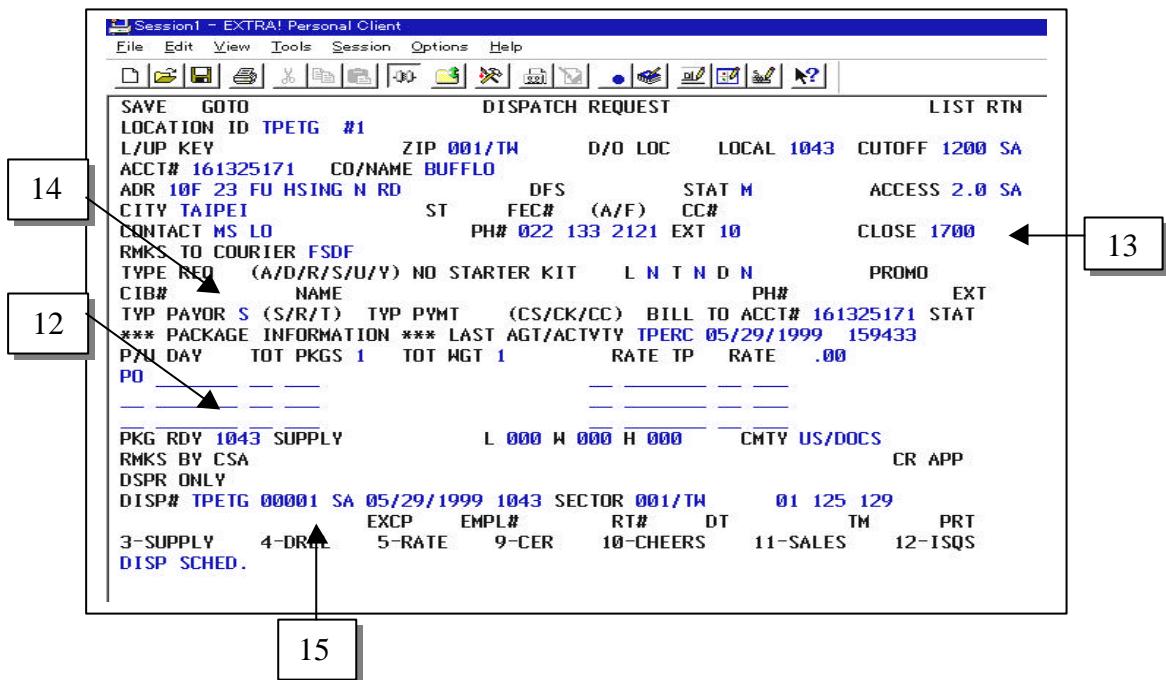
Note:

Verify if the shipment being booked needs to catch the sameday flight. Follow your local procedures to advise dispatch accordingly.



Note:

- Check your local procedures to verify the exact procedure on questions to ask the customer when scheduling a pick-up
- The package ready time cannot be later than the cutoff time
- The difference between the package ready and close times should be at least equal to the access time required

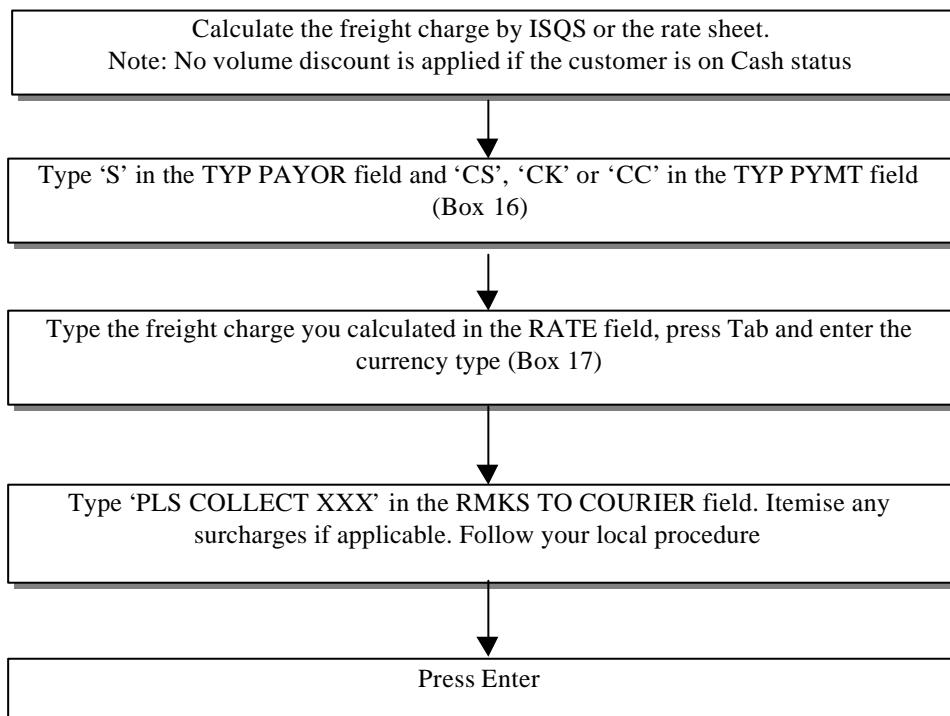


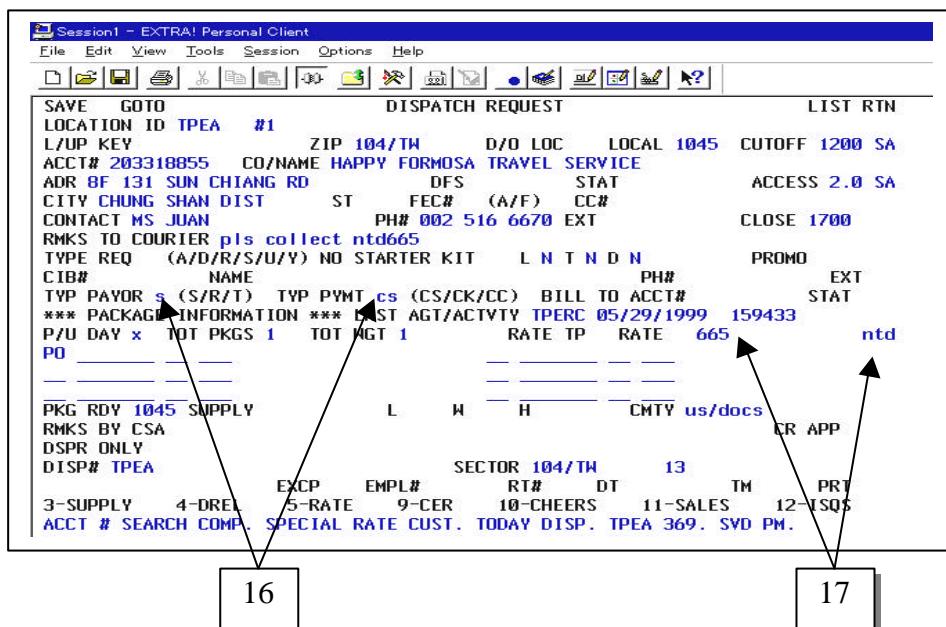
Process B - Cash

If the customer has a ‘C’ status or the customer wants to pay by cash, please follow the below.

When a customer has a ‘Cash’ status, FedEx will accept the shipment when cash, cheque or credit card is received in advance.

A Cash status will be placed on a customer account if it has outstanding amounts unpaid or they are deemed a credit risk. The customer should not be advised of the reason but would normally be transferred through to the credit and collection agent assigned to their account. Refer to your local procedures.

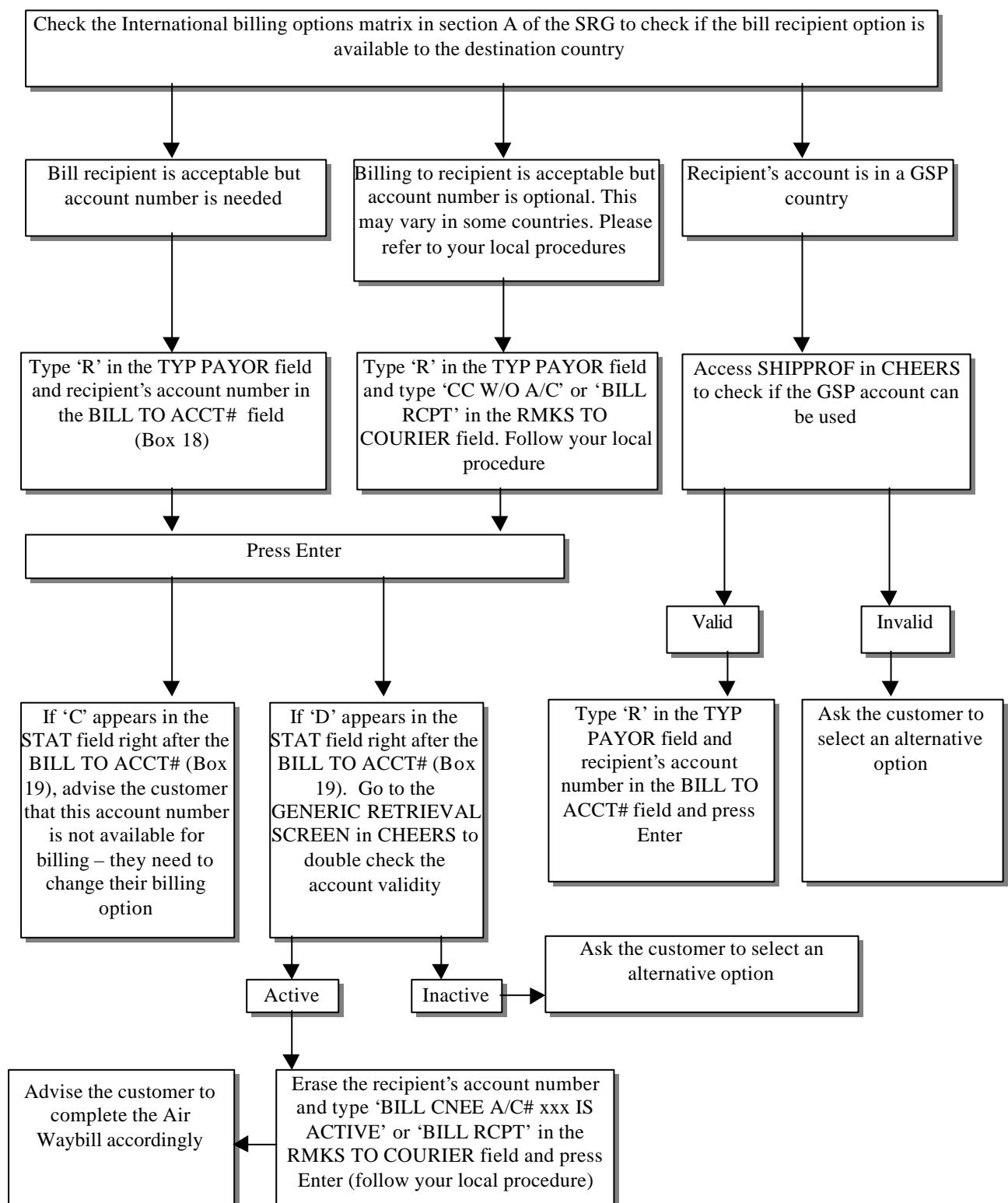




16

17

Process C - Bill Recipient



Note: Remind the customer that if the recipient refuses to pay the charges, they will be rebilled back to the shipper's account.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPEA #1

L/UP KEY ZIP 104/TW D/O LOC LOCAL 0801 CUTOFF 1700 MO

ACCT# 203318855 CO/NAME HAPPY FORMOSA TRAVEL SERVICE

ADR 8F 131 SUN CHIANG RD DFS STAT ACCESS 1.0 MO

CITY CHUNG SHAN DIST ST FEC# (A/F) CC#

CONTACT MS JUAN PH# 002 516 6670 EXT CLOSE 1700

RMKS TO COURIER

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR r (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 157201735 STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433

P/U DAY X TOT PKGS 1 TOT WGT 1 RATE TP RATE

PO _____

PKG RDY 0801 SUPPLY L H H CMTY us/docs CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPEA SECTOR 104/TW 13

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

ACCT # SEARCH COMP. SPECIAL RATE CUST. PRIOR DAY DISP. TPEA 369. SVD PM.

18

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1052 CUTOFF 1200 SA

ACCT# 161325171 CO/NAME BUFFLO

ADR 10F 23 FU HSING N RD DFS STAT M ACCESS 2.0 SA

CITY TAIPEI ST FEC# (A/F) CC#

CONTACT MS LO PH# 022 133 2121 EXT 10 CLOSE 1700

RMKS TO COURIER FSDF

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR R (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 153891400 STAT D

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433

P/U DAY X TOT PKGS 1 TOT WGT 1 RATE TP RATE

PO _____

PKG RDY 1052 SUPPLY L H H CMTY US/DOCS CR APP

RMKS BY CSA

DSPR ONLY

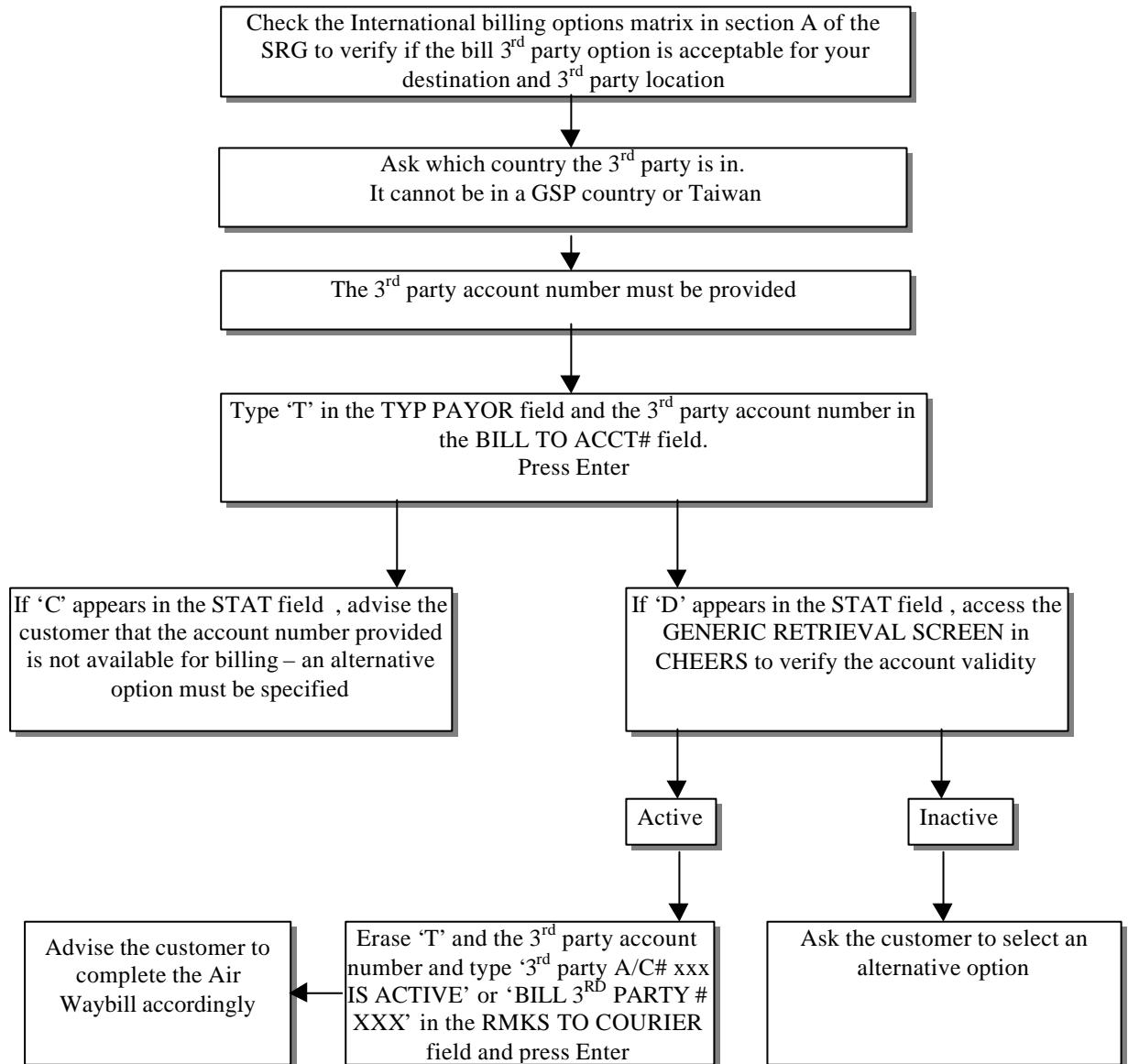
DISP# TPETG SECTOR 001/TW 01

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

19

Process D - Bill Third Party



Note: Advise the shipper that if the 3rd party refuses to pay the freight charges, they will be re-billed back to the shipper account.

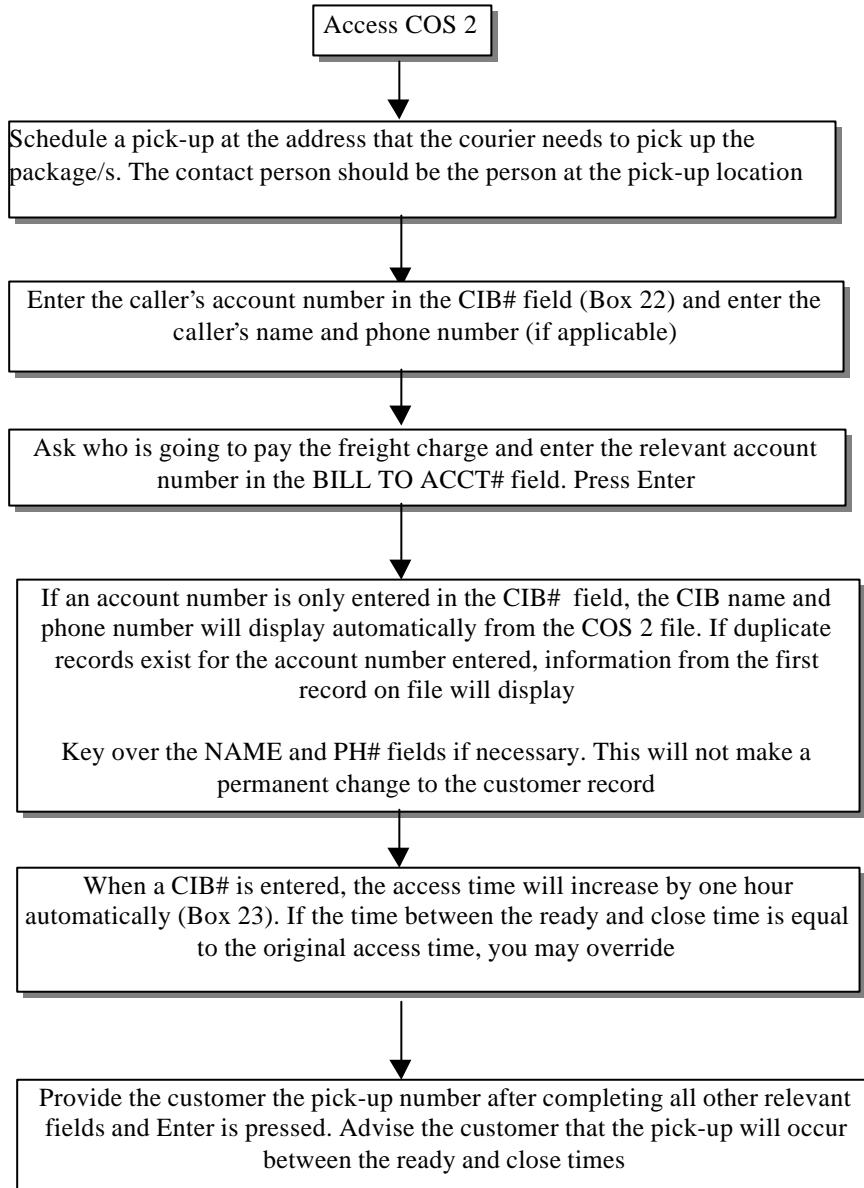
Types of Customer's Status

COS 2 Status	PUP at ORIGIN	BILL to CNEE/3 RD PARTY (Check SRG first)
ACTIVE	OK	OK
ACTIVE + C	Cash PUP only OK	Contact with Credit Collection. Need to obtain prior approval to bill any Active-Cash account
DELETE-REQ + C	Cash PUP only OK	NO
DELETE-REQ	NO	NO
DELETE-OTH	Contact with Credit Collection	Contact with Credit Collection. Not allowed to bill except account status change
EXCEPTION	Contact with Credit Collection	Contact with Credit Collection. Need to verify the account status
REINSTATED	OK	OK
ABUSED ACCT	NO	NO

<pre> SAVE GOTO DISPATCH LOCID HPNA #1 RSTAT RG/PU ACCT# 238379148 ACTIVE STAT M L/UP KEY ZIP 10472 NAME ABC HOME FURNISHINGS INC ADR 1055 BRONX RIVER AVE DF CTY BRONX ST NY CONTACT DEE MEYERS PH# 718 RMKS TO COURIER </pre>	<pre> SAVE GOTO DISPATCH LOCID PSBA #1 RSTAT RG/PU ACCT# 221086279 ACTIVE STAT CM L/UP KEY ZIP 10977 NAME ABC ACCESSORIES ADR 54 N COLE AVE DF CTY SPRING VALLEY ST NY CONTACT AARON BROWN PH# 845 RMKS TO COURIER </pre>
<pre> SAVE GOTO DISPATCH LOCID KTZA #1 RSTAT RG/PU ACCT# 181468980 DELETE-REQ STAT C L/UP KEY ZIP 180/HK NAME BAATH ENTERPRISES LTD ADR 19 TING YIP STREET DF CTY NGAN TAU KOK ST CONTACT SATINDER BAATH PH# 002 RMKS TO COURIER \$\$\$\$ CASH ONLY \$\$\$\$ </pre>	<pre> SAVE GOTO DISPATCH LOCID KTZA #1 RSTAT RG/PU ACCT# 200991362 DELETE-REQ STAT L/UP KEY ZIP 180/HK NAME A B C ADR 57 HUNG TO ROAD DF CTY KWUN TONG ST CONTACT YEUNG PH# 522 RMKS TO COURIER </pre>
<pre> SAVE GOTO DISPATCH LOCID MYEA #1 RSTAT RG/PU ACCT# 171583020 DELETE-OTH STAT L/UP KEY ZIP 10000/JP NAME ABC TRADING ADR 12 14 NAGATA-CHO 2-CHOME DF CTY CHIYODA-KU TOKYO ST CONTACT KOKUSAI EIGYO BU PH# 033 RMKS TO COURIER </pre>	<pre> SAVE GOTO DISPATCH LOCID HPNA #1 RSTAT RG/PU ACCT# 125224342 EXCEPTION STAT M L/UP KEY ZIP 10472 NAME ABC ADR 1055 BRONX RIVER AVE DF CTY BRONX ST NY CONTACT PAUL JANKOWSKI PH# 718 RMKS TO COURIER FRONT </pre>
<pre> SAVE GOTO DISPATCH LOCID PSBA #1 RSTAT RG/PU ACCT# 146235255 REINSTATED STAT L/UP KEY ZIP 10954 NAME DISNEY STORE INC #380, THE ADR 75 W ROUTE 59 DF CTY NANUET ST NY CONTACT SANDY EXUM PH# 845 RMKS TO COURIER NANUET MALL--FRT DESK </pre>	<pre> SAVE GOTO DISPATCH LOCID AKLA #1 RSTAT RG/PU ACCT# 226694315 ABUSED ACCT STAT C L/UP KEY ZIP 1310/NZ NAME NZBUSINESS SOFTWARE ADR UNIT.2,37 PALLISER LANE DF CTY BROWNS BAY ST CONTACT JAMIE SMITH PH# 649 RMKS TO COURIER (NZ) </pre>

CIB pick-up (from a third party location)

CIB stands for ‘Called In By’. The CIB field is used when you receive the pick-up request from the third party location usually within your country though occasionally outside of it.



Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1 RG/PU 1500 M X T H X T F X S S REG RT # 002

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1149 CUTOFF 1200 SA

ACCT# 161325171 CO/NAME BUFFALO CHIPS

ADR 120 SUNNY ST DFS STAT MR ACCESS 2.0 SA

CITY TAIPEI TAIWAN ST FEC# (A/F) CC#

CONTACT MR COW PH# 002 111 1111 EXT CLOSE 1500

RMKS TO COURIER LUNCH 1300-1430

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# 157753380 NAME ms alison PH# 002 391 6040 EXT

TYP PAYOR S (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 161325171 STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 04/23/1998 326827

P/U DAY X TOT PKGS 1 TOT WGT 1 RATE TP RATE

PO _____

PKG RDY 1200 SUPPLY 22 L W H CMTY us/docs CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG EXCP EMPL# SECTOR 001/TW 01

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

CAD ACCT. ACCT # SEARCH COMP. SPECIAL RATE CUST. SVD PM.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1 ZIP 001/TW D/O LOC LOCAL 1153 CUTOFF 1200 SA

L/UP KEY ZIP 001/TW D/O LOC LOCAL 1153 CUTOFF 1200 SA

ACCT# 161325171 CO/NAME BUFFALO CHIPS

ADR 120 SUNNY ST DFS STAT MR ACCESS 3.0 SA

CITY TAIPEI TAIWAN ST FEC# (A/F) CC#

CONTACT MR COW PH# 002 111 1111 EXT CLOSE 1500

RMKS TO COURIER LUNCH 1300-1430

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# 157753380 NAME MS ALISON 106 TW PH# 002 391 6040 EXT

TYP PAYOR S (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 161325171 STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433

P/U DAY TOT PKGS 1 TOT WGT 1 RATE TP RATE .00

PO _____

PKG RDY 1200 SUPPLY 23 L 000 W 000 H 000 CMTY US/DOCS CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPETG 00004 SA 05/29/1999 1149 SECTOR 001/TW 01 125 123

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

CIB SHOW COMP. CIB CUST ADDTL ACCESS REQUIRED. DISP SCHED.

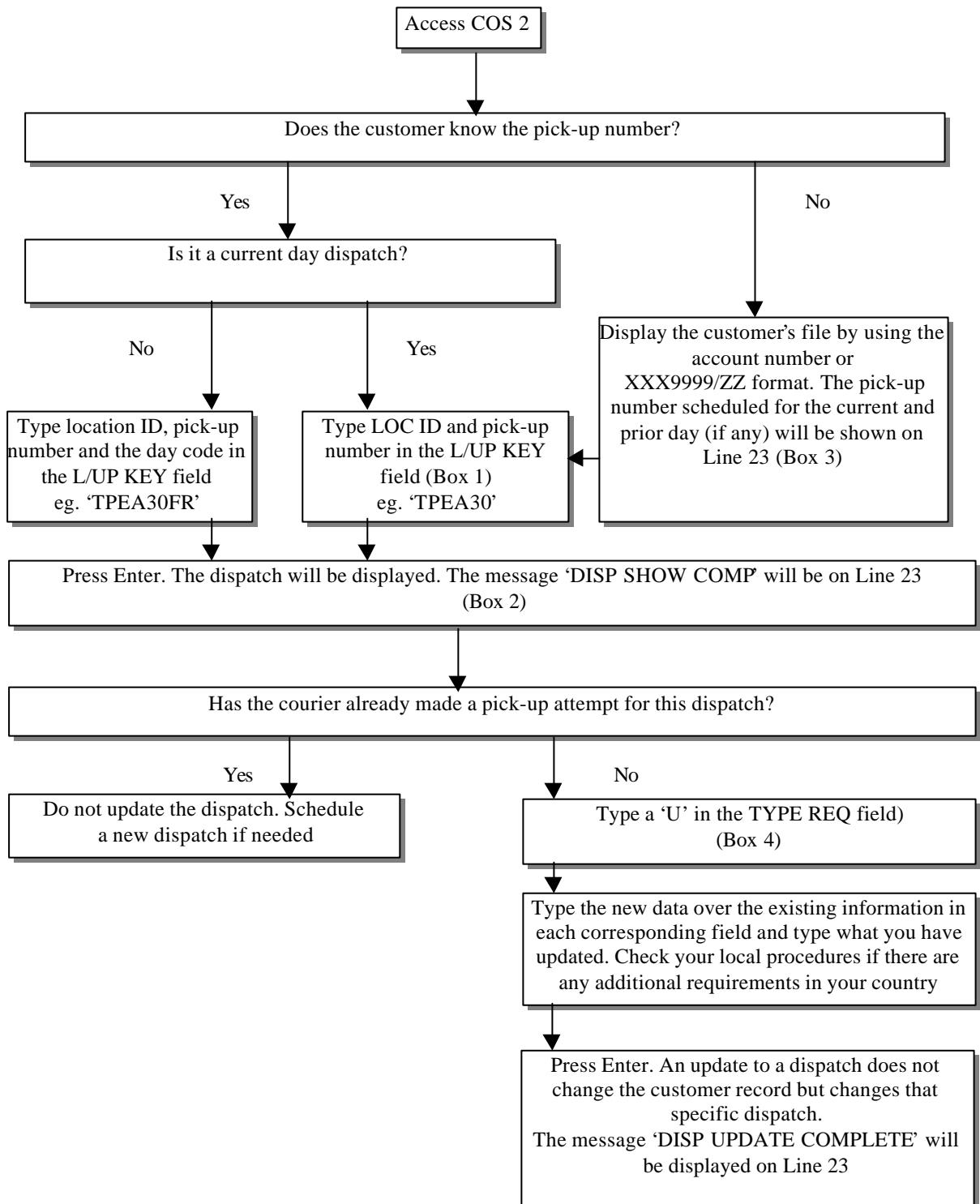
Part 2.2 I would like to change my pick-up time

A customer will occasionally call in to change the details of a pick-up that they had requested earlier in the day or the previous day. You may also need to change details straight after creating the dispatch. The following list gives some examples of when a dispatch needs to be updated.

The customer requests changes to:

- The contact name, phone number, extension number or pick-up location (at the same address)
- close time
- ready time
- type of service or destination address
- number of packages
- weight
- to request supplies (small quantities)

How to update a dispatch file



Note:

- The difference between the ready and close time must be greater than the access hours
 - The ready time cannot be later than the cutoff time
 - Make sure customers correct any changes on the Air Waybill if necessary
 - If the customer changes the number of packages, verify how many Air Waybills are being collected

Session1 - EXTRAT Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID L/UP KEY **tpea#1**

ACCT# ZIP CO/NAME D/O LOC LOCAL CUTOFF

ADR ST DFS (A/F) STAT CC# ACCESS

CITY PH# EXT CLOSE

CONTACT RMKS TO COURIER TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT STAT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PKG RDY SUPPLY L W H CMTY CR APP

RMKS BY CSA DSMR ONLY

DISP# SECTOR

3-SUPPLY 4-DREL EXCP EMPL# RT# DT TM PRT

5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

1

Session1 - EXTRAT Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID **TPETG #1**

L/UP KEY ZIP **001/TW** D/O LOC LOCAL **1106** CUTOFF **1200 SA**

ACCT# **161325171** CO/NAME **BUFFLO**

ADR **10F 23 FU HSING N RD** DFS STAT M ACCESS **2.0 SA**

CITY **TAIPEI** ST FEC# (A/F) CC#

CONTACT **MS LO** PH# **022 133 2121** EXT **10** CLOSE **1700**

RMKS TO COURIER **FSDF**

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR S (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# **161325171** STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY **TPERC 05/29/1999 159433**

P/U DAY TOT PKGS **1** TOT WGT **1** RATE TP RATE **.00**

PO _____

PKG RDY **1043** SUPPLY L **000** W **000** H **000** CMTY US/DOCS CR APP

RMKS BY CSA DSMR ONLY

DISP# **TPETG 00001 SA 05/29/1999 1043 SECTOR 001/TW 01 125 129**

EXCP EMPL# RT# DT TM PRT

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

2

Session1 - EXTRAT Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID **TPEA #1**

L/UP KEY ZIP **104/TW** D/O LOC LOCAL **1130** CUTOFF **1200 SA**

ACCT# **159294889** CO/NAME **TAIWAN NOVELTY LTD**

ADR **2F 2 MING TSU E RD** DFS STAT M ACCESS **2.0 SA**

CITY **TAIPEI** ST TW FEC# (A/F) CC#

CONTACT **MS LIN** PH# **002 597 5156** EXT **41** CLOSE **1800**

RMKS TO COURIER **PO BOX 17-105**

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY **TPEA 05/29/1999 262393**

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY **1130** SUPPLY L W H CMTY CR APP

RMKS BY CSA DSMR ONLY

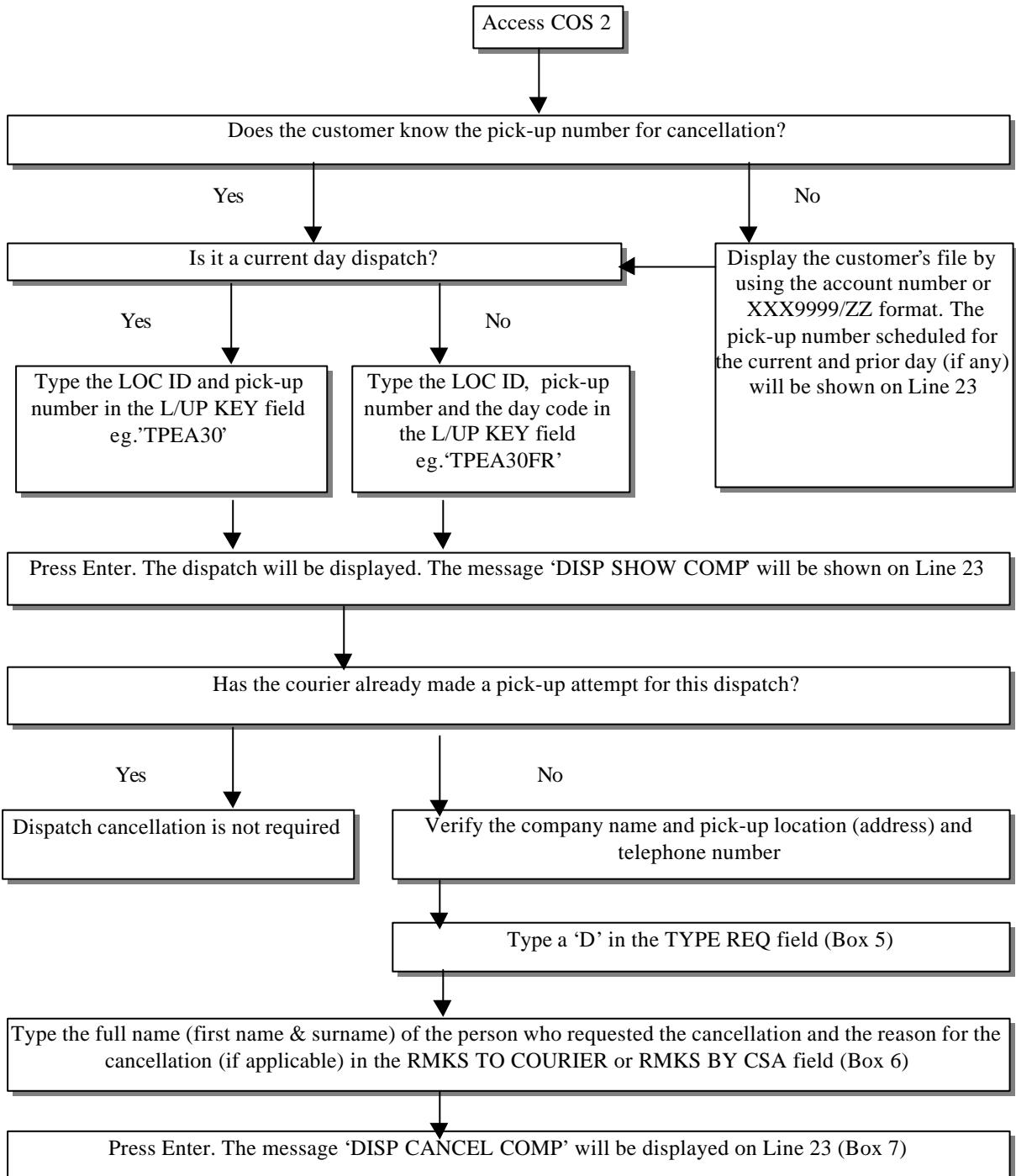
DISP# **TPEA** SECTOR **104/TW 20** TM PRT

EXCP EMPL# RT# DT 11-SALES 12-ISQS

3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS CAD ACCT. ACCT # SEARCH COMP. SPECIAL RATE CUST. TODAY DISP. TPEA 456. SVD PM.

4 **3**

How to cancel a dispatch



Note:

Be wary of customers who call in and don't have the necessary details such as the pick-up and account numbers and their given phone number does not match the dispatch or customer record. In these cases, it may be necessary to call back the customer to confirm the cancellation.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1
L/UP KEY ZIP 001/TW D/O LOC LOCAL 1131 CUTOFF 1200 SA
ACCT# 161325171 CO/NAME BUFFLO
ADR 10F 23 FU HSING N RD DFS STAT M ACCESS 2.0 SA
CITY TAIPEI ST FEC# (A/F) CC#
CONTACT MS CHEN PH# 022 133 2121 EXT 10 CLOSE 1700
RMKS TO COURIER // cancel by ms rita chen //
TYPE REQ d (A/D/R/S/U/Y) NO STARTER KIT L T D PH# PROMO EXT
CIB# NAME
TYP PAYOR S (SXR/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 161325171 STAT
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433
P/U DAY TOT PKGS 1 TOT WGT 1 RATE TP RATE .00
PO _____

PKG RDY 1043 SUPPLY 5 000 W 000 H 000 CMTY US/DOCS CR APP
RMKS BY CSA
DSPR ONLY
DISP# TPETG 00001 SA 05/29/1999 1043 SECTOR 001/TW 01 125 129
EXCP EMPL# RT# DT TM PRT
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS
DISP SHOW COMP.

Session1 - EXTRA! Personal Client

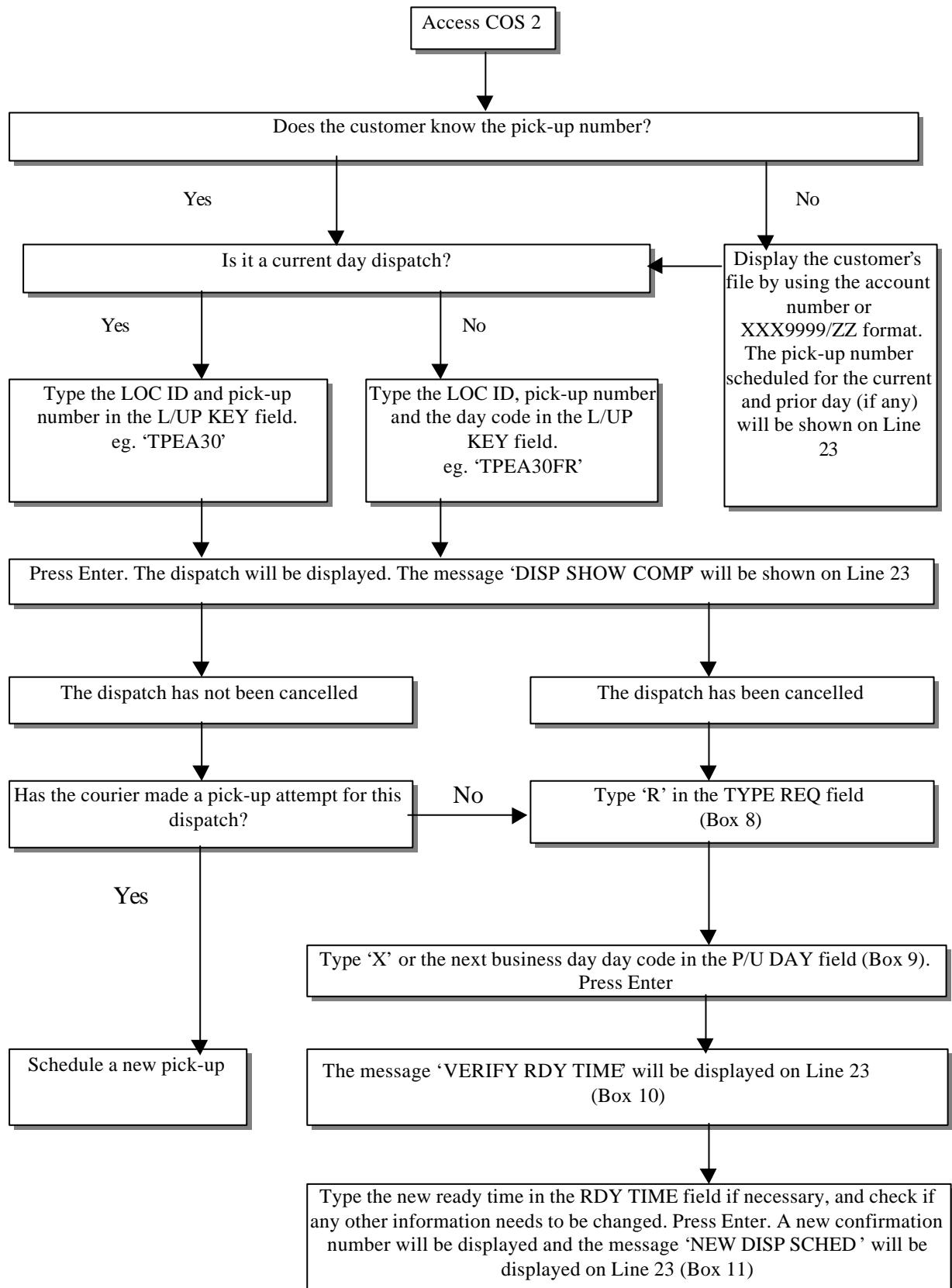
File Edit View Tools Session Options Help

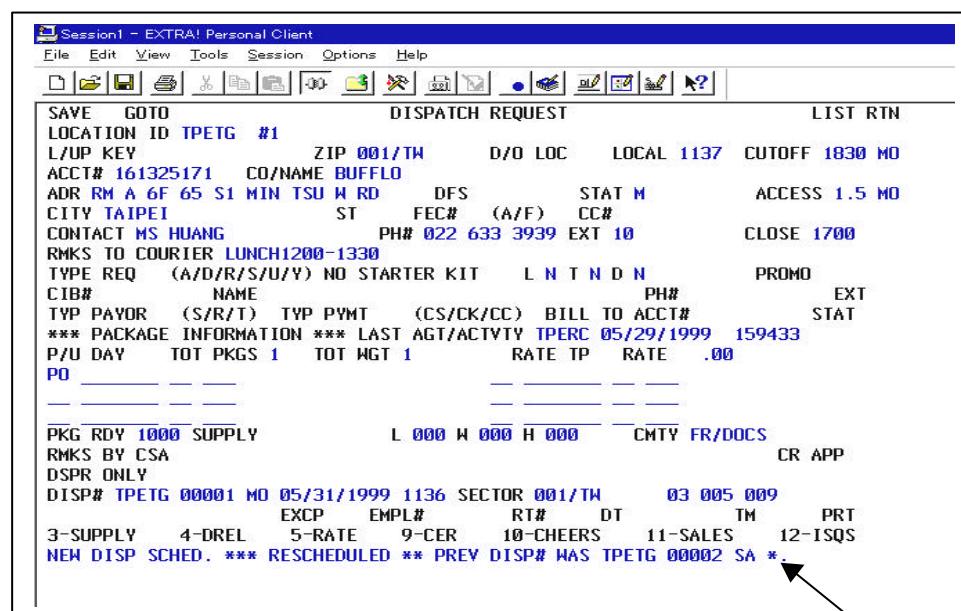
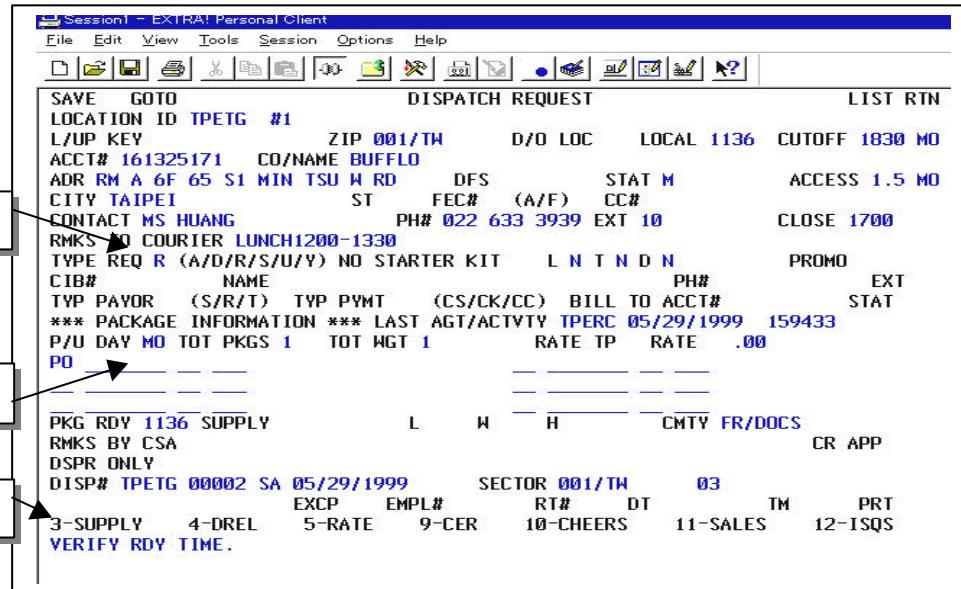
SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1
L/UP KEY ZIP 001/TW D/O LOC LOCAL 1132 CUTOFF 1200 SA
ACCT# 161325171 CO/NAME BUFFLO
ADR 10F 23 FU HSING N RD DFS STAT M ACCESS 2.0 SA
CITY TAIPEI ST FEC# (A/F) CC#
CONTACT MS CHEN PH# 022 133 2121 EXT 10 CLOSE 1700
RMKS TO COURIER // CANCEL BY MS RITA CHEN //
TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO
CIB# NAME PH# EXT
TYP PAYOR S (SXR/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 161325171 STAT
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433
P/U DAY TOT PKGS 1 TOT WGT 1 RATE TP RATE .00
PO _____

PKG RDY 1043 SUPPLY 7 L 000 W 000 H 000 CMTY US/DOCS CR APP
RMKS BY CSA
DSPR ONLY
DISP# TPETG 00001 SA 05/29/1999 1043 SECTOR 001/TW 01 125 129
EXCP EMPL# RT# DT TM PRT
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS
DISP CANCEL COMP.

How to reschedule a dispatch





How to override or turndown a dispatch

When scheduling a pick-up, if the ready time is past the cut-off time or the ready time plus access time is past the close time, the messages 'PAST CUTOFF TIME' or 'ACCESS REQ TIL HHMM' will appear on Line 23 if you attempt to create a dispatch (Box 12). It is best to check these times before commencing a dispatch request

Given the situation, is it appropriate to continue scheduling the pick-up following local procedures?

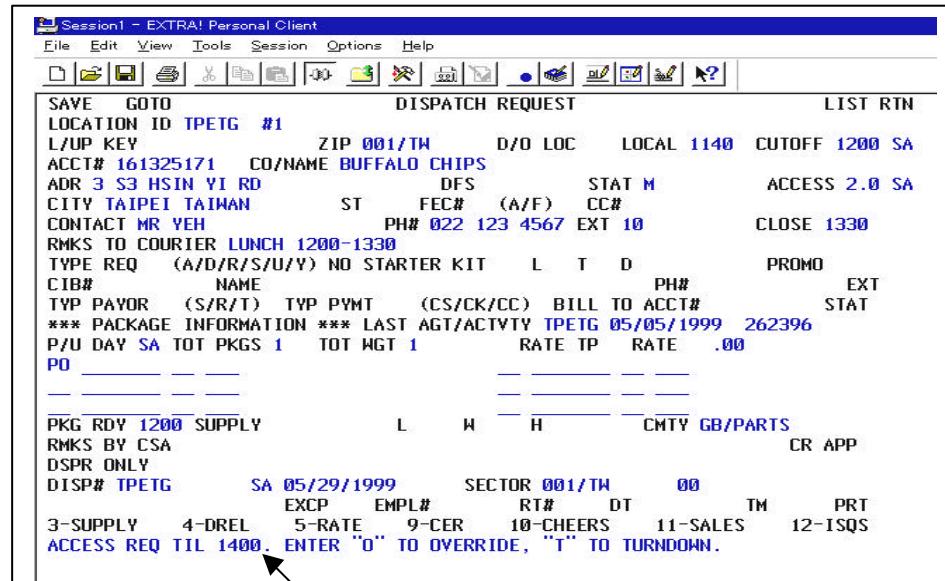
Yes

Type an 'o' in the P/UP DAY field (Box 13) and press Enter

The comment 'DISP OVERRIDE COMP' will be displayed on Line 23. Give the customer the pick-up number. Advise the customer that the pick-up will occur between the ready and close times

No

Some local procedures require a TURNDOWN REQUEST to be completed if we cannot collect a shipment for any reason. If required, type a 'T' in the P/U DAY field (Box 14) and press Enter. Complete TURNDOWN REQUEST screen by entering the appropriate turndown code in the TURNDOWN REASON CODE field (Box 15). Some turndown reason codes also require a comment to be entered on CMTS field (Box 16). Line 23 will prompt this when required



12

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1
L/UP KEY ZIP 001/TW D/O LOC LOCAL 1140 CUTOFF 1200 SA
ACCT# 161325171 CO/NAME BUFFALO CHIPS
ADR 3 S3 HSIN YI RD DFS STAT M ACCESS 2.0 SA
CITY TAIPEI TAIWAN ST FEC# (A/F) CC#
CONTACT MR YEH PH# 022 123 4567 EXT 10 CLOSE 1330
RMKS TO COURIER LUNCH 1200-1330
TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO
CIB# NAME PH# EXT
TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPETG 05/05/1999 262396
P/U DAY o TOT PKGS 1 TOT WGT 1 RATE TP RATE .00
PO _____
PKG RDY 1200 SUPPLY 13 L H CMTY GB/PARTS CR APP
RMKS BY CSA
DSPR ONLY
DISP# TPETG SA 05/29/1999 SECTOR 001/TW 00
EXCP EMPL# RT# DT TM PRT
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS
ACCESS REQ TIL 1400. ENTER "O" TO OVERRIDE, "T" TO TURNDOWN.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPETG #1
L/UP KEY ZIP 001/TW D/O LOC LOCAL 1146 CUTOFF 1200 SA
ACCT# 161325171 CO/NAME BUFFLO
ADR 10F 23 FU HSING N RD DFS STAT M ACCESS 2.0 SA
CITY TAIPEI ST FEC# (A/F) CC#
CONTACT MS LO PH# 022 133 2121 EXT 10 CLOSE 1230
RMKS TO COURIER 40X30X25CM
TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T D N PROMO
CIB# NAME PH# EXT
TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT
*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 159433
P/U DAY t TOT PKGS 1 TOT WGT 1 RATE TP RATE .00
PO _____
PKG RDY 1200 SUPPLY 14 L H CMTY FR/BOOKS CR APP
RMKS BY CSA
DSPR ONLY
DISP# TPETG SA 05/29/1999 SECTOR 001/TW 01
EXCP EMPL# RT# DT TM PRT
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS
ACCESS REQ TIL 1400. ENTER "O" TO OVERRIDE, "T" TO TURNDOWN.

Session1 - EXTRA! Personal Client

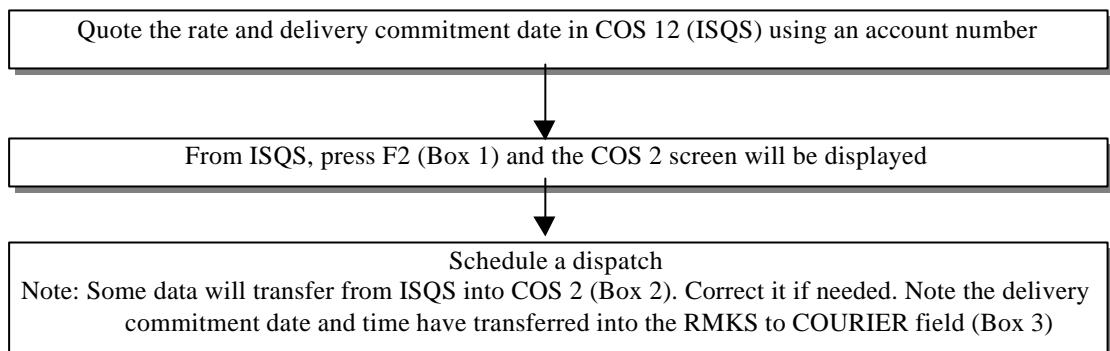
File Edit View Tools Session Options Help

GOTO TURNDOWN DISPATCH SCREEN

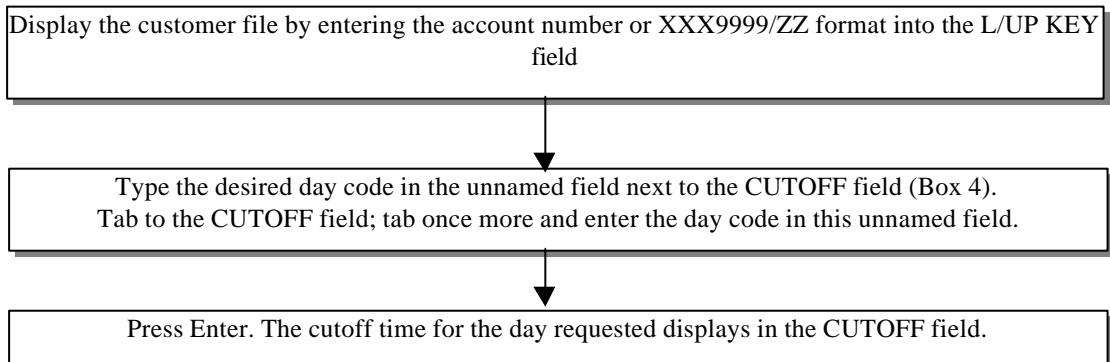
LOCATION ID TPET ZIP 001 TH D/O LOC CUTOFF 1200
ACCT# 161325171 CO/NAME BUFFLO CITY TAIPEI ST
ADR 10F 23 FU HSING N RD PHONE 022 133 2121 EXT 0010 CLOSE 1230
CONTACT MS LO STATUS
RMKS TO COURIER 40X30X25CM D/R READY 1200
D/R
DEST
TURNDOWN REASON CODE TOT PKGS 1 TYP SVC PO
CMTS
01 PAS o PICKUP C/O TIME 11 HOLD ONLY ZIP 21 EXC ALLOC/LACK OF LIFT
02 STM HRS UNAVAIL D/O 12 POSTAL CODE CHANGE ZIP 22 FUTURE FLT/FLT NA TDY
03 DEST NOT SRVD 13 NOT ENOUGH ACCESS TIME 23 CHOSE NOT TO USE FEDEX
04 ORIGIN NOT SRVD 14 24 MOVED AS ATA
05 SVC NOT OFFERED 15 OVERWEIGHT 25 PERISHABLE
06 TOO EXPENSIVE 16 SATURDAY/SUNDAY 26 NON OVS CUST
07 OVERSIZED PKG 17 COLLECT CASH 27 EMBARGO
08 SVC COMMIT TOO LENGTHY 18 EXCEED DIM PER PIECE 28 COMMODITY PROHIBITED
09 NC SRVD AREA 19 EXCEED WGT PER PIECE 29 CIB
10 20 EXCEED DIM PER SHPMT 30 OTHER

Part 2.3 How to obtain a rate and request pick-up

How to use ISQS and COS 2 in conjunction with one another



Part 2.4 How to display the cutoff time for a specific day



Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO INTERNATIONAL SERVICE QUOTATION SUMMARY ORG TIME 1157
 ACCT# 147607083 ASCO INTERNATIONAL SOURC MS CHEN 0027730746
 ORIG CITY TAIPEI CNTRY TAIWAN
 ORIG LOC ID TSAA ST/PR POSTAL 105
 DEST CITY HOLT CNTRY UNITED STATES
 DEST LOC ID SCKA ST/PR CALIFORNIA POSTAL 95234
 MM DD CCYY
 SHIP DT MON 05 31 1999 C#
 DELY DT WED 06 02 1999 10:30 A.M. IF NO CUSTOMS DELAY

TYP SVC PO INTL PRIORITY SPCL HNDLING
 COMMODITY TOYS #ITEMS D/P
 CUST VAL 100.00 CARR VAL Curr NTD NEW TAIWAN DOLLARS
 PKG 1 WGT 10.0 EACH LBS/KGS KGS L W H IN/CM IN
 TOT PKG 1 TOT WEIGHT 10.0

BRKR CITY 1 CNTRY
 BRKR LOC ID ST/PR POSTAL
 DOCUMENTATION: *INTERNATIONAL AIR WAYBILL*

1-ADDL INFO 2-DISP 5-RATES 6-TIMES/HAL 8-MORE PKG 9-CMDY DEFN 12-ISQS
 REQUEST COMPLETED.

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

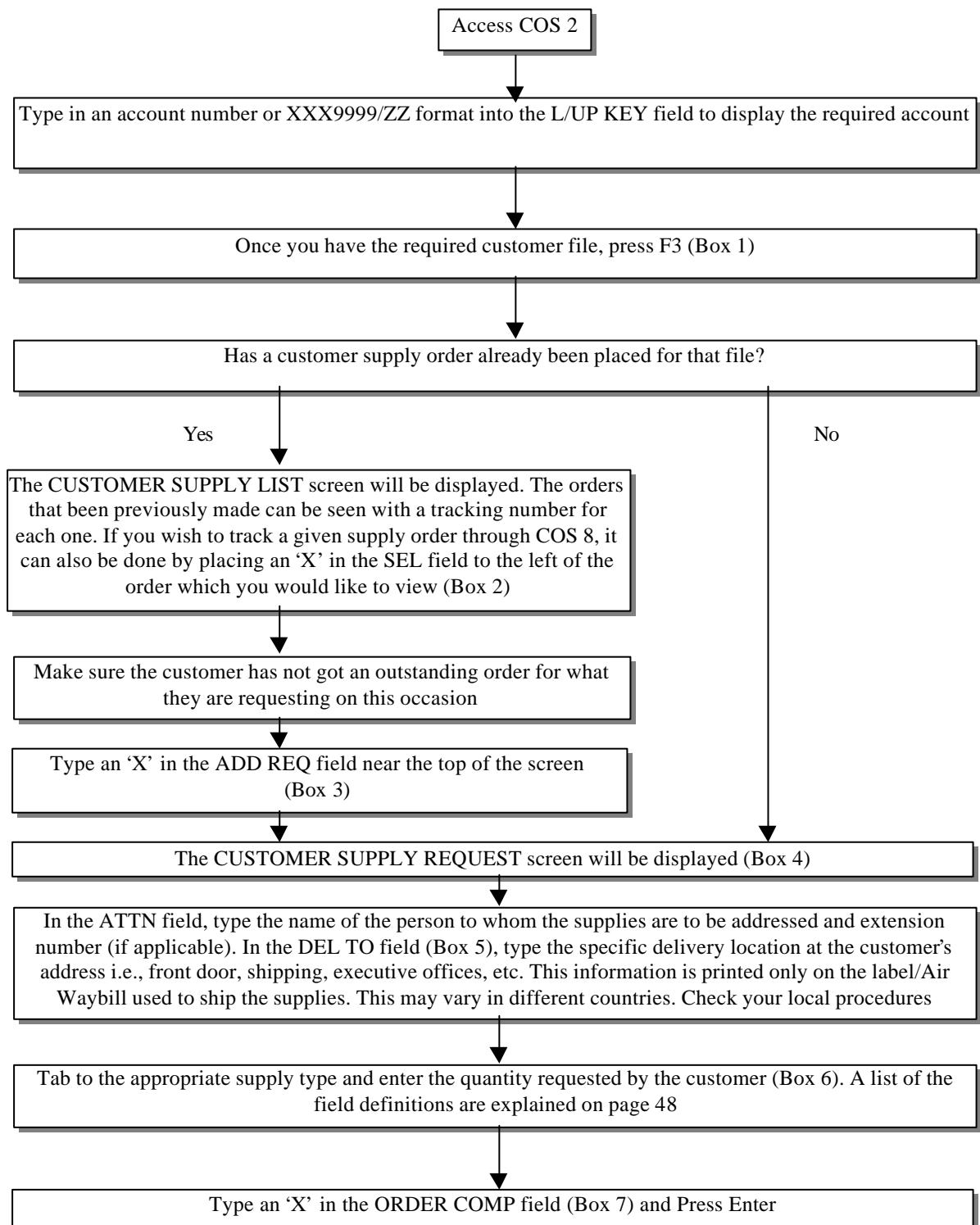
SAVE GOTO DISPATCH REQUEST LIST RTN
 LOCATION ID TSAA #1
 L/UP KEY ZIP 105/TW D/O LOC LOCAL 1158 CUTOFF 1159 SA
 ACCT# 147607083 CO/NAME ASCO INTERNATIONAL SOURCING
 ADR 12F 33 FU HSIN N ROAD DFS STAT ACCESS 2.0 SA
 CITY TAIPEI ST TW FEC# (A/F) CC#
 CONTACT MS CHEN PH# 002 773 0746 EXT CLOSE 1730
 RMKS TO COURIER B/T:1200-1330 NO P/U IAWB A.M.06021999
 TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO
 CIB# NAME PH#
 TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT#
 *** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/28/1999 236455
 P/U DAY TOT PKGS 1 TOT WGT 10 KGS RATE TP RATE .0000
 PO 95234 US SCKA A.M.06021999

2
 PKG RDY 1158 SUPPLY L 000 W 000 H 000 IN CMT TOYS CR APP
 RMKS BY CSA
 DSPPR ONLY
 DISP# TSAA SECTOR 105/TW 45
 EXCP EMPL# RT# DT TM PRT
 3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS
 ACCT # SEARCH COMP. SPECIAL RATE CUST. PRIOR DAY DISP. TSAA 448. SVD PM.

3
 4

Part 3 I would like to request supplies

How to order bulk supplies (COS 2/F3)



Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPEA #1

L/UP KEY ZIP 104/TW D/O LOC LOCAL 1221 CUTOFF 1200 SA

ACCT# 167899633 CO/NAME MASAKI TRADING CO LTD

ADR 6F 554 LIN SHEN N RD DFS STAT ACCESS 2.0 SA

CITY TAIPEI TAIWAN ST FEC# (A/F) CC# CLOSE 1730

CONTACT MS WANG PH# 862 585 9211 EXT

RMKS TO COURIER

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L N T N D N PROMO

CIB# NAME PH# EXT

TYP PAYOR (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPEA 05/28/1999 333263

P/U DAY TOT PKGS TOT WGT RATE TP RATE

PO _____

PKG RDY 1221 SUPPLY 1 L H CMTY CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPEA SECTOR 104/TW 20

3 SUPPLY 4-DREL EXCP EMPL# RT# DT TM PRT

5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

ACCT # SEARCH COMP. SPECIAL RATE CUST. PAST CUTOFF TIME. TODAY DISP. TPEA 20. P

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

GOTO CUSTOMER SUPPLY LIST PAGE 01

ADD REQ MASAKI TRADING CO LTD PAGE NEXT

SEL DATE TIME ATTENTION ITEM ORDERED POD DTE/TIME/SIGNATURE

05181999 1519 MS LIN PP INT AWB0025 05211999 1455 .LIN

TRACKING # 812408774362 DATE 05/18

2

3

TRACKING #	DATE
SUPPLY LIST COMPLETE, ADD REQUIRED.	

4

PAGE 1

SAVE GOTO CUSTOMER SUPPLY REQUEST
 CONTACT HELEN CRAIG LIST RTN
 ACCT# 450365491 CO/NAME RSE EMEA ACCOUNT PAGE 1
 ADDR DO NOT CHANGE CITY LONDON
 PH# 2476580258 PRT ATTN
 FROM NAME
 REFERENCE
 SAME DAY EMER IC REMARKS
 PAYMENT: SNDR RECIP#
 IXF*CARRIER:
 AIRBILLS:
 PP 023 AWB INT AWB
 DG DEC MAIL SVC AB
 LG FDX BOX LZR DG DEC
 INT POUCH
 BOX TRAY
 CN22 LABEL
 PACKAGES:
 LG FDX BOX FDX ENV NO PCH ENV
 MD FDX BOX SM FDX BOX
 LG CLINPAK SM CLINPAK
 EXP ENV SED
 MAIL SV LBL 10 KG BOX
 ORDER COMP ◀ RECIP ADDITIONAL SUPPLIES

ZIP SW1 LIST RTN
 ST/PV DFS GB
 PRT

IATA CODE:

3RD PARTY# TYPE SVC ONLY
 *CITY: SNDR AS RECIP
 *ST/PV:
 023 AWB
 INT EXP AB

LARGE PAK
 FDX TUBE
 PADDED PAK
 IMPS LABEL

5

6

7

PAGE 2

SAVE GOTO CUSTOMER SUPPLY REQUEST LIST RTN
 CONTACT HELEN CRAIG PAGE 2
 ACCT# 450365491 CO/NAME RSE EMEA ACCOUNT ZIP SW1
 ADDR DO NOT CHANGE CITY LONDON ST/PV GB
 PH# 2476580258 PRT ATTN HELEN CRAIG
 FROM NAME DEL TO HELEN CRAIG
 REFERENCE IATA CODE:
 SAME DAY EMER IC REMARKS
 PAYMENT: SNDR RECIP#
 IXF*CARRIER:
 OTHER:
 SERVICE GD COM INV CCI
 DRY ICE LBL PERISH LBL
 SAT DLV LB YXF LABELS 25 KG BOX
 REG AWB:
 EMEA EX AB PP EMEA AB EMEA EX
 EMEA EX AB PP TPC AB
 ORDER COMP ◀ RECIP ADDITIONAL SUPPLIES

PRT DFS
 TYPE SVC ONLY
 SNDR AS RECIP
 *ST/PV:
 MAIL SVC BG
 WW DIR
 STURDY PAK

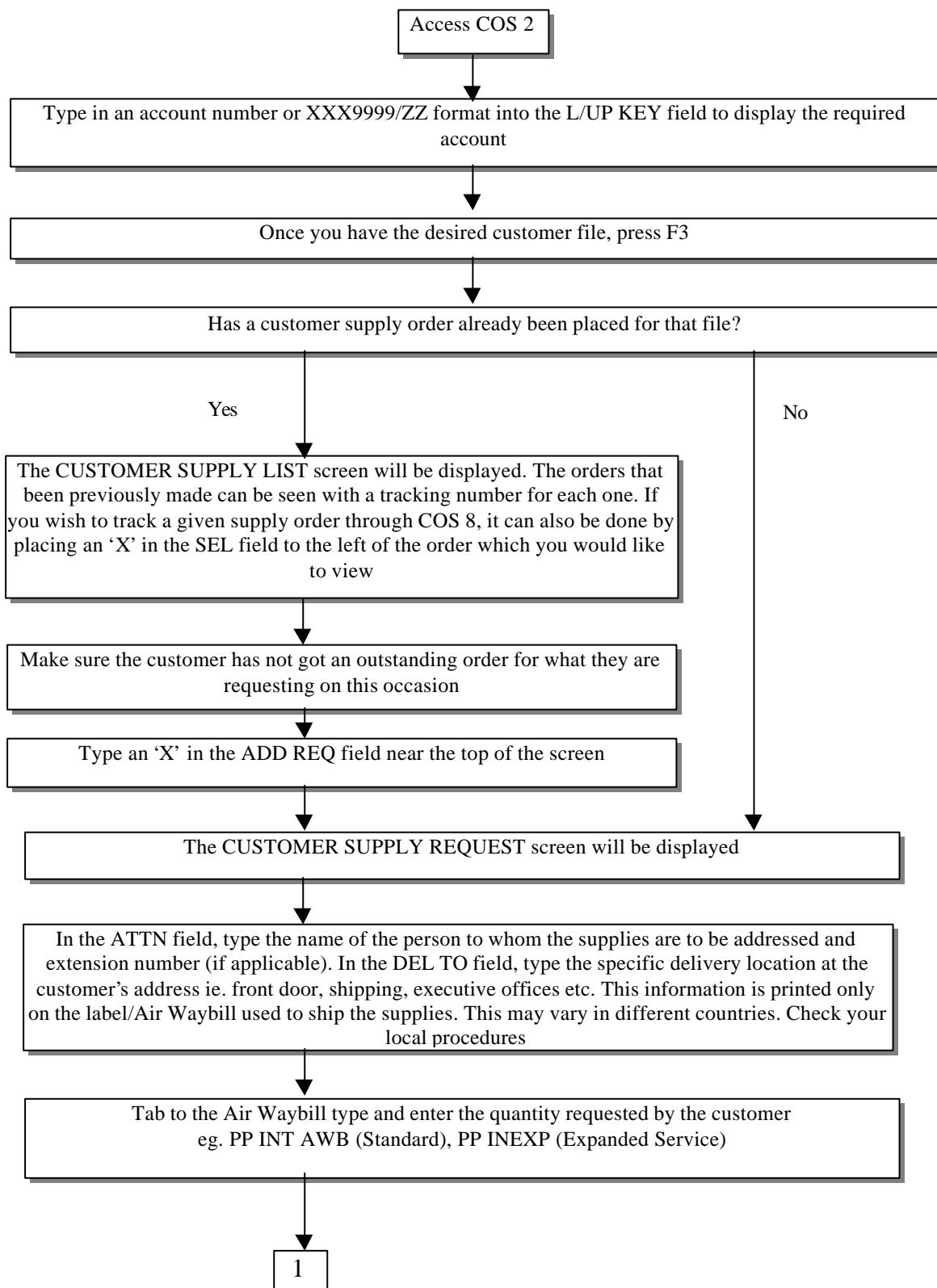
Packaging Explanation

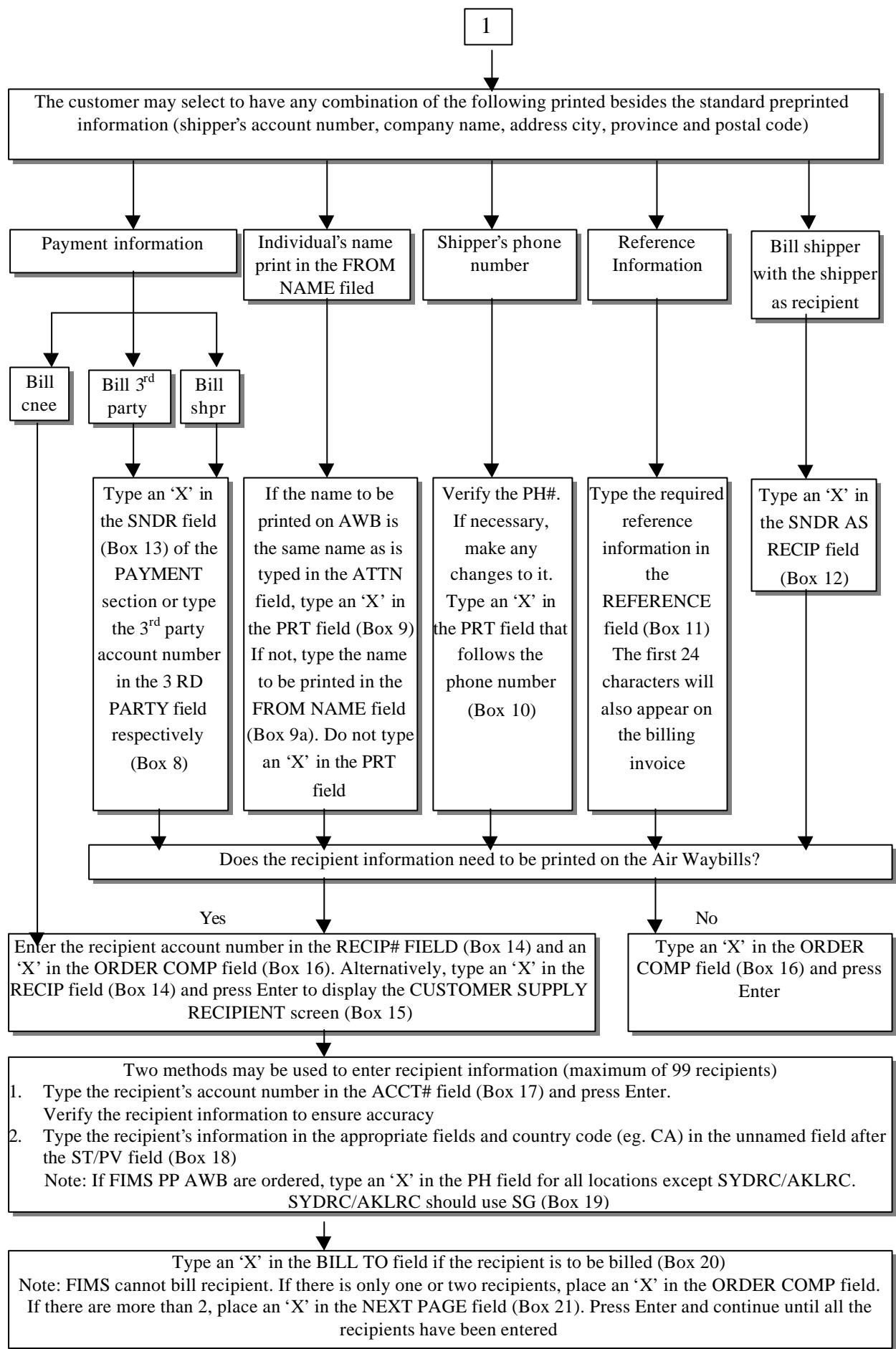
<i>Page 1</i>	
INT AWB	Standard International Air Waybill (blank)
PP INT AWB	Pre-printed Standard Air Waybill
MAILSVC AB	FIMS Air Waybill (blank)
PP INT EXP	Pre-printed Expanded Service Air Waybill
INT EXP AB	Expanded Service International Air Waybill
PP MAILSVC	Pre-printed FIMS Air Waybill
FDX ENV	FedEx Envelope (with pouch)
NO PCH LTR	FedEx Envelope (without pouch)
LARGE PAK	FedEx Pak
LG FDX BOX	Large FedEx Box
MD FDX BOX	Medium FedEx Box
FDX TUBE	FedEx Tube
INT POUCH	Plastic Pouches for Air Waybills
LG CLINPAK	Large Diagnostic Pak
SM CLINPAK	Small Diagnostic Pak
PADDED PAK	FedEx Padded Pak
10KG BOX	FedEx 10KG Box
<i>Page 2</i>	
MAILSVC BG	FIMS Bag
SERVICE GD	FedEx Service Guide
25KG BOX	FedEx 25KG Box
Sturdy Pak	FedEx Sturdy Pak
PP TPC AB	Pre-printed Third Party Consignee Air Waybill

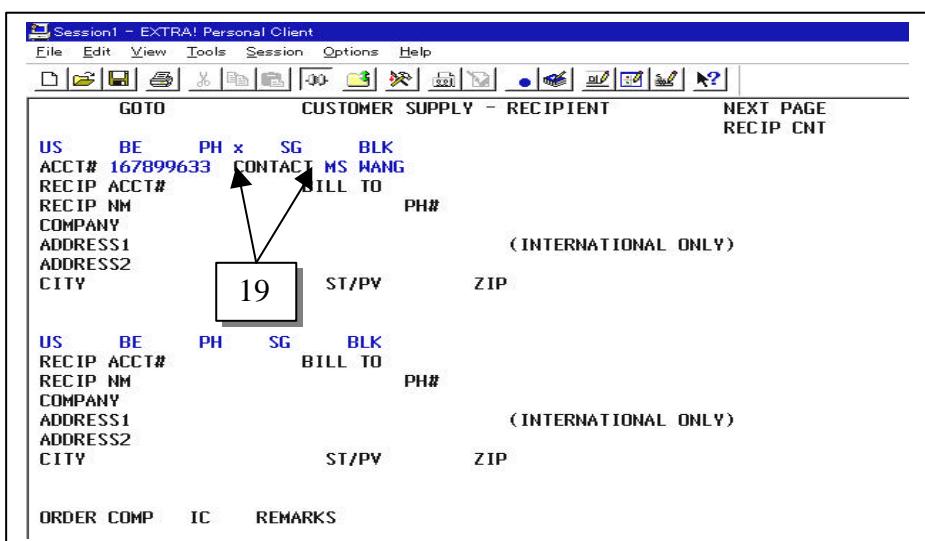
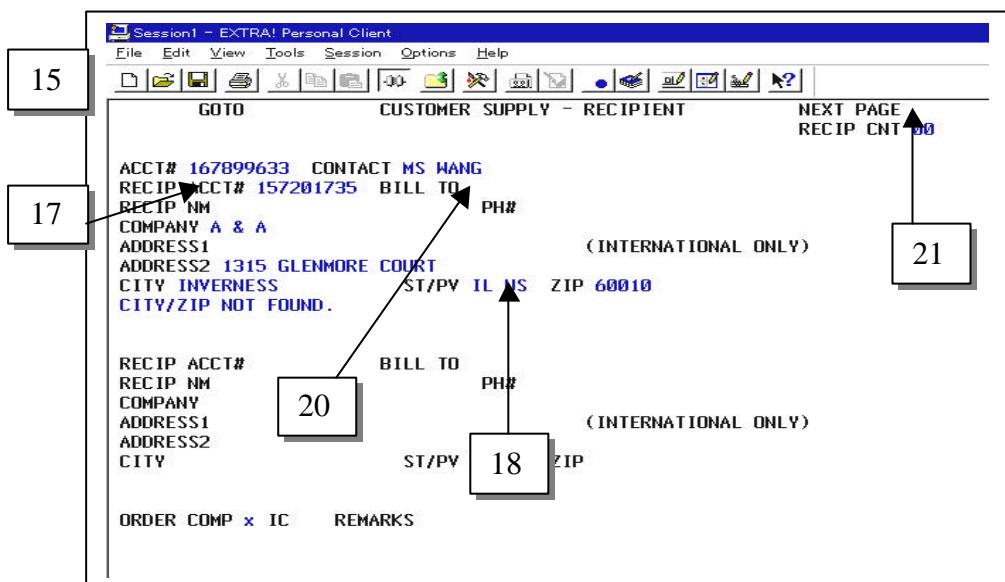
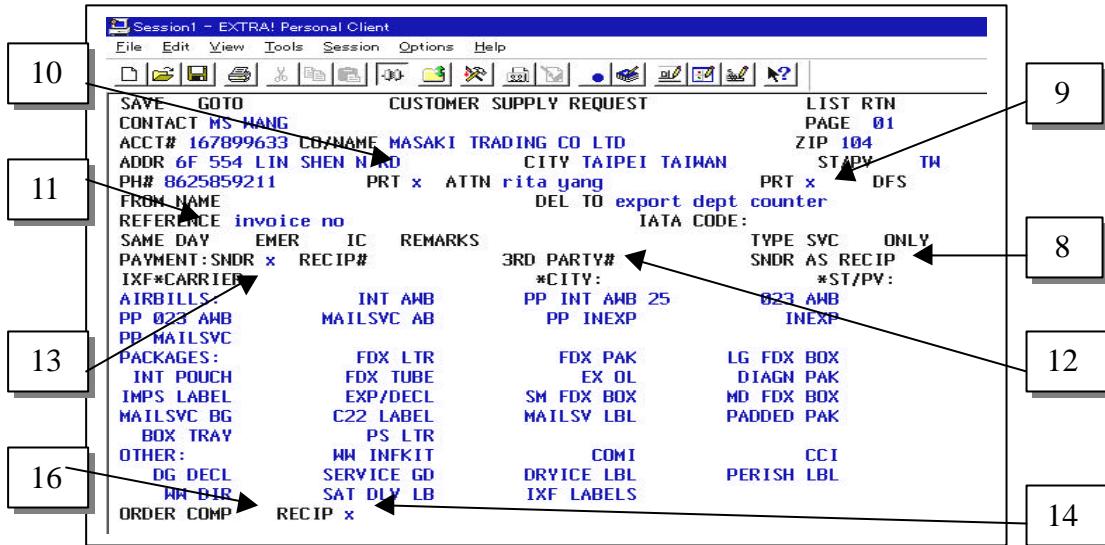
- Refer to your local procedures for maximum supply quantities
- All Air Waybills should be ordered in multiples of 25
- Refer to your local procedures for other supply ordering policies
- Always order general supplies separately from Pre-printed Air Waybills as they are fulfilled from different locations

Note: When ordering pre-printed Air Waybills, ensure that the correct type is ordered. If the customer uses IPF or IPBSO for example, the expanded Service Air Waybill will be required.

Preprinted Air Waybills







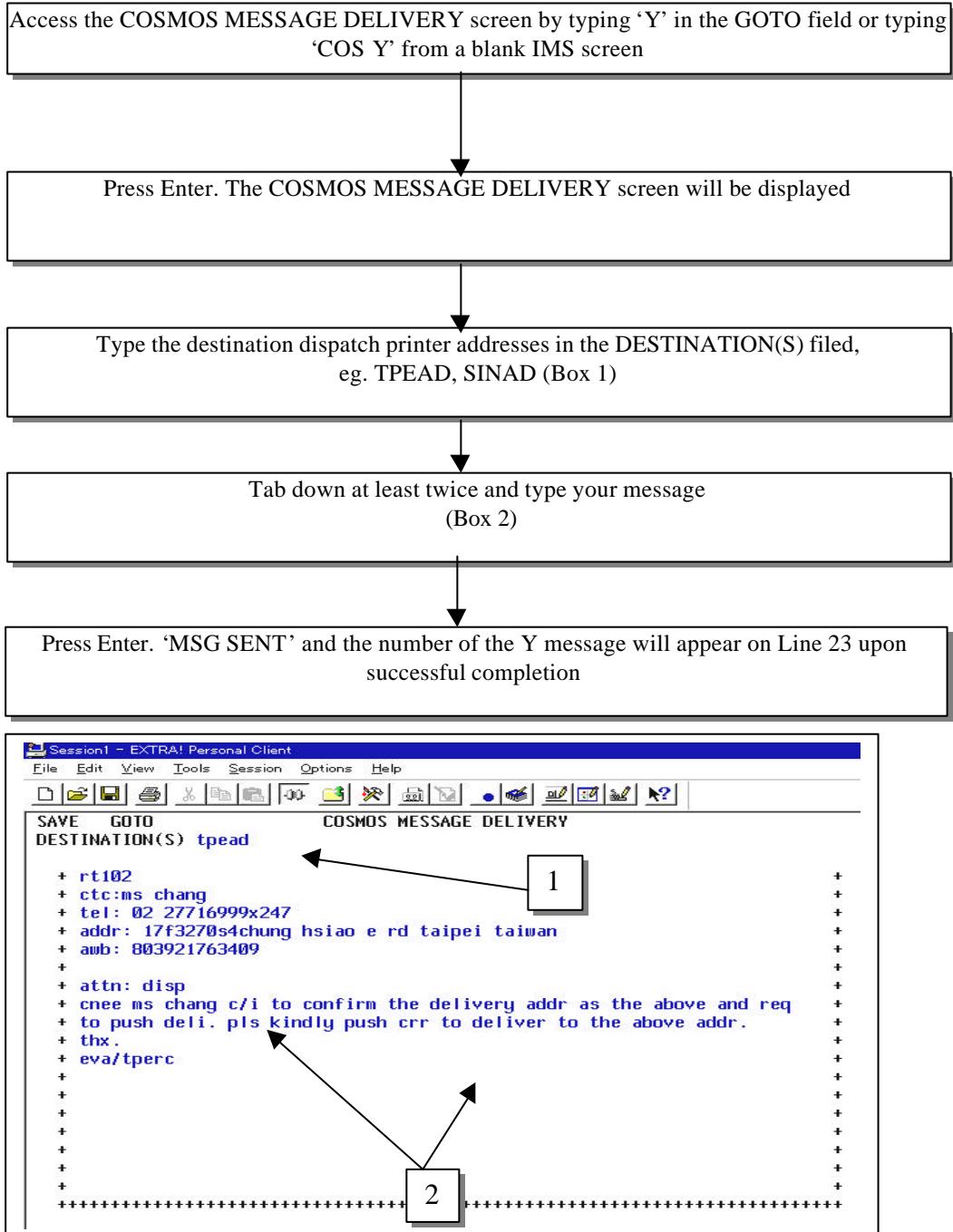
Note: Pre-printed Air Waybill information is derived from CHEERS not COSMOS.
 Ensure the details are correct in CHEERS before placing an order

Part 4 Special customer requests

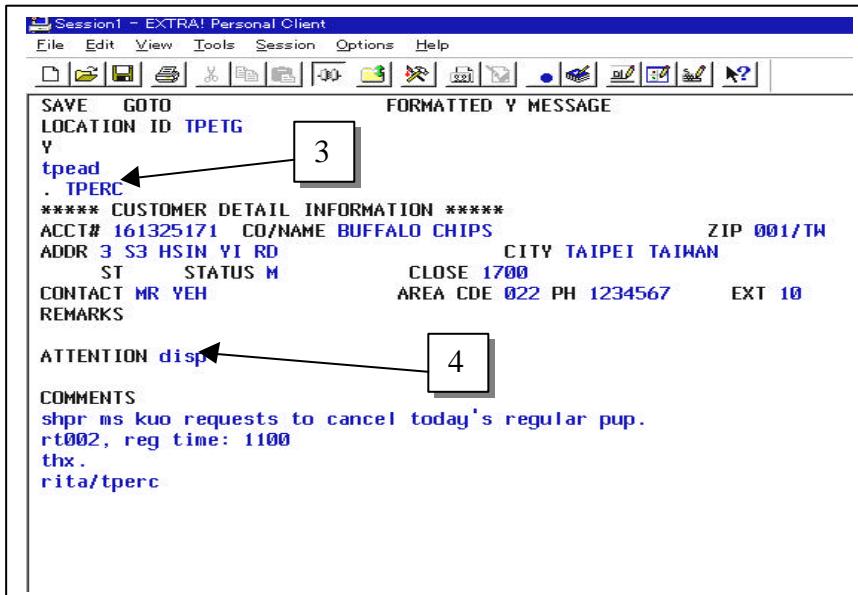
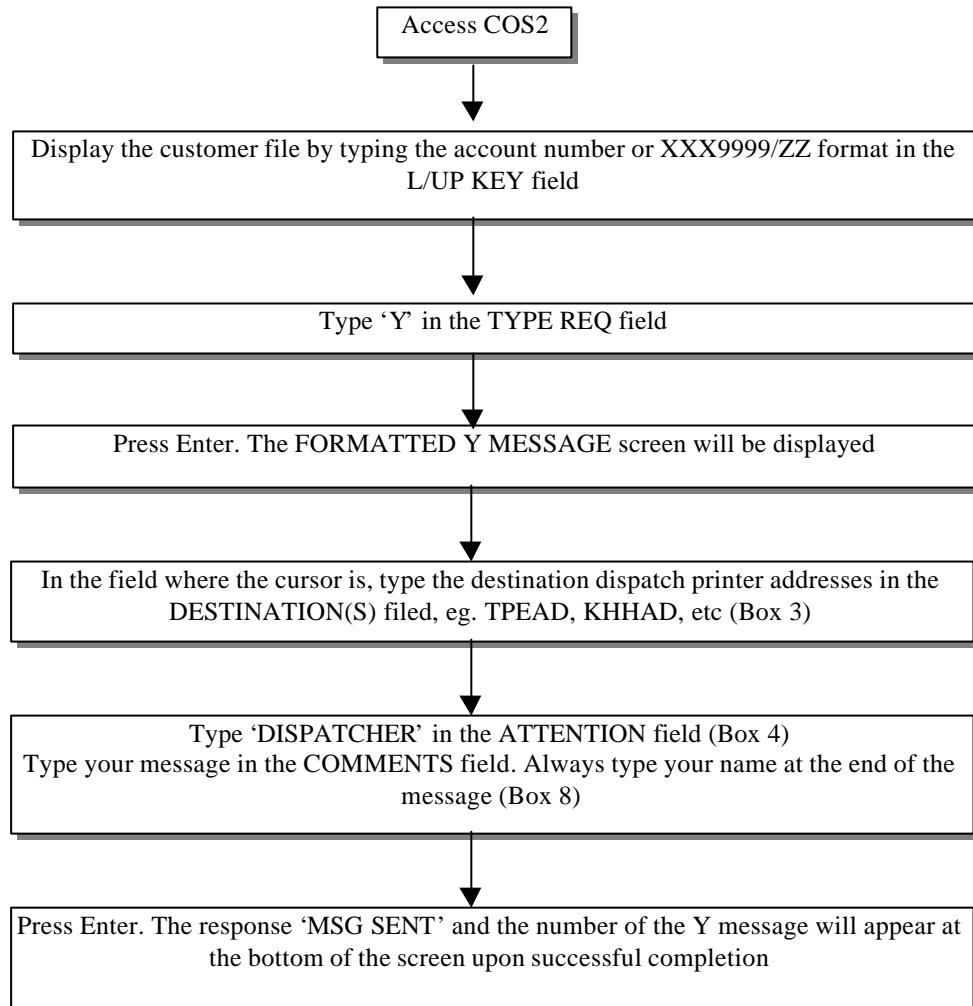
Y-message

The Y message is a way for customer reps to communicate with dispatchers. In some countries, this function is not used. Follow your local procedure. If the message you want to send is COS 2 related such as handling regular customer's requests use the formatted Y message screen. For other issues, use unformatted Y message screen.

Unformatted Y message



Formatted Y message

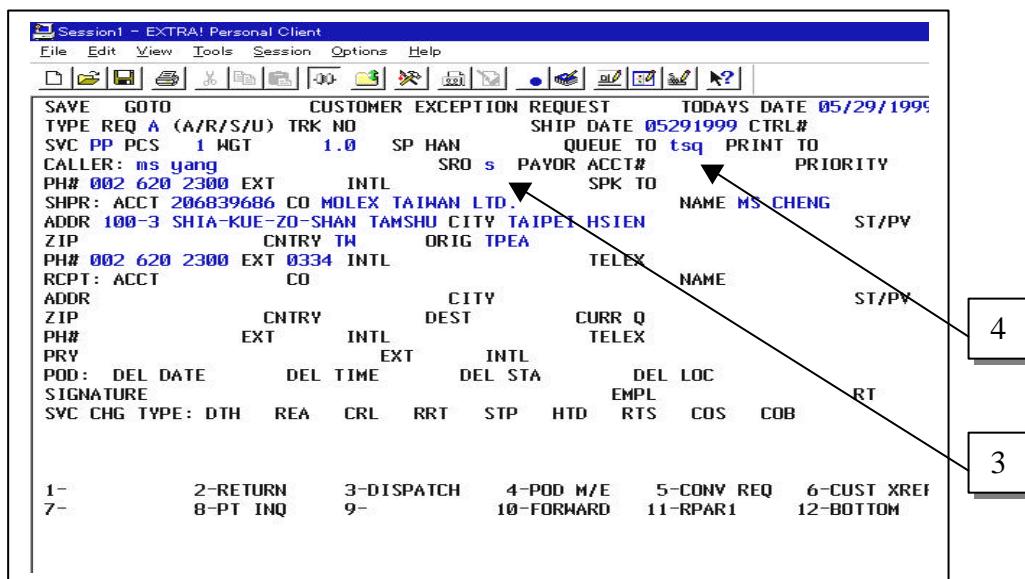


Note: Information that appears in the DFS field in COS 2 does not transfer into the formatted Y-message screen. This should be transferred manually into the COMMENTS section.

Request for Regular Pick-up & Sales Lead (TSQ)

Should you receive a call from a customer who would like to implement a regular pick-up or they would like information about FedEx, a TSQ trace should be opened from the customer file. This is more so important in the event that the customer is currently using a competitor

1. Use the L/UP KEY field in COS 2 to locate the customer file
2. Access the CER screen from COS 2 by pressing F9
3. Complete the five mandatory fields in the CER screen (TYP REQ, QUEUE TO, CALLER, SRO AND PH# (or INTL). Use 'S' in the SRO field (Box 3)
4. In the QUEUE TO field, type 'TSQ' (Box 4)
5. Press Enter, then F12 and enter the comments for the Sales Department



The Comments field should contain – particularly for Sales Leads, the following customer information:

- Full contact name and phone number
- Shipping frequency
- Usual origin and destination
- Competitor intelligence (who they are currently using and why they would like to change)
- The nature of the goods that are usually shipped

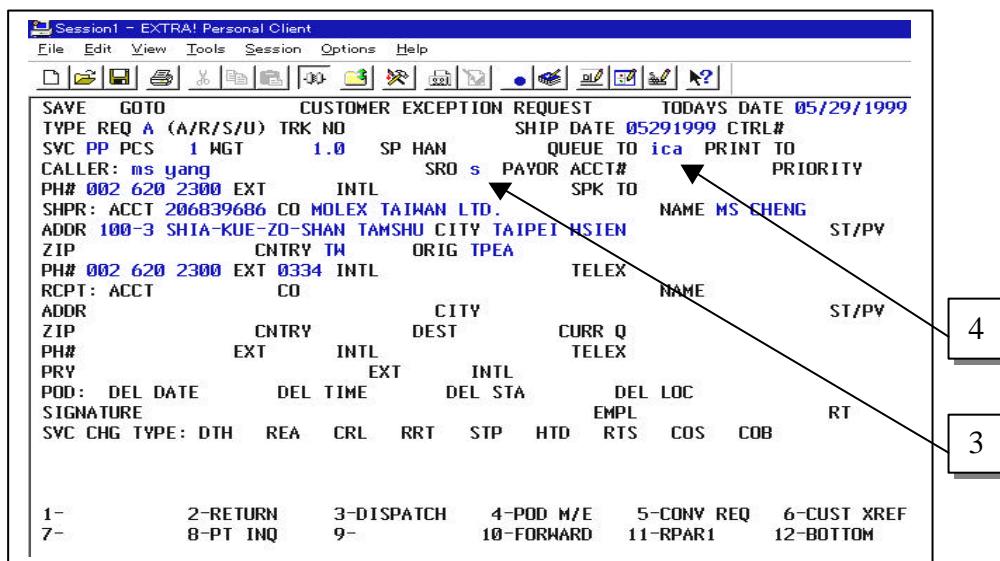
OR

- Details of the regular pick-up required

Request for a change of account information in CHEERS (ICA)

Some locations are required to request change of account information in CHEERS through the Billing Department. This is facilitated through the Trace system. Should you receive a call requesting a change in account information eg. change of billing invoice attention, address, monthly cutoff date of invoice or billing cycle you must create a CER (Trace) to the Billing Department.

1. Use the L/UP KEY field in COS 2 to locate the customer file
2. Access the CER screen from COS 2 by pressing F9
3. Complete the five mandatory fields in the CER screen (TYP REQ, QUEUE TO, CALLER, SRO AND PH# (or INTL). Use 'S' in the SRO field (Box 3)
4. In the QUEUE TO field, type 'ICA' (Box 4)
5. Press Enter, then F12 and enter the comments for the Billing Department

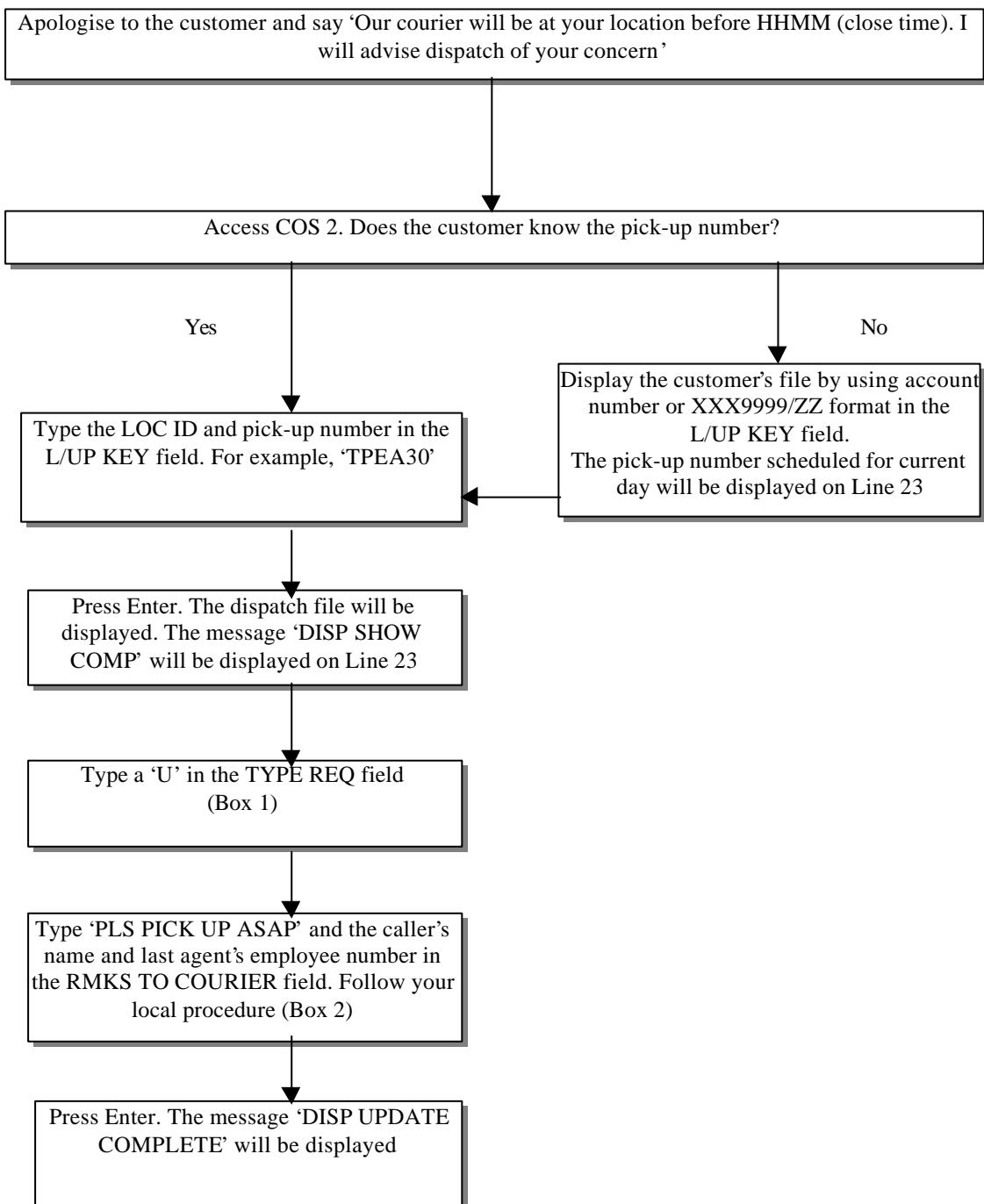


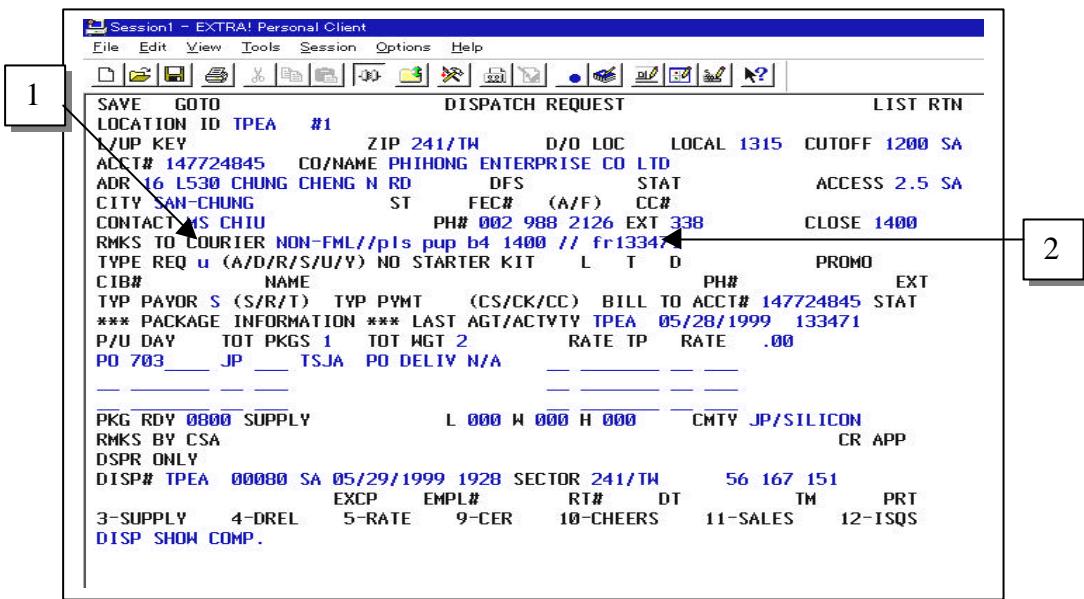
Exceptions: AKLRC/SYDRC/TPERC:

These locations may change the SHIPPROF and BILLCUST screens in CHEERS directly

Late courier - anxious customer calls before their close time

Should you receive an anxious call from the customer advising that the FedEx courier has not yet arrived at their office to complete the pick-up and it is before their close time, use the following steps:

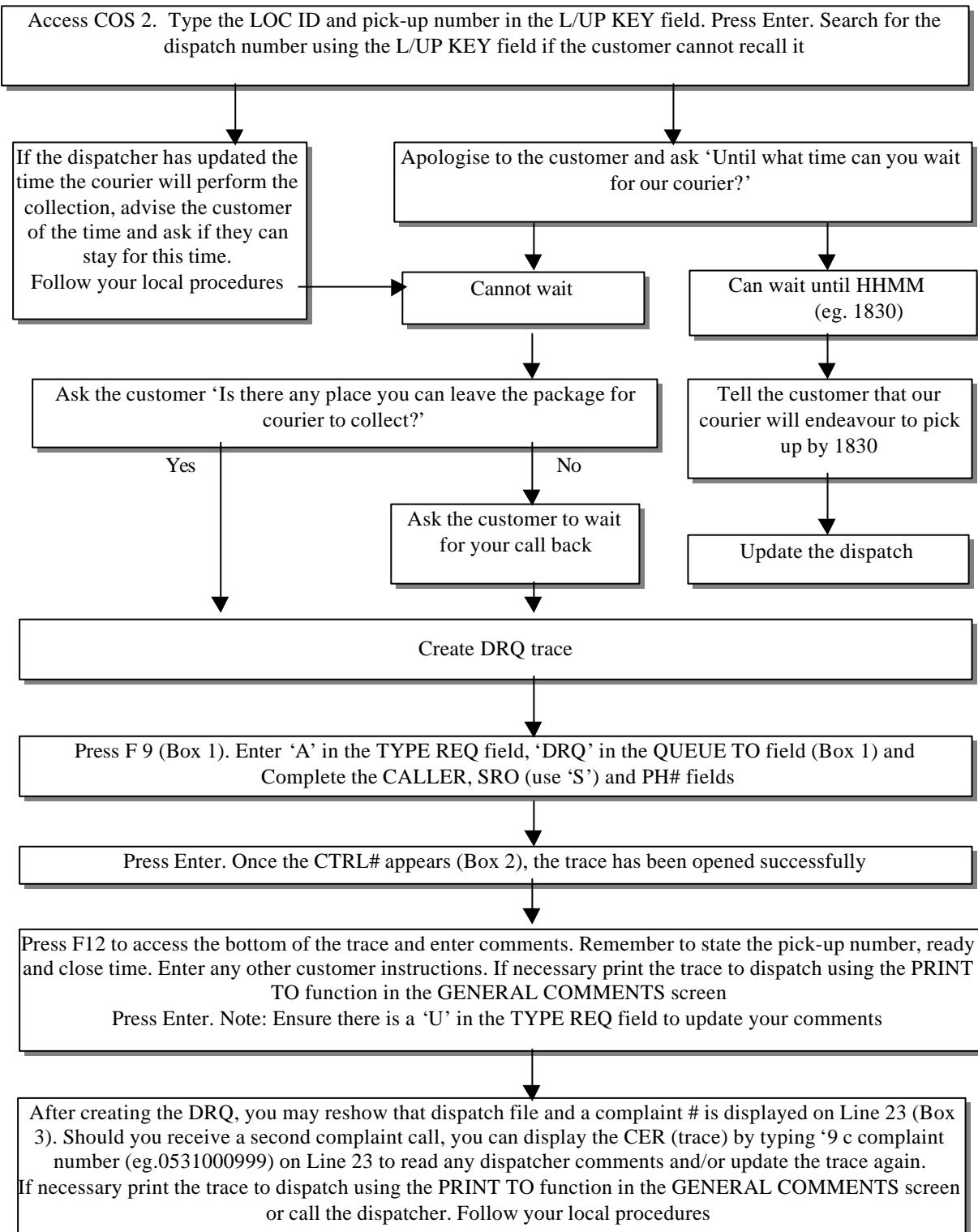




Late courier - anxious customer calls after their close time

When you receive an anxious call from the customer that the FedEx courier has not yet arrived at their location and it is past their close time, use the following steps:

DRQ (COS 2/F9)



Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO CUSTOMER EXCEPTION REQUEST TODAYS DATE 05/29/1999

TYPE REQ A (A/R/S/U) TRK NO SHIP DATE 05291999 CTRL#

SVC PP PCS 1 WGT 1.0 SP HAN QUEUE TO drq PRINT TO

CALLER: ms sun SRO s PAYOR ACCT# PRIORITY

PH# EXT INTL 0026202300 SPK TO NAME MS CHENG ST/PV

SHPR: ACCT 206839686 CO MOLEX TAIWAN LTD.

ADDR 100-3 SHIA-KUE-ZO-SHAN TAMSHU CITY TAIPEI HSIEN

ZIP 251 CTRY TH ORIG TPETG

PH# 002 620 2300 EXT 0334 INTL TELEX

RCPT: ACCT CO NAME ST/PV

ADDR CITY DEST CURR Q

ZIP CTRY DEST CURR Q

PH# EXT INTL INTL TELEX

PRY EXT

POD: DEL DATE DEL TIME DEL STA DEL LOC RT

SIGNATURE EMPL

SVC CHG TYPE: DTH REA CRL RRT STP HTD RTS COS COB

1- 2-RETURN 3-DISPATCH 4-POD M/E 5-CONV REQ 6-CUST XREF
 7- 8-PT INQ 9- 10-FORWARD 11-RPAR1 12-BOTTOM

Session1 - EXTRA! Personal Client

File Edit View Tools Session Options Help

SAVE GOTO DISPATCH REQUEST LIST RTN

LOCATION ID TPEA #1 ZIP 251/TW D/O LOC LOCAL 1307 CUTOFF 1100 SA

L/UP KEY ACCT# 206839686 CO/NAME MOLEX TAIWAN LTD.

ADR 100-3 SHIA-KUE-ZO-SHAN TAMSHU DFS STAT ACCESS 2.5 SA

CITY TAIPEI HSIEN ST FEC# (A/F) CC# CLOSE 1200

CONTACT MS CHENG PH# 002 620 2300 EXT 334

RMKS TO COURIER NONFML

TYPE REQ (A/D/R/S/U/Y) NO STARTER KIT L T D PROMO

CIB# NAME PH# EXT

TYP PAYOR R (S/R/T) TYP PYMT (CS/CK/CC) BILL TO ACCT# 151842780 STAT

*** PACKAGE INFORMATION *** LAST AGT/ACTVTY TPERC 05/29/1999 236463

P/U DAY TOT PKGS 1 TOT WGT 1 RATE TP RATE .00

PP _____

PKG RDY 0854 SUPPLY L 000 W 000 H 000 CMY ES EPART CR APP

RMKS BY CSA

DSPR ONLY

DISP# TPEA 00100 SA 05/29/1999 0854 SECTOR 251/TW 51 162 169

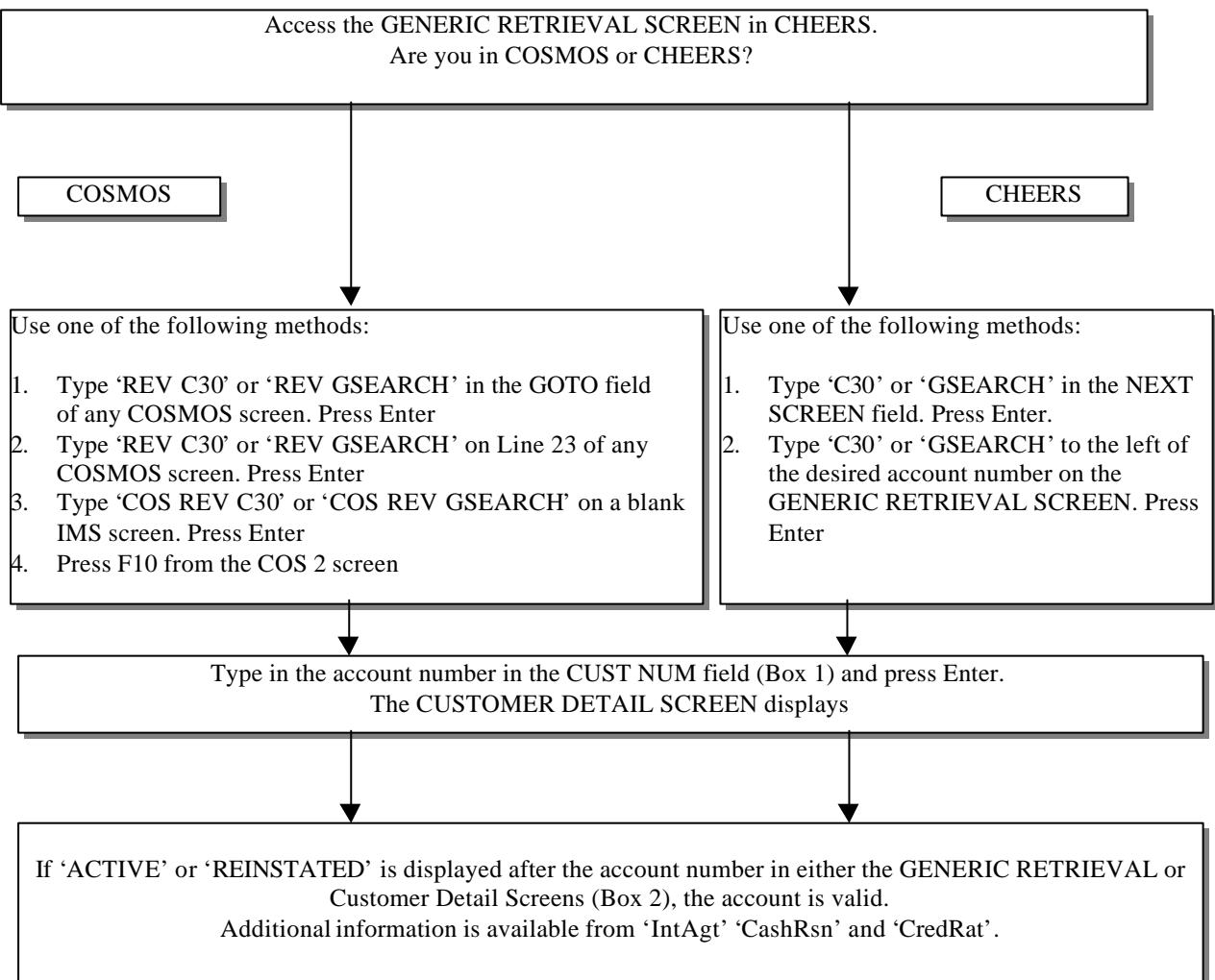
EXCP EMPL# RT# DT TM PRT

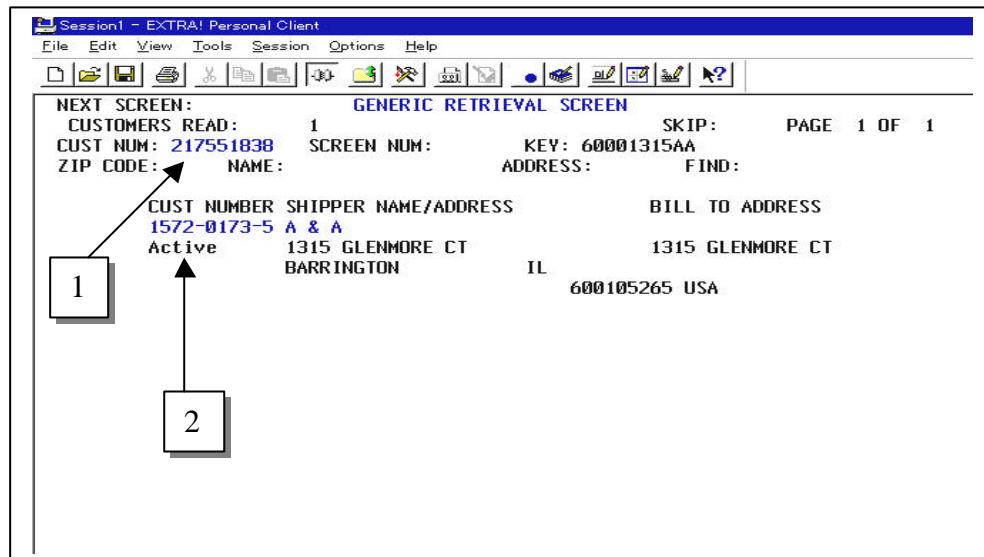
3-SUPPLY 4-DREL 5-RATE 9-CER 10-CHEERS 11-SALES 12-ISQS

DISP SHOW COMP. COMPLAINT PREV GENERATED - COMPLAINT # 0529000537.

Part 5 CHEERS

How to check if an account number is active





N: All billing options are available
 4: Both options, Bill Consignee & Bill 3rd Party, are not available (Except Bill Shipper)
 5: same as 4
 6: Bill Consignee is available, but Bill 3rd Party is not available (Except Bill Shipper)

NEXT SCREEN: Customer Detail Screen CEP305 02/16/2000 21:51:09

CUST NUM: 217551838 SCREEN NUM:
ZIP CODE: NAME: ADDRESS: FIND:

Shipper: 2175-5183-8 ACTIVE 002-778-1985 Station 000 TPE
Sales Terr 450201-06-01 Geo Terr 450201-06-01

SEIWA KOKUSAI CO LTD
R1503 13F-3 205 S1 TUN HWA S
RD, TAIPEI (106) 106 TW
MS LIU 002-778-1985

Bill To: EDI: Natl Acct: MS LIU 002-778-1985

SEIWA KOKUSAI CO LTD
R1503 13F-3 205 S1 TUN HWA S
RD, TAIPEI (106) 106 TW

Load Dt 07/14/1997 Cash Dt CC Type CredLim 5000
1stShip CashRsn Brk/Inf CredRat NEW
LastShip USA FPP Currncy Taiwan Dollar \$S Aggr
LastPay Int IPP 27761256 Languag Taiwanese GeoAggr
D&B Nbr D&B ULT Airline CustRef

Last 12 Mos/Day DomPkgs 0 Net\$ 3 Bill 3 Int IPkg 0
Last Month/Day DomPkgs 0 Net\$ 0 Bill 0 Int Rev 0

Reason of CASH status:
Bankrupt or delinquency.
Bill Consignee and Bill 3rd Party are not available.

CAS: Cash account.
Bill Consignee and Bill 3rd Party are not available

Note:

If you require more detail of the customer's account status, access the SHIPPROF screen in CHEERS.

- Type 'C1' or 'SHIPPROF' in the NEXT SCREEN field. Then type in the account number in the CUSTNUM field (Box 1) OR
- Type 'C1' or 'SHIPPROF' to the left of the desired account number on the GENERIC RETRIEVAL SCREEN
- To make sure the account is active, the following status' have to be displayed:
 - '01' or '02' in the Status field (Box 3)

If you need to read detail of the customer's status comments entered by the Billing Department, access the CUSTOMER COMMENTS screen in CHEERS

- Type 'C5' or 'COMMENTS' in the NEXT SCREEN field. Press Enter
- Type in the account number in the CUST NUM field
- Type 'C5' or 'COMMENTS' to the left of the desired account number in the GENERIC RETRIEVAL SCREEN.

1

NEXT SCREEN:		Customer Profile		02/17/2003
Custnum:	241870995	Addr:	Find:	03:13:00 CEP350
Postal:	Name:			
Intl P/C Invoice				
Cust No: 2418-7099-5		Status: 01	Comnts:	
Phone:	208-733-7930	Phone Prefix:	Alpha ID: CANA	Station:
Co/Nam:	PAT & SAM INT'L LTD		CustType:	Drop Ship:
Addr1:	RM403-404 BLCK C CANTONFOREIGN		Store ID:	
Addr2:	BLDG #774 DONGFENG E		O/R?	N
City:	GUANGZHOU			
St/Pv:	Postal: 510080	Ctry: CN	Agent:	Territory: 450303-03-01
Contact:	MR PENG		Phone:	208-733-7930 Ext:
Title:	Dept:	Lang:		
Credit Card Type: Nbr: TYPE/EIN:			Exp Dt:	
Comment:				
F13:Update	F14:Add	F15:Add Gnd	F16:	F17:
F19:	F20:COSMOS	F21:DUPship	F22:BILLCUST	F23:PPContct
F11=MOREKEYS				
F24:COMMENTS				

3

How to search for an account number

Access the CHEERS system
1. Press F10 from COS 2
2. Type 'for ce3110' on a blank IMS screen
Note: A search can be performed in any CHEERS screen except the CUSTOMER ORDER ENTRY screen

To search for a non-US customer account number, type the country code in the ZIP CODE field and the first 6 characters of company or individual's name in the NAME field (Box 1)

To search for a US customer account number, type the first two digits of the zip code in the ZIP CODE field and the first 6 characters of the company or individual's name in the NAME field
If the ZIP CODE field has not been filled in, CHEERS will read up to 15 characters in the name

Is the search successful?

Yes

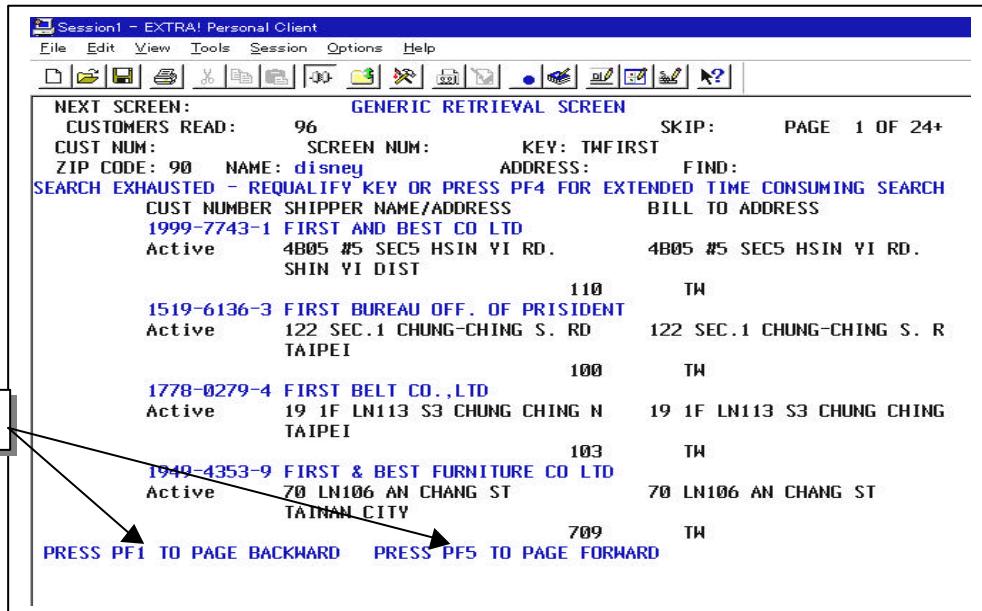
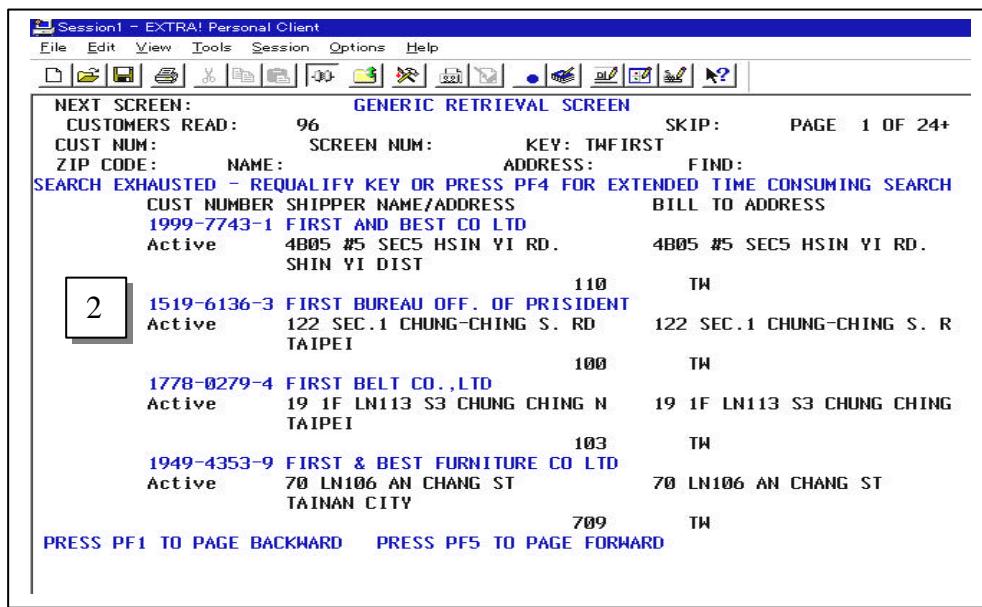
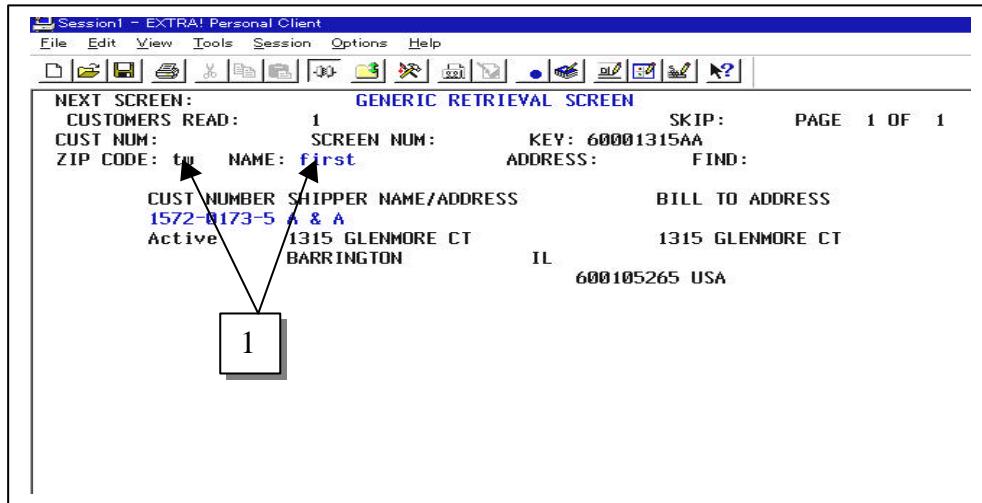
If there are more than 4 possible matches (Box 2),
there will more than one page that satisfies the
search. Press PF5 to go to the next screen of
information. Press PF1 to go backwards (Box 3)

No

The message 'NO CUSTOMERS WERE
FOUND THAT SATISFY THESE CRITERIA'
will show. Try altering your search criteria

Note: An alternative method of using the ZIP CODE and NAME fields:

Leave the ZIP CODE field blank and enter the first 15 letters of the company or individual's name to conduct a broader search



Part 6 Your role in the Call Quality Process

Scheduling a pick-up should not stop with a simple exchange of information. It should establish a relationship between FedEx and the customer, which is a positive, business growing one. This does not mean that you should use the caller's time to explain the virtues of the company. Above all, arrange the pick up quickly and efficiently. But, in doing so, communicate an attitude of helpfulness, service pride and accountability.

1. Never forget that the key to arranging a pick up is accurate information. Always double-check the information
2. Request, never demand information from the customer
3. You will take many pick-up calls. Try to refrain from becoming automated in the way you ask questions relating to the customer's pickup
4. When entering information in the COS 2 screen for a new customer, explain to your customer that you are entering a 'customer profile' into your database in order to serve them more efficiently in the future. If you are taking information from a repeat customer, be certain to review and update key database information
5. Ensure you use the customer's name to personalise the call. Use it three times as a guide. Once at the beginning after you first get their name, during the middle of the conversation and once at the end when you are summing up the pick-up details and you thank them for calling
6. Ask the customer 'What time will be ready?' Do not ask 'Is the package ready now?' Let the customer think about what time the package will be ready. This will save the courier a wasted pick-up attempt
7. Ensure that you obtain all the information pertinent to the pick-up and record it on the dispatch file
8. Summarise the pick-up time at the end of the call to give the customer the opportunity to correct you if the details are incorrect. Ensure that you give them the pick-up reference number

A satisfied customer.
Is a happy customer.

