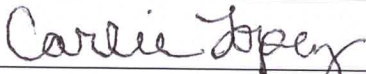



	<p style="text-align: center;">STANDARD OPERATING PROCEDURE</p> <p style="text-align: center;">Create FedEx Shipping Label</p>	<p>Document: SUC002-2 Effective Date: 22Sep2025 Status: Effective Page 1 of 10</p>
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Document Authorization:

	Name	Date	Signature
Owner	Carlie Lopez	22Sep2025	
Operation Management	Baozhong Zhao	22Sep2025	
Quality Assurance	Xibo Li	22Sep2025	

Changes from previous version:

Section	Summary of Changes	Change Control Number
ALL	1.	

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ALL	1.	

1. PURPOSE

This document describes the process for creating FedEx label from web portal.

2. SCOPE

3. INTERNAL REFERENCES

Document ID	Title
QUA001	Quality Policy
SUC001	Electronic Export Information Shippers Export Declaration Filing

4. EXTERNAL REFERENCES

Document ID	Title
15 CFR 30.36-31	Code of Federal Regulations

5. RESPONSIBILITIES

Job Function and/or Department	Responsibility
All Personnel	

6. DEFINITION

Term	Definition
AESDirect	(U.S. Census Bureau) Automated Export System
EEI	Electronic Export Information
Harmonized Code	An internationally standardized system of names and numbers for classifying traded
ITN	Internal Transaction Number
SED	Shipper's Export Declaration

7. PROCEDURE

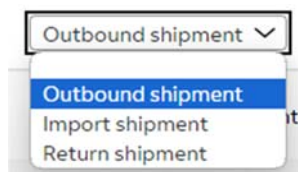
7.1. Domestic shipping

7.1.1. Log into FedEx Ship Manager

7.1.2. Step 1: Select Create a Shipment

Make sure the drop down at the top is set to Outbound Shipment. Other shipment types include:.

- Outbound – default selection for most of the ship label creation
- Import (rarely used)
- Return



7.1.3. Step 2: Select Shipment Profile.

7.1.4. If we have shipped to this customer before, and a shipment profile was saved, select from the shipment profile. You can also search for past shipments under the "Shipments" tab and select repeat. Both options will auto populate most of the fields in the next steps. Double check all the populated fields in the next steps and make sure to update the reference # and customer PO (if applicable). If this is the first-time shipment to this customer, then skip this step.

7.1.5. Step 3: Ship From. Make sure the Ship From address information is correct. For outbound shipment, select Synoligo Shipping from the address book. Check all the fields for accuracy. (Only for very first time) Check **Save As Default Sender Details** box if this is the first time creating a shipment using this address. Check **Save as new sender in address book** box if this is the first time creating a shipment or there is any update.

7.1.6. Step 4: Deliver To. If this is an existing customer and its information was saved before, select from the search box by typing the first three letters of the Contact Name. Otherwise, fill in all the required information. Make sure check **Save as new recipient in address book** box.

✓ Deliver to

Contact details	Address
CONTACT NAME *	COUNTRY/TERRITORY * <input type="button" value="v"/> <input type="button" value="i"/>
COMPANY	ADDRESS LINE 1 * <input type="button" value="i"/>
STATE TAX ID/I.E.	ADDRESS LINE 2
PHONE NUMBER * <input type="button" value="i"/>	ADDRESS LINE 3
PHONE EXTENSION	POSTAL CODE
EMAIL	CITY * <input type="button" value="v"/>

☐ This is a residential address

☐ Save as new recipient in address book

7.1.7. Step 5: Package Details. From the dropdown select packaging type (Standard FedEx packaging or Your packaging). Verify package weight and dimension information. If it's a custom dimension, there will be option to save this as favorite for future use. If there is dry ice in the package, click **ADD PACKAGE OPTIONS**. If an order value is over \$10,000, check **Purchase a higher limit of liability from FedEx** and fill in Carriage Value per Package using 10% of the order value (e.g. if the order value is \$150,000, then enter \$15,000 as Carriage Value. FedEx only allows up to \$50,000 carriage value). Note: All international shipments will require insurance no matter the price.

✓ Package details

PACKAGING *

Your Packaging

FedEx Box

FedEx Envelope

FedEx Pak

FedEx Tube

FedEx Small Box

FedEx Medium Box

FedEx Large Box

FedEx Extra Large Box

FedEx 10kg Box

FedEx 25kg Box

FedEx UK Pak

Your Packaging

✓ Package details

PACKAGING *

Your Packaging

☒ Purchase a higher limit of liability from FedEx

PACKAGES *	WEIGHT *	DIMENSIONS L x W x H					
1	<input type="text"/> lb <input type="button" value="v"/>	7	x	7	x 3	in <input type="button" value="v"/>	<input type="button" value="i"/>

CARRIAGE VALUE PER PACKAGE *

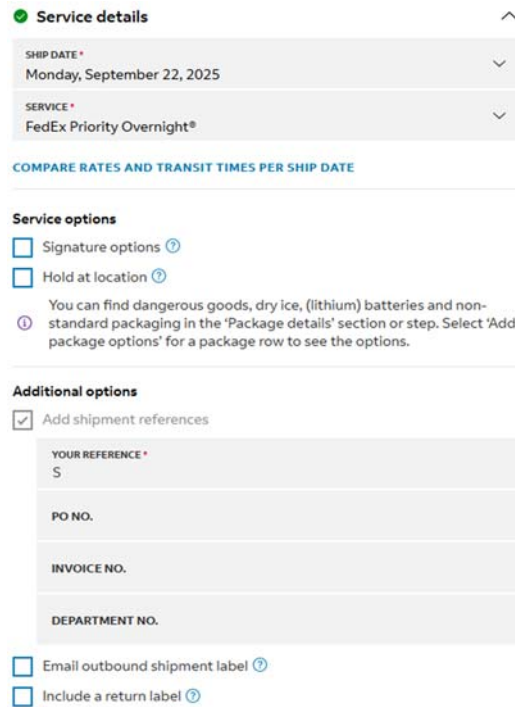
USD

[ADD PACKAGE OPTIONS](#)

Total packages: 1

ADD PACKAGE ADD FAVORITE PACKAGE

7.1.8. Step 6: Service Details. Select ship date and service type. For most of the customer order, select **FedEx Priority Overnight**. For additional options, Add shipment references should already be checked, fill in the Sales Order number (S2xxxx) in “Shipment Reference” field, and fill customer PO in “PO No.” field, leave blank if no PO.



Service details

SHIP DATE *
Monday, September 22, 2025

SERVICE *
FedEx Priority Overnight®

COMPARE RATES AND TRANSIT TIMES PER SHIP DATE

Service options

☐ Signature options ⓘ

☐ Hold at location ⓘ

ⓘ You can find dangerous goods, dry ice, (lithium) batteries and non-standard packaging in the 'Package details' section or step. Select 'Add package options' for a package row to see the options.

Additional options

☒ Add shipment references

YOUR REFERENCE *
S

PO NO.

INVOICE NO.

DEPARTMENT NO.


☐ Email outbound shipment label ⓘ

☐ Include a return label ⓘ

7.1.9. Step 7: Pickup/Drop-off.

7.1.10. Choose dropdown option “I have scheduled a pickup at my location”. FedEx is scheduled to pick up Monday-Friday between the hours of 5:30pm-7:30pm (excluding major holidays)

7.1.10.1. Note: FedEx Ground has now merged with FedEx Express and scheduled pickups are no longer required for Ground. The driver will now pick up all FedEx packages at once.

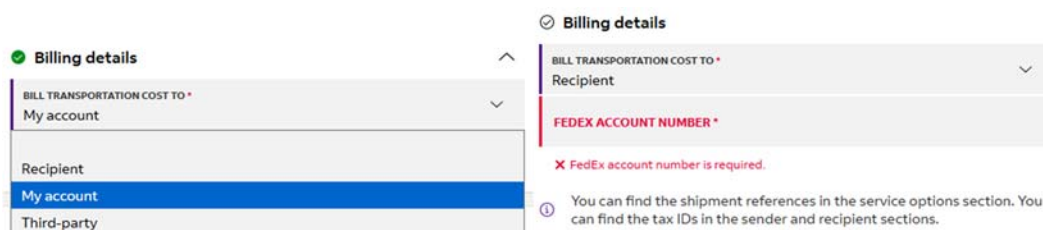


Pickup/drop-off

PICKUP/DROP-OFF *
I have already scheduled a pickup at my location

7.1.11. Step 8: Billing Details. Select option for “Bill transportation cost to” which are as follows:

- 7.1.11.1. To My Account – (Default for all shipments.)
- 7.1.11.2. Recipient (This will be specified in QuickBase Order instructions. Customer’s FedEx account number is required.)
- 7.1.11.3. Third Party (This happens when customers choose to ship to a third-party testing facility. In this case, use customer’s FedEx account number).



Billing details

BILL TRANSPORTATION COST TO *
My account

Recipient

My account

Third-party

BILL TRANSPORTATION COST TO *
Recipient

FEDEX ACCOUNT NUMBER *

✗ FedEx account number is required.

ⓘ You can find the shipment references in the service options section. You can find the tax IDs in the sender and recipient sections.

7.1.12. Step 9: Add Shipment Notifications. Check Add shipment notification. Add recipient/third-party email address to receive CREATED, ESTIMATED DELIVERAY, DELIVERED notification. Add shipper email address using shipping@synoligo.com to receive CREATED, DELIVERED.

☒ Add shipment notifications ⓘ

Recipient email address

EMAIL * LANGUAGE *
English

✖ Email address is required. Please provide a valid email address or remove it using the bin icon.

Notify for:

☒ Shipment has been created
☐ Shipment has been picked up by FedEx
☐ Updates on estimated delivery
☒ Shipment has been delivered
☒ Delivery exceptions ⓘ

Shipper email address

EMAIL * LANGUAGE *
shipping@synoligo.com English

Notify for:

☒ Shipment has been created
☐ Shipment has been picked up by FedEx
☐ Updates on estimated delivery
☒ Shipment has been delivered
☒ Delivery exceptions ⓘ

Other email address

EMAIL * LANGUAGE *
English

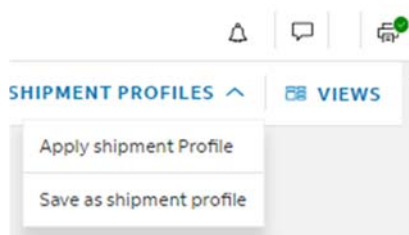
✖ Email address is required. Please provide a valid email address or remove it using the bin icon.

Notify for:

☒ Shipment has been created
☐ Shipment has been picked up by FedEx
☐ Updates on estimated delivery
☒ Shipment has been delivered
☒ Delivery exceptions ⓘ

7.1.13. Step 10: Verify the final cost of the shipment and the estimated delivery.

7.1.14. Step 11: To save time for next shipment, click **Save as shipment profile**.



7.1.15. Click Finalize and Print to generate the label (If the printer icon has a green check mark, it means the shipping manager is connected to the label printer located in the printing area). Save one copy of the label in pdf format in the order shipping folder.

7.2. International shipping

7.2.1. Follow SUC001 to create an ITN number. This step must be taken before generating FedEx label.

7.2.2. Step 1-5 are the same as for domestic shipping.

7.2.3. Once an international address is filled in, additional options will appear below package details section.

7.2.4. Step 6: Package Contents. If the shipment is for a document, select Documents radio button. Otherwise, select Items radio button.

Any saved item can be added in the Search Saved Items box by typing in e.g. "oligo" which is for most of custom oligo order.

Revise as needed by clicking the edit icon. If this is a new item, click Add New Item to add a new item. At the end, check Save as a New Item.

The following information is needed to add an item

- The item description
- HS code: 3822.19
- Made in (origin)
- Quantity
- Weight

Custom Value. In Shipment Purpose dropdown, pick Commercial for shipment to customer directly, Sample for Synoligo-selected third party testing facility or customer-selected CRO. Gift option is rarely used.

7.2.5. Step 7. Commercial Invoice

In Invoice for Customs dropdown, pick "I want FedEx to create a commercial invoice". In Terms of Sale field which is usually EXW, fill in the actual value from Order Confirmation document; In Declaration Statement field, fill in "**End Use: research use only, not to be used on animal or human subjects. Country of Origin/Manufacture: USA. Manufactured from non-animal source, BSE/TSE free.**". Check Attach Trade Documents Electronically box.

In Additional Documents, upload as needed other documents to facilitate custom clearance.

In Letterhead and Signature, these should already be filled out.

Check "The Sold-to Party is Not The Consignee" box only if customer instructs shipping to their CRO directly. Pick from Search in Address Book or fill in customer's information here. If this is a new customer, check Save as New Contact in Central Address Book.

The "Originator is Different from the Shipper" box is rarely checked.

Package contents

Items

Documents

SEARCH SAVED ITEMS

Q

+ ADD NEW ITEM

DESCRIPTION	HS CODE	MADE IN	QUANTITY	WEIGHT	CUSTOMS VALUE
non hazardous reagent	3822190000	US	1 PCS	1 lb	\$8,200.00

SHIPMENT PURPOSE *

Commercial

INVOICE FOR CUSTOMS *

I want FedEx to help me create a commercial invoice.

TERMS OF SALE

ADDITIONAL INVOICE INFO

DECLARATION STATEMENT

INSURANCE COSTS

FREIGHT COSTS

PACKING COSTS

HANDLING COSTS

Attach trade documents electronically (recommended)

Additional documents

UPLOAD FILE

Letterhead and signature

VIEW LETTERHEAD

VIEW SIGNATURE

The sold-to party is not the consignee

The originator is different from the shipper

7.2.6. Step 8: Electronic Export Information (EEI). If the shipment is to Canada or to other countries valued below \$2,500 excluding shipping and tax cost, select No EEI/SED required, select No EEI 30.36 (Canada exemption) and No EEI 30.37(a) (below \$2,500 exemption) in FTR Exemption No. Select Department of Commerce for DCS Type.

If EEI/SED is required, select I Have Already Filled or Will Fill Using AES. Select Pre-Departure ITN for AES Citation Type. Fill in AES Citation number generated from SUC001. Select Department of Commerce for DCS Type.

Electronic Export Information (EEI)

EEI is the data that must be filed through the Automated Export System (AES) for goods shipped from the US to a foreign country. You can authorize FedEx® to send this information to AES on your behalf, file with AES yourself or claim exemption.

SELECT FILING OPTION *
No EEI/SED required

FTR EXEMPTION NO. *
NO EEI 30.37 (a)

DCS TYPE *
Department of Commerce

Electronic Export Information (EEI)

EEI is the data that must be filed through the Automated Export System (AES) for goods shipped from the US to a foreign country. You can authorize FedEx® to send this information to AES on your behalf, file with AES yourself or claim exemption.

SELECT FILING OPTION *
I have already filed or will file using AES

FILE WITH ACE SECURE DATA PORTAL [🔗](#) Already filed? Specify your filing:

AES CITATION TYPE *
Pre-departure ITN

AES CITATION *
AES citation is required.

DCS TYPE *
Department of Commerce

7.2.7. Step 9: Service details. Select Ship Date and Service Type. Some clients will request to use a designated Broker. In this case, Under Service Options, check Broker Select. Otherwise leave this unchecked so that FedEx will be default broker for custom clearance. Under Additional Options, fill in Shipment Reference field with Synoligo Order Number or leave blank if ship to non-customer recipients; fill in PO No field with Customer PO No. for customer order or Synoligo PO number for Synoligo-selected testing facilities or leave blank for all others.

Service details

SHIP DATE *
Saturday, March 9, 2024

SERVICE *
FedEx International Priority

SHOW RATES AND TRANSIT TIMES

Service options

☒ Broker select ⓘ

SEARCH BROKER

ADD BROKER INFORMATION

☐ Hold at location ⓘ

☐ FedEx international controlled export ⓘ

☐ ITAR (exempt) ⓘ

ⓘ You can find dry ice, lithium batteries and non-standard packaging in the package details section.

Additional options

☒ Add shipment references

SHIPMENT REFERENCE
S2131

P.O. NO.
23000814

INVOICE NO.
I2131-1

DEPARTMENT NO.

☐ Email outbound shipment label ⓘ

☐ Include a return label

7.2.8. Step 10: Pickup/drop-off. Select the corresponding options as needed.

7.2.9. Step 11: Billing Details. For “Bill Transportation cost to”, refer to 7.1.11. Select “Recipient” or “Third Party” under the “Bill Duties, Taxes and Fees to” field, unless stated otherwise.

Billing details

BILL TRANSPORTATION COST TO *
My account

BILL DUTIES, TAXES AND FEES TO *
Recipient

FEDEX ACCOUNT NUMBER

ⓘ You can find the shipment references in the service options section. You can find the tax IDs in the sender and recipient sections.

Billing details

BILL TRANSPORTATION COST TO *
My account

BILL DUTIES, TAXES AND FEES TO *
Third-party

FEDEX ACCOUNT NUMBER *

✖ FedEx account number is required.

7.2.10. Step 12: Add Shipment Notification. Check Add Shipment notification to shipping@synoligo.com and customer's email.

7.2.11. Step 13: Click Finalize and Print.

7.2.12. Step 14: On the finalized page, it'll give you the option to download the transaction record and the commercial invoice. Save these documents to its corresponding order folders and print out the commercial invoice to be attached to the package.

If you miss the chance of collecting these documents on the final page, Click Shipments on the navigation panel on the left. Check the shipment just created. A menu bar will appear above the shipment list. Click Print Documents, then Shipping Label, then Print. A small window will appear showing "Successfully Printed the Shipments".

