



Edit returns labels and customs documents

Make sure your returns ship with minimal delay. When your return shipment is different from the original shipment, you can easily **change the way you ship with editable return labels and customs documents.**

If you've received an **editable return label or customs documents from FedEx® Global Returns**, making adjustments to your shipment is simple. Below you'll find key information items that brokers and customs officials need, allowing you to facilitate customs clearance and avoid delays when the return contents don't match the original shipment. That means you'll be able to ship your returns faster with no surprise cost.

A. Language Option

Optional. Change the language for the page.

B. Tax ID no./EORI

Optional. Enter your tax ID number or Economic Operator Registration and Identification (EORI). You can also enter an Employer Identification Number (EIN) or a Social Security number (SSN).

C. Ship Date

Required. Update this field for the day you will be shipping the package.

1. Welcome Page:

FedEx Complete Your FedEx Label

Welcome, John Brown
Your label is ready to be printed. Please review your label details and make any desired edits.
If you have any questions about this shipment, please contact the requester at 9972116787.

Review and Print Your Label 795798435919

From John Brown WAIRE, 1300, Belgium Tax ID no./EORI (optional)	To Sreekaram Sreekar 8935 E TURNBERRY PL MEMPHIS, TN, 38125, United States
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Shipping Information Service type: FedEx International Economy® Package weight: 1.00 lbs Carriage value: USD	Label Information <table><tr><th>Item Description</th><th>Access Label Until</th><th>Status</th></tr><tr><td>test</td><td>Jun 30, 2014</td><td>Pending</td></tr></table>	Item Description	Access Label Until	Status	test	Jun 30, 2014	Pending
Item Description	Access Label Until	Status					
test	Jun 30, 2014	Pending					

Ship Date
Ship date: Today, Jun 19, 2014

A. Package weight

Required. If the weight of the package has changed since the original shipment, update the weight. FedEx reserves the option to re-weigh and measure your package(s).

B. RMA Number

Optional. Provided by the original shipper (typically the party who sent you the item being returned), the Return Material Authorization (RMA) may be required in order to return your package to the original shipper.

C. Package type

Required. Select a packaging type for the return shipment. All FedEx Ground® packages should be noted as “Your packaging.”

D. Reason for return

Required. Select the reason for the return shipment. Choosing one of these options will aid customs in processing paperwork.

E. Carriage value

Optional. The carriage value is the selling price or replacement cost of an international shipment’s contents. The declared value for carriage represents the maximum liability for FedEx in connection with that shipment.

2. Shipping Information:

The screenshot shows the 'View/Edit Shipment Details' form. It has several sections: 'Shipping Information', 'Package Details', 'Returns Information', 'Additional Service Options', 'Shipment Details', 'Commodity Information', and 'Customs Information'. Callouts A through E point to specific fields: A points to the 'Package weight' field (value: 1.00 lbs), B points to the 'RMA Number' field (value: optional), C points to the 'Package type' field (value: FedEx Envelope), D points to the 'Reason for return' field (value: Select), and E points to the 'Carriage value' field (value: optional USD). The 'Prepare Label' button is at the bottom right.

Associated Return Shipment: What's the reason for the return?	When is this used?
Rejected Merchandise	When you're including a return label for your customer, but don't expect returns.
Exhibition/Trade Show Returns	When the goods you're shipping are for a show, exhibition, trade show, or event.
Return of Loaned Item	When the goods you're shipping are for temporary use and will be returned to you in an unaltered state.
Trial Returns	When the goods you're shipping are for a trial and will be returned to you.
Faulty Item Being Sent	When you're shipping a replacement item in advance of receiving a faulty item back.

Return — Other	When none of the other reasons listed apply. You will have the ability to state your exact reason for the return.
Repair/Processing Returns	When the goods you're shipping will be either repaired or otherwise processed before being returned to you. Processing may include modification, incorporation, or treatment of some kind.
N/A	When the recipient previously sent you the item for repair, but not via FedEx.

F. Customs value

Required. The customs value is the transactional or sale price for the contents of the shipment if it is being sold. If the shipment is not being sold, the customs value should be the fair market value, which is the price that a seller would get from a buyer for the contents of the shipment if it were to be sold on the open market.

G. Purpose of shipment

Required. Select the shipment purpose from the drop-down menu. This information prints on the Commercial Invoice. If no purpose is selected, the field defaults to "Commercial," and your shipment is cleared through customs under the appropriate country provisions relating to commercial shipments.

- Commercial: Any shipment being sold or sent free of charge, from one business entity to another, for the purpose of being re-sold or otherwise consumed in the course of business.
- Gift: Any shipment containing articles to be given as an unsolicited gift, from one private individual to another private individual, which are not being shipped by a business nor consigned to a business.
- Sample: Any shipment containing articles which are sent free of charge that have been marked or mutilated, or otherwise made unsuitable for sale or use except as commercial samples, being shipped with the view of soliciting an order or as a mock-up to furthering an existing order from the foreign entity.
- Return and Repair: Articles being shipped for repair or articles previously exported for repairs, which are being returned following the repair.
- Personal Effects: Any shipment containing used personal articles, such as unaccompanied baggage and household goods being shipped for relocation.
- Personal User: Any shipment containing new goods for personal consumption, purchased abroad and being shipped back to a private individual.

2. Shipping Information (cont):

The screenshot displays the 'View/Edit Shipment Details' form, which is organized into several sections:

- Shipping Information:** The top section, containing a sub-section for 'Package Details'.
- Package Details:** Includes fields for 'Package weight' (1.00 lbs), 'Package type' (FedEx Envelope), 'Carriage value' (optional, USD), and 'Customs value' (1.00 USD). A purple circle with the letter 'F' is placed over the 'Customs value' field.
- Returns Information:** Includes fields for 'RMA Number' (optional) and 'Reason for return' (Select).
- Additional Service Options:** Includes checkboxes for 'Return Shipment' and 'Signature Option'.
- Shipment Details:** Includes a 'Purpose of shipment' dropdown menu (Set to 'Select') and a checkbox for 'Include a Certificate of Origin'. A purple circle with the letter 'G' is placed over the 'Purpose of shipment' dropdown.
- Commodity Information:** A section at the bottom with a collapse icon.
- Customs Information:** A section at the bottom with a collapse icon.

A 'Prepare Label' button is located at the bottom right of the form.

A. Description

Required. If the listed description is incorrect, select the description that best describes your shipment. Click the “Update” button to complete changes.

B. Country of manufacture

Required. If the listed country of manufacture is incorrect, choose the correct country. Click the “Update” button to complete changes.

C. Editing details

Required. Click the checkbox next to the item description and then click the “Edit” button. The “Details for customs purposes” box will expand, allowing you to update the description and the country of manufacture.

3. Commodity Information:

View/Edit Shipment Details

Shipping Information

Commodity Information

Description
<input checked="" type="checkbox"/> Bonds

Details for customs purposes

Description: Bonds

Country of manufacture: Belgium

Cancel Update

Add Another Item Delete Edit

Customs Information

Prepare Label

A. Invoice type

Required. Select "Commercial Invoice," "Pro Forma Invoice," or "Use My Own."

B. Originator name

Required. Identify an individual responsible for the shipment.

C. Reference

Optional. Enter reference information, such as a customer number used by your company.

D. Invoice number

Optional. Enter an invoice number for reference.

E. Purchase order number

Optional. Enter a purchase order number for reference.

F. Freight charge

Optional. Freight charges entered will print on the Commercial Invoice and are not related to FedEx charges.

G. Insurance charge

Optional. Insurance charges entered will print on the Commercial Invoice and are not related to FedEx charges.

4. Customs Information:

Customs Information	
Customs documents may be required for this shipment. You may use your own forms or complete the information below and print a commercial or pro forma invoice with your label.	
Create An Invoice	
Invoice type	Select
Originator name	
Terms of sale	Select
Reference	(optional)
Invoice number	(optional)
Purchase order number	(optional)
<input type="checkbox"/> Shipper and Recipient are related parties	
Additional Invoice Information	
Freight charge	(optional)
Insurance charge	(optional) USD
Other charges	(optional) USD
Handling cost	(optional) USD
Packing cost	(optional) USD
Total customs value 1.00 USD	
Additional Remarks	
Special Instructions	(optional)
Declaration statement	(optional)
Comments	(optional)

Clearance Information	
Importer of Record	
Sreekaram Sreekar	
MEMPHIS, TN	
US	
9972116787	

H. Terms of sale

Required. Choose the terms of sale. This is the point where seller obligation ends and the goods have been delivered to the buyer.

- Free Carrier (FCA): Free carrier at a named port of export. The seller quotes the buyer a price that covers all costs, up to and including delivery of goods aboard an overseas vessel (e.g., airplane).
- Carriage and Insurance Paid To (CIP): Carriage and insurance paid to a named overseas port of import. The seller quotes a price for the goods, including insurance, plus all transportation and miscellaneous charges, to the point of import.
- Carriage Paid To (CPT): Carriage paid to is the named overseas port of disembarkation (i.e., import). The seller quotes a price for the goods that includes the cost of transportation to the named point of import. The cost of insurance is left to the buyer's account.
- Ex Works (EXW): The price quoted applies only at the point of origin, and the seller agrees to place the goods at the disposal of the buyer at a specific place on the date or within the fixed period. All other charges apply to the account of the buyer.
- Delivered at Place (DAP): The seller delivers the goods when they are placed at the disposal of the buyer on the arriving means of transport, ready for unloading, at the named place of destination. Parties are advised to specify as clearly as possible the point within the agreed place of destination, because risks transfer at this point from seller to buyer.
- Delivered at Terminal (DAT): The seller delivers when the goods, once unloaded from the arriving means of transport, are placed at the disposal of the buyer at a named terminal, port, or place of destination. Terminal includes quay (wharf), warehouse, container yard or road, rail or air terminal. Both parties should agree on the terminal and, if possible, a point within the terminal where the risks will transfer from the seller to the buyer.
- Delivered Duty Paid (DDP): The seller fulfills his obligation to deliver when the goods have been made available at the named place in the country of importation. The seller must bear the risks and cost, including duties, taxes, and other charges of delivering the goods.
- Other: Shippers have the option to select "Other" and enter an acceptable three-character terms of sale code into a freeform text field. The three-character "Other" value will display on screen and print on the Commercial Invoice/Pro Forma Invoice. Special characters are not allowed.

4. Customs Information (cont):

Customs Information

Customs documents may be required for this shipment. You may use your own forms or complete the information below and print a commercial or pro forma invoice with your label.

Create An Invoice

Clearance Information

Invoice type

Select

Originator name

Terms of sale

Select

H

Reference

(optional)

Invoice number

(optional)

Purchase order number

(optional)

Importer of Record

Sreekaram Sreekar

MEMPHIS, TN

US

9972116787

I. Other charges

Optional. Other charges will print on the Commercial Invoice and are not related to FedEx charges.

J. Handling cost

Optional. Typically used for expenses required to handle the shipment. These costs will print on the Commercial Invoice and are not related to FedEx charges.

K. Packing cost

Optional. Typically used for expenses required to pack the shipment. These costs will print on the Commercial Invoice and are not related to FedEx charges.

L. Special instructions

Optional. Write a message (up to 300 characters) to the original shipper.

M. Declaration statement

Optional. Certify that the invoice is true. The statement will print on the Commercial Invoice or Pro Forma Invoice.

N. Comments

Optional. Write (up to 300 characters) any additional information about the items being shipped.

4. Customs Information (cont):

Additional Invoice Information		
Freight charge	<input type="text" value="(optional)"/>	USD
Insurance charge	<input type="text" value="(optional)"/>	USD
Other charges	<input type="text" value="(optional)"/>	USD I
Handling cost	<input type="text" value="(optional)"/>	USD J
Packing cost	<input type="text" value="(optional)"/>	USD K
Total customs value 1.00 USD		
Additional Remarks		
Special Instructions	<input type="text" value="(optional)"/> L	
Declaration statement	<input type="text" value="(optional)"/> M	
Comments	<input type="text" value="(optional)"/> N	

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More info

- Contact your FedEx account executive
- Go to fedex.com/us/international/ground-shipping-canada
- Call **1.800.GoFedEx 1.800.463.3339** and say "international services"
- Go to ftn.fedex.com/us/services/nri.shtml or call FedEx Trade Networks Canada at 1.866.463.8682