

# Advanced visibility there and back

Don't lose track of your shipments on the return leg. Maintain **control and visibility coming and going.** 

With **FedEx® Global Returns**, you can track the status of your shipments, receive key information about returned items, and link return shipments to their original shipment. And, you'll be able to easily manage tracking and reporting for all returns in your account.

## Get notified

**A.** When you create a return label, you'll have the option to set up email notifications for critical aspects of the return journey. Receive notifications when a return shipment is picked up, in transit, or dropped off — and customize those notifications for up to two additional parties. Choose from wireless, text, or HTML email formats. You can add a personal message of up to 120 characters to all email notifications.\*

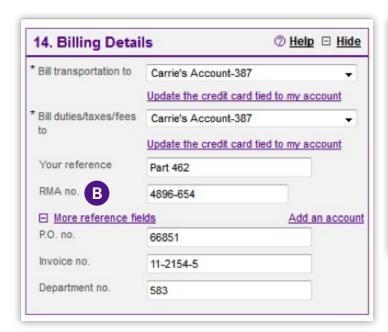
	Notification type  Ship Tendered Exception Delivery			
Return package to Email compworld@world.com English				
Return package from Email johnsmith@email.com English	Ship Tendered Exception Delivery			
☐ Add additional recipients Other 1 Email English	Ship Tendered Exception Delivery			

Notification						
795931420874						
Step (PU) date Tues \$9662014 4:13 pm LISBOA, CA. PT	Delivered Speakforty (ASSET)		Actual delivery Thur \$000/2014 11:09 am TLEURS NL			
Request Status Updates						
Enter email address, select notifica enter your name and email addres	tion type,edd a message(optional s	and click send if you	include (	messag	e/kon umst	
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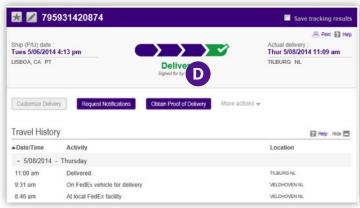
# Use your references

There's no need to re-invent the wheel for return billing. Use your internal information filing and reference system to easily find information about return shipments:

- **B.** When a return shipper calls about the status of a return package, a customer service representative can set up notifications. The maximum length for the "RMA no." field is 20 characters. All other reference fields may contain 30 characters.
- **C.** The reference fields will be printed on the shipping label for easy access.
- **D.** You can conveniently track shipment status using reference information.







**E.** A customer service representative can effectively handle calls with the information provided by the reference field integration.

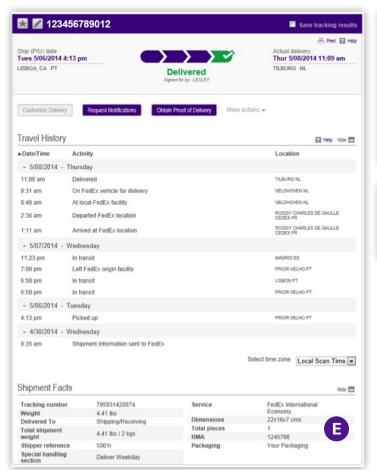
## Get linked

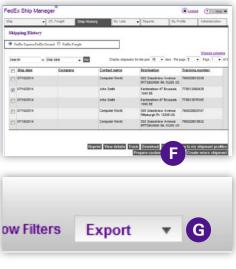
**F.** Easily link the return shipment with the tracking number of the outbound shipment — even if the return shipment is created much later. This allows you to easily transfer delivery information, ensure accuracy, and track the status of your shipment at any time. Simply go to "Shipping History," check the box of the original outbound shipment, and click the "Create return shipment" button.

# Get reports

**G.** Download reports from FedEx® Tracking. These reports will display all of your return shipments, whether they're in transit, already delivered, or not yet shipped. This information is available for up to two years. Once you log in at FedEx Tracking, select "Export" on the right side of the screen.

In the drop-down menu, you will see "Returns Data Export," where you can choose downloading options. To view the data, select the date range, file format, and type of shipment. Then click "Export Data."





### H. For a demo of this feature, go to fedex.com/us/fedextracking.

If your company has a need for deeper analytical insights and operational data, you can also leverage these tools on FedEx Tracking:

## • Return Pipeline Visibility

Set up notifications to receive email summaries of the quantity and speed of your returns.

#### Deep Report History

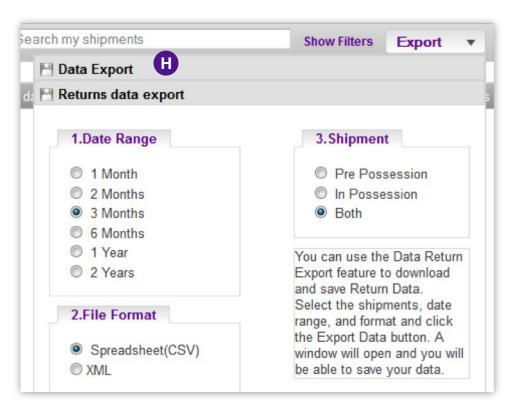
Download data files (as far back as two years) that give you a detailed account or return labels created, whether they have been used or not.

#### Custom Views

Easily sort and maintain summaries for your return shipments.

#### Fast Search

Search a list of returns by customer name, RMA number, or your invoice number.



FedEx. Solutions That Matter.®



## 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