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Fedex exception report

When I track my international package, I sometimes get information about a package to another location or a package that has been delivered. Why? Some tracking in the FedEx system is recycled, and the Tracking Page may display information from another shipment, in addition to or instead of yours. To resolve this issue, FedEx modified its Tracking Page to request an appropriate delivery date. FedEx customers with account numbers can get more accurate information using the Alternative Reference Tracking page. What is a status exception code? An exception occurs when a package is temporarily delayed during transit. Every effort is made to deliver every package as soon as possible, so an exception does not necessarily show a late shipment. The status exception explains the most recent exception in the scan operation section. The term PMX refers to a p.m. exception, when a shipment is returned to a delivery station for the night because it cannot be sent in the courier route. A delivery exception may occur because the package is incorrectly addressed, a recipient is not available, etc. In many cases, delivery is re-tried the next day. Can I follow up without airbill? To track your package, you'll need to use an airline waybill tracking number, found above the crown code on the FedEx shipping label. All FedEx shipments are given an airline waybill number, so you'll be able to contact the consignee for a number if you can't find it. The tracking page doesn't seem to work. Could the problem be my Web browser? The FedEx homepage is built to the current HTML standard. These standards are supported by most, but not all, www browsers. If you are a CompuServe user with a Mosaic browser, you may want to try Netscape or a similar browser. CompuServe sysop suggests you GO PCFF to download Netscape. CompuServe users may also want to try downloading the new version of CompuServe WinCim 2.01, which has a new version of the Spy-Mosaic browser. Some America Online users have had problems because the default settings in version 2.5 of AOL software include compression graphics, which adversely affects the way the FedEx website is displayed. You might want to go to Options in the Options menu and turn off compression. If your problem persists, you may want to contact AOL for technical support. Can I use my Page to find out when my shipment will arrive? While Tracking Pages can provide up-to-date tracking information, there's no way to predict delivery times for a particular package. In addition, security concerns prevent us from releasing information. Do you have a list of online check-out locations? Yes, you can now visit the Drop-Down Location page. Prices posted on the site? Currently, the interest rate information of available to the United States and Canada in Rate Finder. The same feature will be implemented to Asia Pacific afterwards. In the meantime, you can contact Customer Service for more information. An 'exception' status means an unwanted event that prevents the delivery of your package. Some examples include: A customs delay A vacation No one accepts delivery of your package Missing documents, etc. If you would like to learn more about this event, please contact us. Yes No Information is: The 'exception' status means an unexpected event that prevents delivery of your package. Some examples include: a customs delay a holiday no one accepts delivery of your package missing documents, etc. If you want to learn more about the event, please contact our customer service. Yes No Information is: When shipping with FedEx, we all know the quality of care and fast delivery that comes with choosing them as your service provider. With 98% of FedEx plans arriving on time, unharmed and for the right recipients, exception notifications are not a common problem. However, when an exception appears on your tracking message, understanding the terms and procedures can help you estimate the appearance of the package. Read on to learn more about the different types of exceptions that are possible with the fed-ex's current protocols. Exceptions to pick-up and delivery While there are many types of exceptions, the most common likely that you will run into is Pick-Up and Delivery. Pick-up exceptions may occur when you've scheduled your package pick-up by your FedEx service provider and the package isn't there when they arrive or the package isn't ready on time. In this case, you'll need to reschedule your delivery request, and will therefore resolve on an additional date for delivery expectations. In the case of distribution exception reports, some issues may have occurred to trigger notifications, the most common of which is the PMX index. PMX or PM Exception simply means that the package cannot be delivered and will be sent back to the shipping station overnight. Recipient packages that are unavailable, wrong address, inclement weather, or broken labels often cause PMX status on the tracking page. If the recipient is not at home or unable to sign the shipment, the carrier may re-attempt to deliver the next day. Exceptions to loss and damage While FedEx carriers always use best measures to ensure the safety of customers' shipments, sometimes accidents occur. When a package is damaged during transportation, the carrier puts a hold on the item rather than delivering it. The damaged item is then returned to the shipping station and can place a PMX message on the tracking page, with a Damaged note underneath it. If this message appears on the tracking information, you'll need to contact FedEx and make a claim. To minimize the risk of damage during shipping and maximizing opportunity for a

refund, make sure you follow FedEx's packaging guidelines. If you have insurance with Cabrella, the claim filing process will be much faster than through classical channels. Although also an indi regular occasion, over time a package can be lost. When a service provider realizes that a package is not present and cannot be delivered, they will make a Lost exception, which will notify the sender to call FedEx and request a refund. There again, make sure you have proper insurance, so you don't leave money on the table. National carriers often have lower limits and restrictions than third-party insurance providers. Compare the cost of insurance with a service provider versus a broker and choose wisely. Incorrect address and damage label Once the customer's package is out for delivery, an incorrect address can quickly gum up the works. You should always carefully check the address of the recipient. If a number is turned off even by a single digit, whether it's for a zip code, a set or apartment number, or for a street address, it is entirely possible to send the package to another destination. When the carrier notices a non-consistency with the address or name, they will give the PMX exception notice, return the shipment to the terminal, and you will have to contact FedEx. On the other hand, if the address is correct, but the label is broken, the problems may be almost the same. If the carrier is unable to scan the label's barcode or read the recipient's address, they will return the shipment to the center with the PMX exception for tracking and the status noted as The Label is damaged. Holiday exceptions During peak holiday season, many services become a little busier and package delivery is one of the top services on the list. During this time of year, it is especially important for parcel owners to double and triple the check of package weight, size, label and delivery time. Any precautions that can be taken to avoid delivery interruptions can benefit all stakeholders. If there are problems with the weather, labels, weights or a large influx of packages out of a particular area, FedEx may have to keep the package to receive. Are there exceptions to money back guarantees? Most of the time, you can expect your FedEx plan to arrive on time and uns hurt, but when something went wrong, FedEx will have a Money Back Guarantee. Refund guarantees are provided on each U.S. shipment and may be required if they miss their scheduled arrival time. However, there are exceptions to their money-back promises, such as · if the label is unreadable, damaged or missing · incorrect address · air traffic control · inclement weather · if FedEx receives delivery instructions to the holding location In addition, if a package is not ready to be received, or if the package has been sent after the last shipping time of that day, then will add more time on the expected delivery date and therefore will not be eligible for a refund. If you believe your package is eligible for a Money Back Guarantee, you'll need to contact FedEx to begin the refund process. Refunds are not automatic, even if the plan is eligible. Can Cabrella make tracking packages easier? Life is fast-paced and can make tracking shipping updates difficult, but Cabrella is here to help. When you use Cabrella software, you can follow each shipping step by step until your package arrives at your destination. The easy-to-use private dashboard gives you quick access to all your shipments and provides real-time updates on national and international tracking. Getting exception notifications via FedEx can throw a flag during your specified arrival, but knowing about it as quickly as possible can make all the difference. Cabrella keeps you informed so that if action needs to be taken, if a service provider needs to be contacted, if a hold request needs to be requested, or if a claim needs to be filed, you will know immediately. This response will also increase the level of service for your customers, who will get a quick answer when they see an exception attached to their order. Interested in viewing our software solution in action? Action?

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