

FedEx Tracking and Pickup

FedEx Tracking

The FedEx Tracking option is accessed via the VinNOW Maintenance menu as an option under 'FedEx Tracking'. An internet connection is required to carry out this option.

The FedEx Tracking screen allows the user to search for and view the status of a list of orders created in VinNOW and request the tracking information available. Any of the fields in the Select Orders area are search-able, but typically searches are done on the Status of Shipped. Click on Find to search using the default settings or change them to your preferences.

To retrieve the FedEx tracking information for an order, simply click on the desired order to highlight it and put its Tracking Number in the Tracking Number field. Click the 'Track Shipment' button which will retrieve the tracking information from FedEx and display it. Alternatively, if you know the tracking number you wish to track, you may type it in the Tracking Number field, and then click the 'Track Shipment' button. If no tracking information is available for the selected shipment, a message will be displayed.

You can also view the Order's Tracking Information by double clicking on its "Shipment ID" in the grid.

Multiple Package Shipment tracking allows you to track by the master tracking number or by one of the associated sequential tracking numbers for child packages. Tracking by the master tracking number returns tracking data for all child tracking numbers associated with the master. Tracking by the child tracking number returns tracking on the specific package associated with that tracking number.

FedEx Pickups

Pickup Scheduling feature is accessed from the main FedEx Shipment form by clicking the "FedEx Pickup Scheduling" button.

The FedEx Pickup Scheduling forms allows you to schedule new FedEx pickups for the FedEx Shipments that have been created in VinNOW and have a status of "Shipment Created".

You can also choose to add your shipments to a FedEx Pickup that has already been scheduled. Note however, that if you add shipments to an existing FedEx Pickup, the additional shipment(s) information is not sent to FedEx. FedEx will not be made aware of the additional shipment items. Since the current FedEx interface has no capability for modifying a Scheduled Pickup, that action can only take place via the FedEx website. The information will be saved within the VinNOW database and will be included within the FedEx Pickup Summary feature of VinNOW.

The Pickup Scheduling process begins on a form similar in look and feel to the main FedEx Shipping form. You enter search criteria to get a list of the shipments. When a list of shipments is displayed in the form's main grid, you can choose the shipments you wish to work with by clicking in their selection column.

When selecting multiple shipments for Pickup, the shipments must be using the same FedEx Carrier, either FedEx Ground (FDXG), or FedEx Express (FDXE). FedEx requires separate Pickups for each of their Carrier services.

Once shipments are selected, the next step is to go to the Pickup Scheduling detail form by clicking the "Schedule FedEx Pickup" button

FedEx Pickup Scheduling form:

Allows shipments created in VinNOW to be scheduled for pickup by FedEx. You can schedule a new FedEx Pickup, or you can add shipments to an existing FedEx Pickup...even if the Pickup has already been made.

Adding shipments to a pickup that has already been made serves only to document the shipment-pickup linkage within VinNOW and make it available for viewing within the FedEx Pickup Summary.

When scheduling a new FedEx Pickup, make sure that the "Schedule New Pickup" radio button is selected.

For new Pickups, it is required that you provide the pickup date and the times that the shipment items will be available. Also required is the User/Shipper information. Default values for those are present when initiating the form. When adding shipments to an existing FedEx Pickup, no changes are permitted to User information values.

When adding shipments to an existing FedEx Pickup, make sure that the "Add to a Scheduled Pickup" radio button is selected.

To view a selection list of existing FedEx Pickups:

- Enter/Select a beginning date for the Pickups you want included.
- Click on the 'Go' button and a selection list of your FedEx Pickups will be populated. This is a drop-down list that appears when the down arrow button next to the text entry box is pressed.
- Select the Pickup you want the shipment(s) added to from the provided list of FedEx Pickups.
- The "Pickup Items" grid on the form displays a summary of all shipments contained in the FedEx Pickup. It is grouped by FedEx service type.
- Click on "Ok" button to schedule/save the Pickup. Or click on "Cancel" to exit the form with no changes being made.

NOTE: Each FedEx Pickup is assigned a unique Pickup Confirmation Number (PCN) at the time it is created. If contacting FedEx for any reason about a scheduled pickup, the PCN will allow them to access information related to a specific pickup.

FedEx Express® Pickup Request Notes:

The time that your packages will be ready to be picked up must be no later than the postal code cutoff time for your location. The cutoff time can be retrieved with the Pickup Availability request.

The length of time from when your packages will be ready to the time at which the courier will no longer be able to enter the premises to pick up the packages must be no less than the "access time", which can also be retrieved with the Pickup Availability request.

FedEx Express pickup can be scheduled for the current or next business day.

The maximum number of packages for a single pickup request is 99.

If you already have a regular scheduled pickup, it is not necessary to schedule a one-time pickup or add another regular scheduled pickup.

You cannot change a pickup request. To change a request, you must delete the original request and enter a new request.

FedEx Ground® Pickup Request Notes:

Pickup can be scheduled for the next business day or any business day up to 2 weeks in advance.

Maximum number of packages for a single pickup request is 99.

If you already have a regular scheduled pickup, it is not necessary to schedule a one-time pickup or add another regular scheduled pickup.

Pickup at a residential address is available for an additional surcharge.

You cannot change a pickup request. To change a request, you must delete the original request and enter a new request.

If you need to schedule a pickup for both FedEx Express and FedEx Ground packages, you are required to schedule one pickup for each of the carriers individually.

If your total package weight exceeds 150 lbs., contact FedEx Customer Service for assistance.

If your pickup location is in a remote area, make sure your packages are ready earlier to accommodate remote pickup schedule.

Always include the latest time your package can be picked up (or your company's close time).

Note: Dispatch requests may fail if you enter an insufficient time window between Package Ready and Business Close. If you have questions about pickup times, contact your regional FedEx Support Hotline.

FedEx Pickup Summary form is accessed from the main FedEx Shipment form by clicking the "FedEx Pickup Summary" button.

The Pickup Summary form allows the User to query the VinNOW database and retrieve FedEx Pickup records and their associated Shipment Packing Slips.

The grid in the top section of the form is for display of FedEx Pickups.



To view the Packing Slips linked to a FedEx Pickup, you select a FedEx Pickup in the grid by clicking any column in the desired row and then clicking on the "List Packing Slips" button. Or you can double click a row in the FedEx Pickups grid to have its Packing Slips displayed.