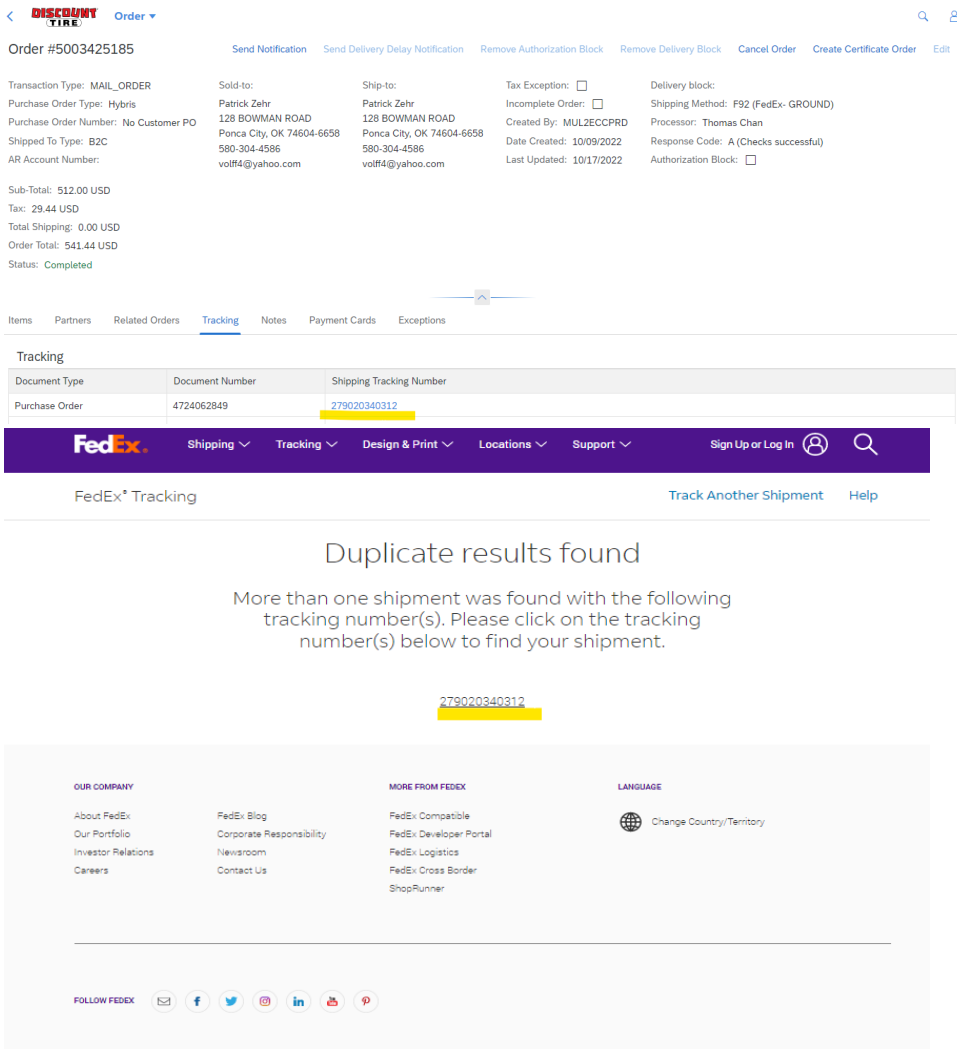
FedEx No/Partial Delivery

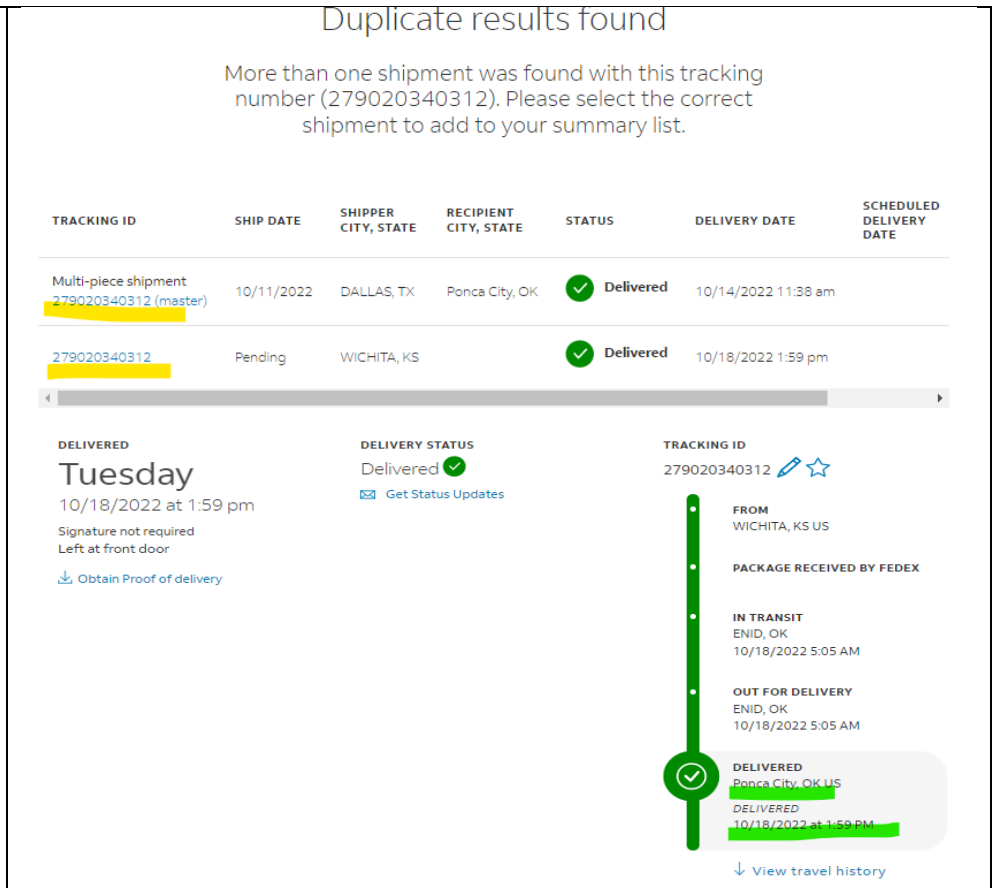
Purpose:
To perform the action of addressing lost package scenarios

Guidelines:
Follow these steps to resolve different lost package scenarios

Process:

STEP	ACTION
***Note*:**	A) All Agent Notes MUST BE reviewed before assigning an order to Returns Log. If you are not clear about what the notes mean, then ask a Senior Specialist. Notes should be saved on relevant order and 'Parent' order B) If in reviewing order notes you already find notes from a Returns Specialist, then contact that same, or another available Returns Specialist. Do not re-submit to Returns Log C) Agent notes MUST BE entered and saved BEFORE submitting order into Returns Log
1	Determine if all packages have delivered • If No, follow step 2 below • If Yes, follow step 3 below
2	No/Patrial Order Delivery: Check tracking and determine if delivery date has been updated on any outstanding tracking • If Yes – advise the customer of the new delivery date, update Agent Notes • If No – Submit the tracking number that has not delivered to the Return/WISMO log, update Agent Notes
3	All packages delivered, missing one or more items: • Ask the customer which tracking number is missing product, look up tracking at FedEx.com

	• Broken bands without duplicate tracking – enter the tracking number with missing product onto Returns Log, update Agent Notes • Broken Bands with Duplicate tracking, advise the customer of the updated delivery date. See below for researching FedEx tracking page to determine if there is duplicate tracking
***Note*:**	The duplicate tracking provides you with the missing tire status because the duplicate tracking created by FedEx is a reprint of the damaged/missing label and is now attached to the 2nd tire – *Example order is 5003425185* 

	 Duplicate results found More than one shipment was found with this tracking number (279020340312). Please select the correct shipment to add to your summary list. TRACKING ID | SHIP DATE | SHIPPER CITY, STATE | RECIPIENT CITY, STATE | STATUS | DELIVERY DATE | SCHEDULED DELIVERY DATE Multi-piece shipment 279020340312 (master) | 10/11/2022 | DALLAS, TX | Ponca City, OK | Delivered | 10/14/2022 11:38 am 279020340312 | Pending | WICHITA, KS | Delivered | 10/18/2022 1:59 pm DELIVERED Tuesday 10/18/2022 at 1:59 pm Signature not required Left at front door Obtain Proof of delivery DELIVERY STATUS Delivered Get Status Updates TRACKING ID 279020340312 FROM WICHITA, KS US PACKAGE RECEIVED BY FEDEX IN TRANSIT ENID, OK 10/18/2022 5:05 AM OUT FOR DELIVERY ENID, OK 10/18/2022 5:05 AM DELIVERED Ponca City, OK US DELIVERED 10/18/2022 at 1:59 PM View travel history
4	Click the tracking number to view the details on both tracking number lines. The completed delivery is found under the 2nd in line because this is a *Duplicate Label* reprinted by FedEx and attached to the package (In other words, there are now 2 separate *duplicate* scans because the package that was one, is now two)

Contact:

Please see an assistant manager or manager with questions.