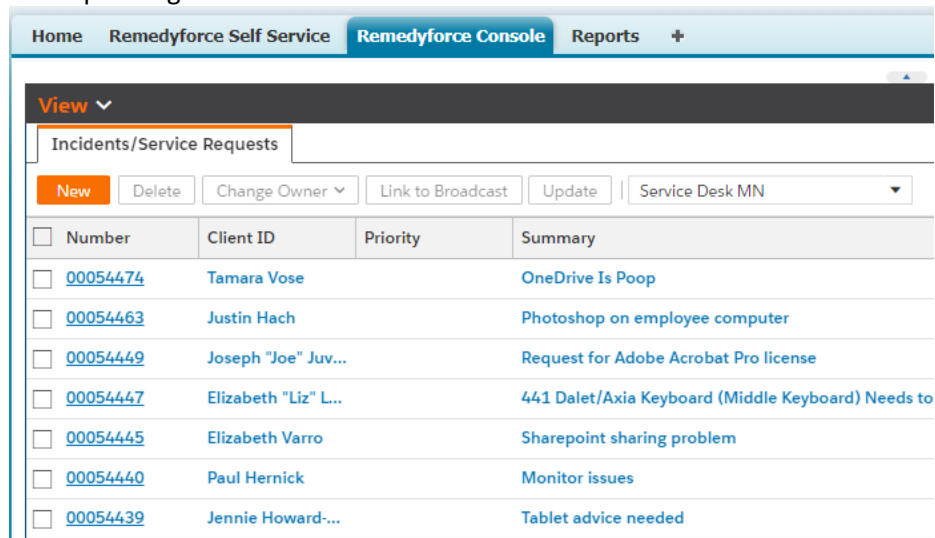


FedEx Shipping Process

Preparation is the key to meeting the demands of **APMG** employees who need equipment, workstation upgrades, and new computers sent to locations that are not local to the Twin Cities area. We have a pro account set up with **FedEx** that gives us all the necessary tools to provide reliable, timely delivery for all of our colleagues. Follow these simple steps when a package needs to be sent to our coworkers.

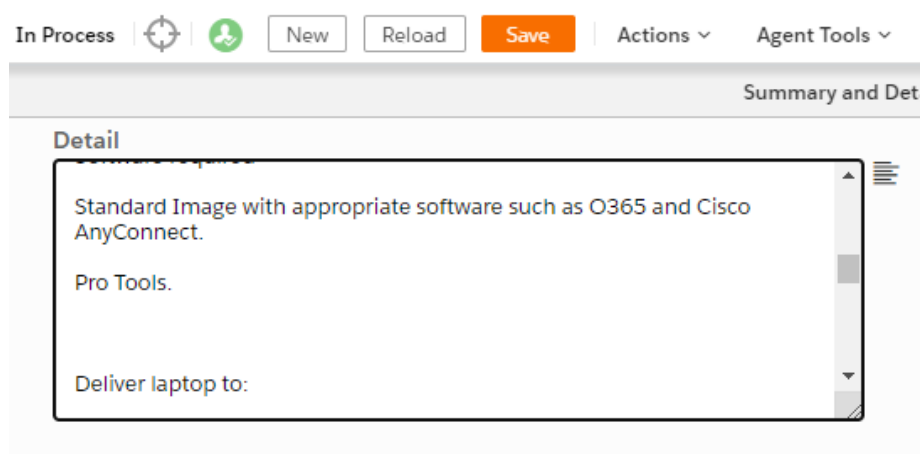
1. Open a browser, navigate to the **APMG Remedyforce Console** tab, and click on the corresponding ticket:



The screenshot shows the Remedyforce Console interface. At the top, there are tabs for Home, Remedyforce Self Service, Remedyforce Console (selected), and Reports. Below the tabs, there is a 'View' dropdown menu set to 'Incidents/Service Requests'. A toolbar contains buttons for New, Delete, Change Owner, Link to Broadcast, Update, and a Service Desk MN dropdown. Below this is a table with columns: Number, Client ID, Priority, and Summary. The table lists several incidents, each with a checkbox, a link to the incident number, the client name, and a brief description of the issue.

☐	Number	Client ID	Priority	Summary
☐	00054474	Tamara Vose		OneDrive Is Poop
☐	00054463	Justin Hach		Photoshop on employee computer
☐	00054449	Joseph "Joe" Juv...		Request for Adobe Acrobat Pro license
☐	00054447	Elizabeth "Liz" L...		441 Dalet/Axia Keyboard (Middle Keyboard) Needs to
☐	00054445	Elizabeth Varro		Sharepoint sharing problem
☐	00054440	Paul Hernick		Monitor issues
☐	00054439	Jennie Howard...		Tablet advice needed

2. Scroll down to the "detail" section of the ticket and check to see the address delivery information



The screenshot shows the 'Detail' section of a ticket in the Remedyforce Console. At the top, there are buttons for In Process, New, Reload, Save, Actions, and Agent Tools. Below these buttons, there is a tab for 'Summary and Det'. The 'Detail' section is expanded, showing a text area with the following content: 'Standard Image with appropriate software such as O365 and Cisco AnyConnect.', 'Pro Tools.', and 'Deliver laptop to:'. A scrollbar is visible on the right side of the text area.

- If you are shipping a computer for a new employee, navigate to the AMPG/MPR welcome sheet:

Office > SharePoint > Information Technology AMPG > IT support > New hire documentation & forms > MPR New Employee One Sheet with Checklist

IT Support > New Hire Documentation and Forms

Name	Modified	Modified By
Administrative Rights Exception Request Fo...	September 13, 2018	Mark Hinsz
APMG IoT Authorized Device Form.pdf	October 30, 2018	Mark Hinsz
MARKETPLACE New Employee One Sheet.d...	July 22, 2020	Raymond Chung
MPR Bill of Sale Form.docx	July 22, 2020	Mark Hinsz
MPR New Employee One Sheet.docx		
MPR New Employee One Sheet.docx		
SCPR New Employee handout Content Add...		

MPR New Employee One Sheet with Checklist.

This item was created 4m ago by Joshua Holt.

- Type the necessary information for the new employee and print a double-sided copy of the form.

Welcome to American Public Media / Minnesota Public Radio

Here is some helpful information to get you started with the technologies at APM/MPR.

Your username is:
Your UPN (User Principal Name) is:
Your primary email address is:
Your password is:

Passwords:

Please change your password before you perform other tasks.
Password must include at least 14 characters, a capital letter, a number or symbol.
Password expires after 1 year.
PC: Press [Control-Alt-Delete] to change your password while logged in.
Mac: Visit System Preferences / Users and Groups.
(Ensure Outlook is closed before changing password. If remote please connect to VPN.)

Intranet Site:

<https://wave.pubicradio.org>
Company updates and information can be found on "Wave". Daily "Wave" notifications are emailed to all employees.

Quality Check - Mac

Print out new User One Sheet

Set New User Password in AD. Log into the machine as the User.

Enable user as a FileVault user.

Ensure Teams, Slack, Outlook and the Camera are installed and functioning.

From Self-Service run 'Reset Dock Icons'.

Plug into the outside DSL line in the build area, ensure VPN is functioning.

Open Self Service, in the Maintenance tab click on Update Policy and select update.

Check Remedyforce Ticket to see if there are any special program/app requests.

Stage Computer in the Loading Dock for the User.

- In the loading dock area, use the scale in the main cabinet drawer to weigh your package



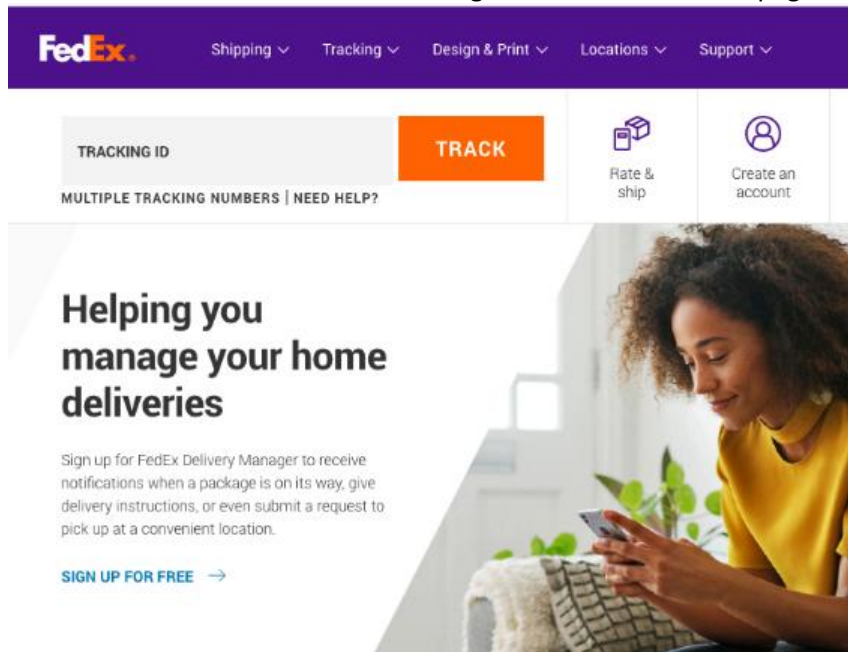
6. In the top drawer of the main cabinet, grab a label sticker



7. There are two ways you can proceed to sign into the FedEx shipping process.

A. Log in to the **MPR FedEx** account manually

- i. Launch a browser and navigate to the **FedEx** Homepage



- ii. In the top right corner, click on the Sign up or Log in menu item, and login to the MPR account.

Sign Up or Log In 



USER ID

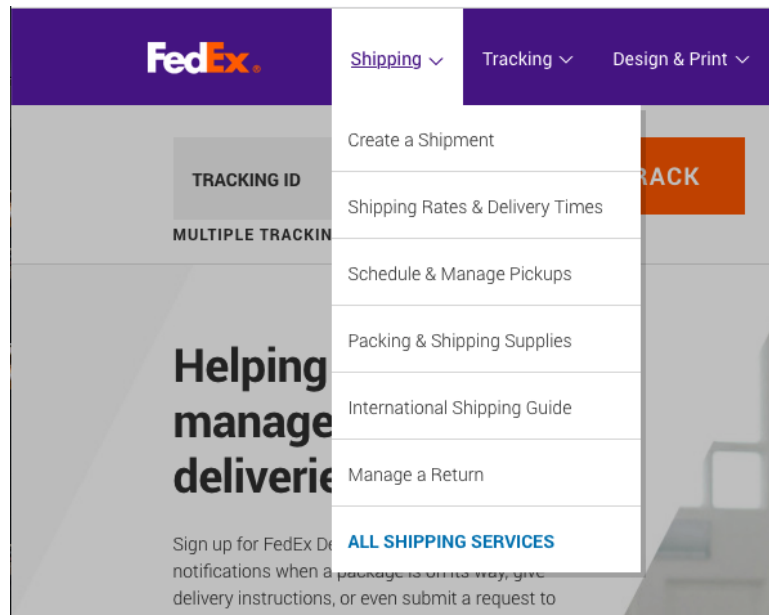
PASSWORD

☐ Remember Me

LOG IN

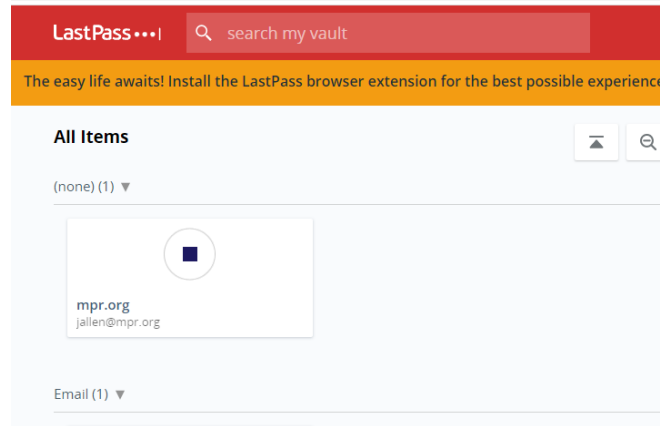
[FORGOT PASSWORD/USER ID?](#)

- iii. In the **Shipping** drop down menu, choose **Create a Shipment**

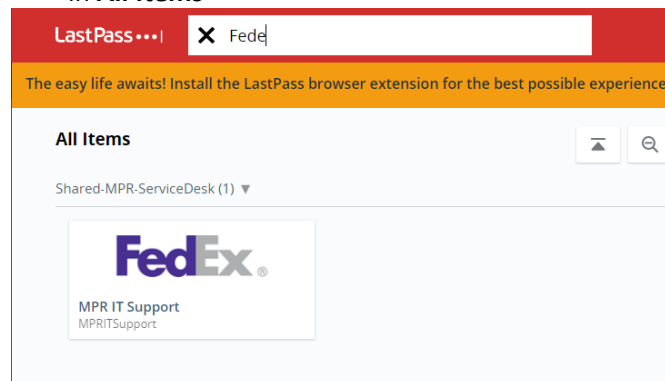


B. Log in with LastPass (Recommended)

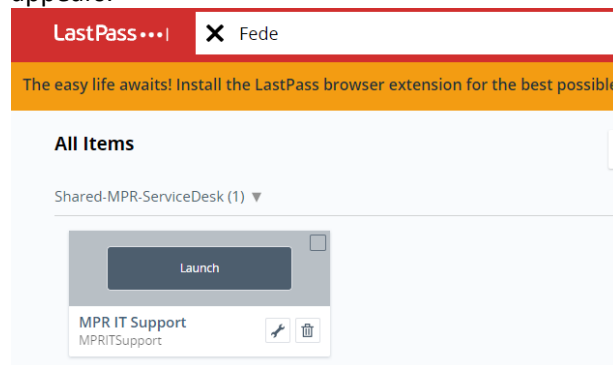
- i. Open a browser and log into your **LastPass** account



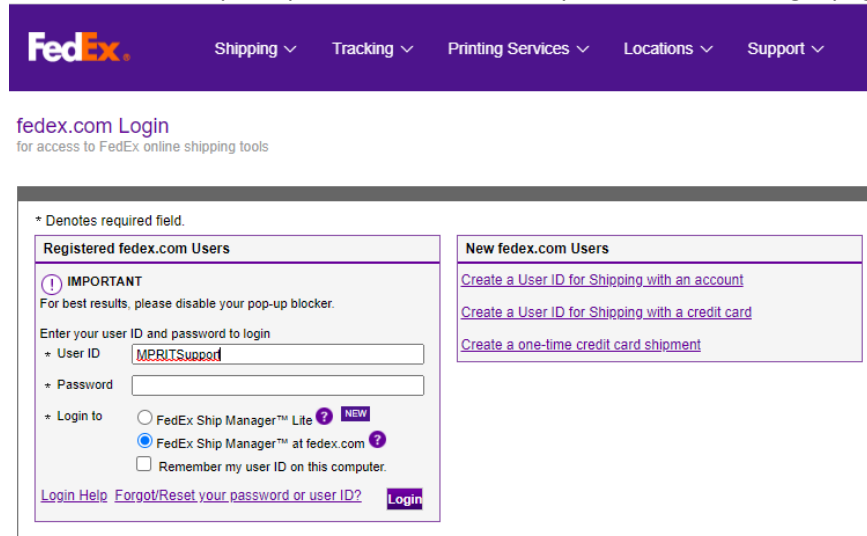
- ii. In the LastPass search field, type in **FedEx** until the logo prompt appears in **All Items**



- iii. Hover over the **FedEx** logo prompt and click the **Launch** button when it appears.

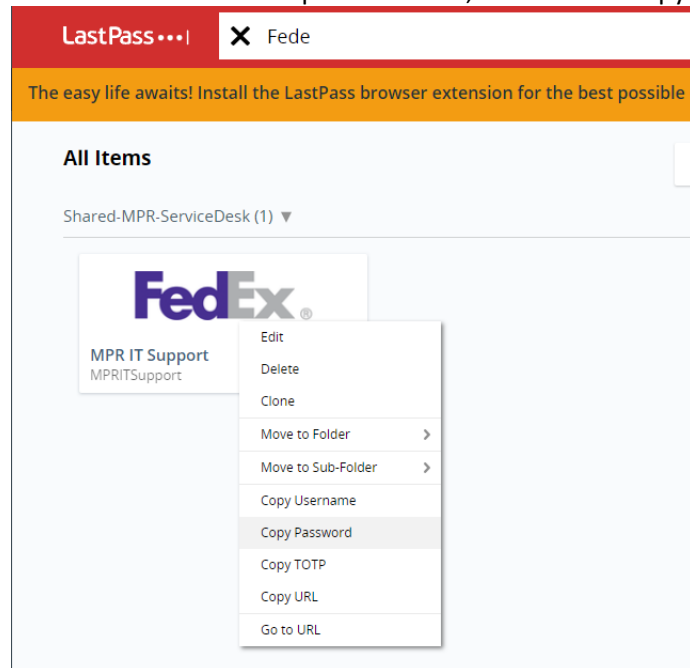


- iv. This will open up a new tab that takes you to the **FedEx** login page

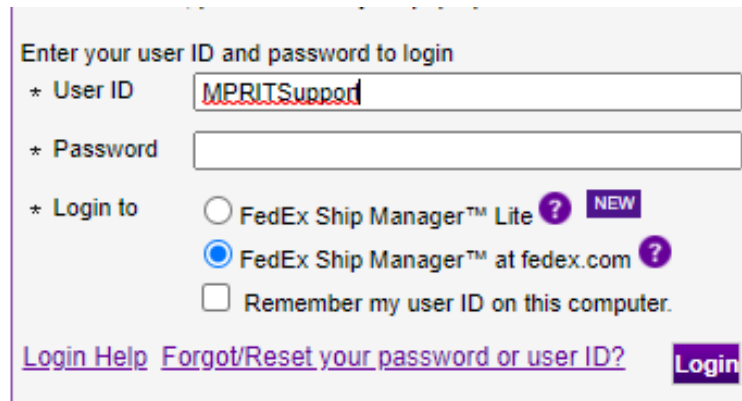


The image shows the FedEx login page. At the top is a purple navigation bar with the FedEx logo and links for Shipping, Tracking, Printing Services, Locations, and Support. Below the navigation bar is the text "fedex.com Login" and "for access to FedEx online shipping tools". The main content area is divided into two sections: "Registered fedex.com Users" and "New fedex.com Users". The "Registered fedex.com Users" section contains an "IMPORTANT" notice, a login form with fields for User ID (containing "MPRITSupport") and Password, and radio buttons for login options: "FedEx Ship Manager™ Lite" (marked as NEW), "FedEx Ship Manager™ at fedex.com" (selected), and "Remember my user ID on this computer". There are also links for "Login Help", "Forgot/Reset your password or user ID?", and a "Login" button. The "New fedex.com Users" section contains three links: "Create a User ID for Shipping with an account", "Create a User ID for Shipping with a credit card", and "Create a one-time credit card shipment".

- v. On the **LastPass** page, hover over the **FedEx** logo prompt, and right click. On the drop down menu, choose the "copy username" option.



- vi. Go back to the **FedEx** login page, and paste the username information that you copied into the **Username** field. Once this has been completed, follow the same process to copy and paste the Password information.



Enter your user ID and password to login

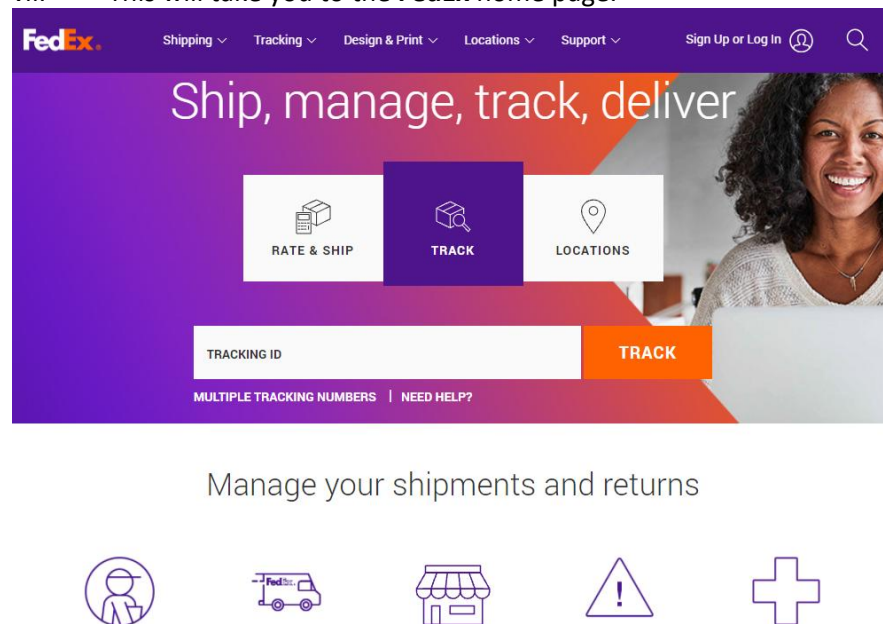
* User ID

* Password

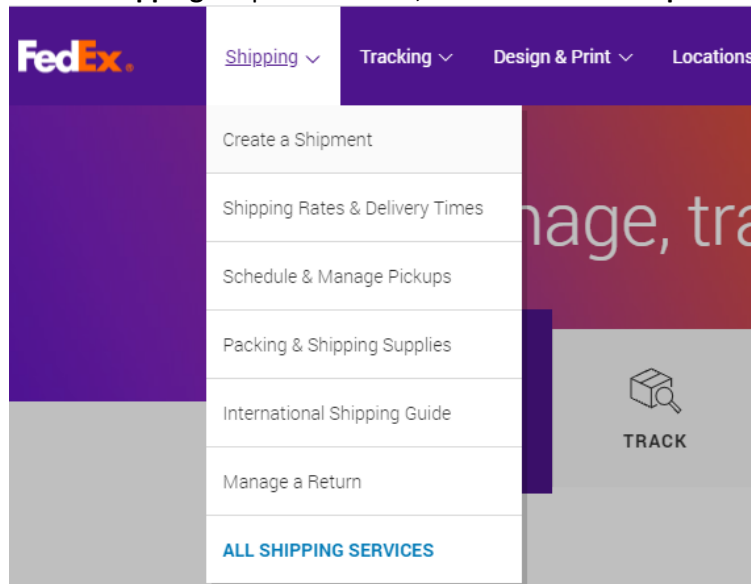
* Login to ☐ FedEx Ship Manager™ Lite ? NEW ☒ FedEx Ship Manager™ at fedex.com ? ☐ Remember my user ID on this computer.

[Login Help](#) [Forgot/Reset your password or user ID?](#) [Login](#)

- vii. This will take you to the **FedEx** home page.



8. On the **Shipping** drop down menu, choose **Create a Shipment**



9. Fill out the information in the FedEx Ship Manager:
(Billing Details & pickup address will auto populate – leave blank)

- Name
- Address
- Contact number: **(MPR Front desk) 651-290-1500**
- Pricing Option: **FedEx Standard Rate**
- Service Type: **FedEx Express Saver**
- Package Type: **Your Packaging**
- Declared value: **Blank**
- Dimensions: **Blank**
- Pickup/Drop Off: **Schedule a pickup**

2. To [Help](#) [Hide](#)

* Country/Territory

Company

* Contact name

* Address 1

Address 2

* ZIP

* City

* State

* Phone no. ext.

☒ [Perform detailed address check](#)

☐ This is a residential address

☐ Save new recipient in address book

3. Package & Shipment Details [Help](#) [Hide](#)

* Ship date

* Number of packages

* Pricing option ☒ FedEx Standard Rate
☐ FedEx One Rate

* Weight lbs

Declared Value U.S. Dollars

* Service type

* Package type

Dimensions

☐ Include a return label

10. In the Shipment Notifications section, click **Edit**

Special Services (optional)	? Help + Edit
Select additional services for your shipment	

Pickup/Drop-off (optional)	? Help + Edit
You are dropping off your package at a FedEx location.	

Shipment Notifications (optional)	? Help + Edit
Send an email to yourself, the recipient or others indicating the status of your shipment.	

11. In the **Shipment Notifications** menu, click the **Email (Plain Text)** radial button, and check the **Delivery** box under **Notification type**. In **Sender Email** field, type your email address so you are notified when the package has been delivered

Shipment Notifications (optional) ? Help + Hide	
Notify Sender via: ☒ Email (HTML) ☐ Email (Plain Text)	Notification type ☐ Ship ☐ Tendered ☐ Exception ☐ Estimated Delivery ☐ Delivery
Sender Email jholt@mpr.org English	

Notify Recipient via: ☒ Email (HTML) ☐ Email (Plain Text)	☐ Ship ☐ Tendered ☐ Pickup ☐ Exception ☐ Estimated Delivery ☒ Delivery
Recipient Email crivera@apmreports.org English	
+ Add additional recipients + Add a personal message	

3. Package & Shipment Details ? Help + Hide	5. Complete your Shipment ? Help
* City Select or enter * State Select * Phone no. + Perform detailed address check ☐ This is a residential address ? ☐ Save new recipient in address book	4. Shipment Notifications (optional) ? Help + Edit Send an email to yourself, the recipient or others indicating the status of your shipment
* Ship date 10/13/2021 * Number of packages 1 * Weight Declared Value * Service type Select * Package type Select Service type options: First Overnight Priority Overnight Standard Overnight FedEx 2Day AM FedEx 2Day FedEx Express Saver FedEx Ground FedEx First Overnight Freight FedEx 10Day Freight FedEx 2Day Freight FedEx 3Day Freight	Create a Shipment Profile to store recipient, package and all other details of this shipment for future use. + Send a Mobile Shipping Label Please note: • Click the Ship button only once. Expect some delay due to transmission time. Do not click Stop or Reload, it may cause a duplicate shipment transaction to occur. • By clicking the Ship/Continue button, you agree to the FedEx Ship Manager at fedex.com Terms of Use and the FedEx Terms of shipping in the applicable FedEx Service Guide and the Shipper's Terms and Conditions for FedEx Express international shipments . • By clicking the Ship/Continue button, you agree that this shipment does not contain undeclared Dangerous Goods. If you are uncertain of whether your shipment contains Dangerous Goods, see the Help for more information. • Results provided by FedEx Address Checker are believed to be reliable, but are not guaranteed. • FedEx makes no warranties, express or implied, regarding Address Checker information. • Correct completion of shipping documents is the responsibility of the customer. • If the delivery address is later identified as residential, you could receive a residential surcharge.

12. Once you have scheduled a pickup stage the packaged computer in the FedEx Basket in the Loading Dock.

