



Creel Package Services

All packages are sent through our primary package carrier FedEx. We utilize their WorldShip software to create all documentation and shipping labels.

1. **Batch Shipments.** For large distributions, we download the client file directly into our system, calculate the weights, and print out the labels in bulk. These are applied to the packages and sent out. See pg 3 for preferred data formats.
2. **Nightly pickups** – for Air and Ground packages our last pickup time is 5:30pm on weekdays and 1pm on Saturday (air only).
3. **Reporting** – Excel files for all shipments are available upon request. This lists all tracking information – attached directly to the shipment info and costing. These reports are available next day after shipment.
4. **International Shipments** – All commercial invoices and documentation is generated directly from our FedEx System. Duties and taxes due are not known at the time of shipment and will be billed after our FedEx billing comes back to us. Customers are responsible for all duties and taxes applied by the country of shipment.
5. **UPS option** – Creel also has the UPS system installed on-site for those clients that wish to send their packages using their UPS account. This allows for batch loading and similar reports, as produced by FedEx. Keep in mind additional charges that are applied to using customer accounts (pg. 7)
6. **Return packages** – Creel will inform the client of any returned packages along with the FedEx reason for return. Packages will not be resent unless the client specifically request. All clients are responsible for reship charges.
7. **Call tags & Return shipping** – Creel can arrange for FedEx pickup from our clients facilities, using our account number for either Ground service or Air. For Air shipments, we would email the tags directly to the shipper to place on the packages. Please see your customer service rep if you need this option.