

January, 2013

#### Dear Valued Supplier:

We have selected FedEx<sup>®</sup> as our designated carrier for small parcel shipments inbound to Littelfuse facilities.

Effective January 02, 2013 all small parcel shipments sent inbound to our facilities should be shipped via FedEx Ground® using the Third Party Bill option. Small parcel includes shipments up to 150 lbs. or multiple piece shipments up to 17 cartons. Under this arrangement, shipping charges will be invoiced directly to Littelfuse, while additional fees associated with your FedEx Ground packages, (including pickup fees where applicable) will be invoiced to you.

#### Routing Instructions for FedEx Ground Delivery

Implementing Littelfuse's guidelines for shipping FedEx from your facility is easy. Just follow these steps:

- 1. You will need your own FedEx account number for pickup and routing purposes when shipping via FedEx. This account number will not be billed for regular transportation charges. If you don't already have an account, call FedEx at 1.800.GoFedEx 1.800.463.3339 and follow the prompts for new account set-up.
- 2. Create your FedEx shipping label that needs to be attached to your letter or package.

  Labels can be generated with FedEx Ship Manager® at fedex.com or with FedEx Ship Manager Hardware or Software. (See attached Routing Guide for detailed instructions)
  - Select FedEx Ground as the Service Type
  - Choose Bill Third Party for billing
- Enter Littelfuse's bill third party account number: (contact Jose Cantu at 830.757.6425 or <u>icantu@littelfuse.com</u> for this number.)

**Account Confidentiality:** FedEx account numbers are confidential and should only be communicated for the limited purpose of preparing FedEx shipments under these Routing Instructions. Do not post this information online or make it generally available beyond what is required for your company to follow the instructions.

- Littelfuse's Purchase Order Number is required in the Customer Reference Field for all shipments.
- 3. Schedule your package pickup online at fedex.com or by calling 1.800.GoFedEx 1.800.463.3339.
  - If you do not have a regular FedEx Ground pickup, the FedEx Ground pickup needs to be scheduled one day in advance.
  - Avoid pickup fees by dropping off at a FedEx drop-off location. Find the nearest location by calling 1.800.GoFedEx 1.800.463.3339 or by accessing fedex.com.

#### FedEx Express Delivery

Small package shipments that require an expedite service or premium shipment should be shipped via FedEx Express using the above third party account number. Littelfuse must provide prior approval before shipping with FedEx Express. Please feel free to contact **Jose Cantu at 830.757.6425 or jcantu@littelfuse.com.** 

#### **Compliance and Effective Date**

These new Shipping guidelines are effective January 2, 2013 and must be followed as outlined. <u>These guidelines apply to all shipments when Littelfuse is responsible for the freight cost. Failure to comply with these instructions will result in a chargeback of the additional freight cost plus a \$ 100 administrative fee.</u>

#### Customer Support

You will find comprehensive information about FedEx services in this packet. In addition, a FedEx representative may be contacting your shipping department within the next few weeks to review this program and answer any questions you may have.

For immediate assistance with specific questions about FedEx services, call the FedEx Activation Desk at 1.866.883.9290. This resource is available Monday through Friday, 8 a.m. to 5 p.m. CST. You may contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for assistance anytime.

If you have any questions about this new arrangement with FedEx, please feel free to contact **Jose Cantu at 830.757.6425 or jcantu@littelfuse.com.** 

This is an extremely important initiative for us at Littelfuse and I want to thank you for your cooperation and support.

Sincerely,

Judith Mossholder
Director Global Logistics
Littelfuse, Inc.
Tel: +1 773 628 0865

Fax: +1 847 787 5430 Mobile: +1 847 693 1586

## FedEx Ship Manager® at fedex.com Quick Guide to Bill Third Party Option

To ship with FedEx Ship Manager at fedex.com, you will need Internet access, an inkjet or laser printer, and your FedEx account number. If you do not have an account number, call 1.800.GoFedEx 1.800.463.3339 to set one up.

Go to fedex.com, hover over the "Ship" tab and select "Create Shipment" within the "FedEx Express or FedEx Ground" section. Enter your user ID and password and click "Login." Now you are ready to ship.

#### 1. From

Verify the sender information is correct.

#### 2. To

Enter the recipient information. If you will be shipping to this address again, check the "Save new recipient in address book" box for faster access in the future. Select "Perform detailed address check" to avoid incurring address correction fees.

#### 3. Package & Shipment Details

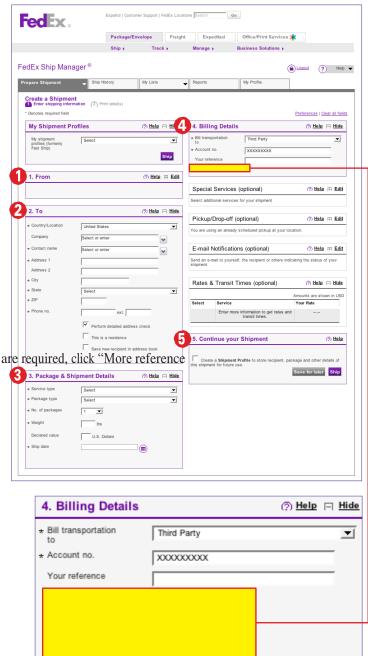
Select the appropriate FedEx® service type and the package type you will be using for your shipment.

#### 4. Billing Details

- Select "Third Party" in the "Bill transportation to" field, and enter the FedEx third party account number in the "Account no." field.
- You may also select optional services, such as: find a drop-off location, schedule a pickup, receive an email notification, or find estimated rates and transit times.

#### 5. Complete Shipment

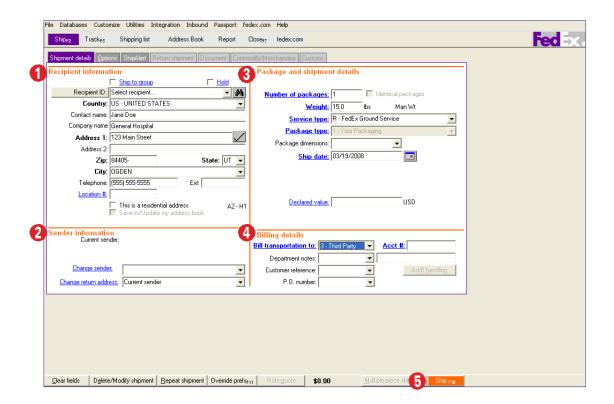
Check whether or not you want to save the changes to your shipment profile or add the new contact to your shipment profiles, and click "Ship." At the next screen, confirm your shipment details, and click "Ship."





# FedEx Ship Manager® Hardware or Software Quick Guide to Bill Third Party Option

Follow this simple process to ship with FedEx Ship Manager hardware or software (also known as FedEx Café) for shipments using the Bill Third Party option.



#### 1. Recipient information

Complete the recipient information. If you will be shipping to this address again, click "Save in/Update my address book" for faster access in the future.

#### 2. Sender information

Confirm the sender information, or change if necessary.

#### 3. Package and shipment details

Select the appropriate  $\text{FedEx}^{\text{@}}$  service type and the package type you will be using for your shipment.

#### 4. Billing details

- Select "Third Party" in the drop-down menu and enter the appropriate FedEx third party account number in the "Acct #" field.
- If required, enter reference or purchase order numbers in the appropriate fields.
- **5. Ship** Click "Ship." Print your shipping label, and affix it to your shipment.



# Overview of Customer Support Options

### Useful Resources for Vendors Using FedEx

FedEx Activation Desk  Dedicated support for vendors shipping via FedEx.  When contacting the FedEx Activation Desk, please provide the name of the company that specified the use of FedEx for their inbound shipments.	1.866.883.9290 (toll-free) Monday through Friday, 8 a.m. to 5 p.m. CST
FedEx U.S. Customer Service Pickup scheduling, tracking, drop-off locations, rates, supplies, new account setup, package returns, package charges, general information.	1.800.GoFedEx 1.800.463.3339 www.fedex.com
FedEx® Freight Customer Support Pickup scheduling, truckload, LTL, volume/backhaul and freight forwarding services information.	1.866.393.4585 (toll-free)
FedEx International Customer Service Rates, tracking, pickup scheduling, Harmonized Codes, general shipping information.	1.800.GoFedEx 1.800.463.3339 (say "international services")  www.fedex.com/us/international
FedEx® Billing Online and Technical Support Assistance with accessing or navigating FedEx Billing Online	1.800.GoFedEx 1.800.463.3339 (say ''billing")
FedEx Customer Technical Support Assistance with FedEx® shipping solutions, including FedEx Ship Manager® at fedex.com, FedEx Ship Manager® hardware or software and FedEx Ship Manager® Enterprise.	1.877.339.2774
FedEx Customer Claims and Revenue Services Assistance with claims, credits and refunds, invoice copies, billing inquiries, and duty and tax inquiries.	1.800.GoFedEx 1.800.463.3339 (say "claims")
FedEx Dangerous Goods - Hazardous Materials Information on shipping dangerous goods (Express service) or hazardous materials (Ground service), including regulatory requirements and shipping forms	1.901.434.3200 (Hotline) or 1.800.463.3339 (say"dangerous goods") www.fedex.com/us/services/options/dangerousgoods
FedEx Regulatory Consulting U.S. export documentation and customs requirements worldwide.	1.800.851.3336 www.fedex.com/us/services/intl/customsinfo.html

