



Frequently asked questions

How can I purchase a FedEx SenseAwareSM ID Series device?

FedEx SenseAware ID devices are not offered for purchase; the device is an internal operational tool used with FedEx First Overnight[®] packages to improve internal operational efficiencies, *at no cost to FedEx customers.*

How can I access the data?



Presently, only FedEx Operations can access the data transmitted by FedEx SenseAware ID devices. We plan to start sharing location data with FedEx customers in 2021.

What am I supposed to do with a device when I receive it?

The device should be removed by a courier prior to delivery and should not impact any shipping processes. If you found a FedEx SenseAware device, please return it to a FedEx courier or any FedEx Office location.

How is the FedEx SenseAware ID2 device different from other FedEx SenseAware devices?

Sample comparison with FedEx SenseAware SA3000:

	FedEx SenseAware SM ID2 device	FedEx SenseAware SM SA3000 device
DEVICE		
DEVICE TYPE	ID series	M series
COMMUNICATIONS	BLE	Cellular radio
TRANSPORTATION NETWORK	FedEx Express	Any
COVERAGE	U.S. only	45+ countries and territories 75+ airlines
SIZE/WEIGHT	48 mm X 23 mm X 6 mm, 7 g	115 mm X 115 mm X 19 mm, 182 g
ACCESS	FedEx Operations internal use only	Customer-facing tracking application Subscription/Single Journey
FEATURES	Location Non-rechargeable Battery life up to 18 months	Aircraft mode Location (GPS and LBS) Temperature Light exposure Humidity Pressure Shock Rechargeable Battery life up to 10 days on a 30-minute reporting interval