FedEx Resources

2022

Customer Resources

FedEx provides several support options for your shipping needs and inquiries. To engage the FedEx Virtual Assistant on fedex.com, simply click "**Ask FedEx**" in the bottom right corner and type your question.

Contact FedEx Customer Service at **1.800.463.3339** for additional support.

Please refer to the following table for a summary of tools and solutions:

Shipping Automation			
	If you want to…	**We have resources to help…**	**If you need additional support…**
FedEx Ship Manager at fedex.com	• Create shipping labels online • Create a bill of lading online • Create shipment profiles • Set shipping defaults • View shipment history • Pull shipping reports	Access FedEx Ship Manager or keyword search "Ship Manager Online" on fedex.com. Watch the online demo of FedEx Ship Manager for additional information.	Contact Customer Service and say "technical support."
FedEx Compatible	• Find software compatible with FedEx services • Create shipping labels • Create a bill of lading	Access FedEx Compatible Solutions or keyword search "FedEx Compatible" on fedex.com. Access the Global Directory of FedEx Compatible software products.	For technical support, customers using FedEx Compatible solutions can rely on their FedEx Compatible provider to: • Provide full support for the FedEx Compatible Solution. • Escalate any unresolved customer issue with FedEx functionality to FedEx Technical Support. • Work with you to provide annual software updates.
FedEx Administration	• Oversee employee shipments • Configure shipping options • Restrict services • Customize reference information • Reset a user's password • Remove a current user	Access FedEx Administration on fedex.com to find out more. To enable FedEx Administration, click "Get Started."	Contact Customer Service and say "technical support."
FedEx Mobile	• Track/manage your shipments on the go • Create shipping labels from your phone • Find a FedEx location for pickup/drop off • Obtain account-specific rates directly from your phone	Access FedEx Mobile or keyword search "FedEx Mobile" on fedex.com.	Engage the FedEx Virtual Assistant via the FedEx Mobile app. Simply click Support > Contact Us > Virtual Assistance under the menu. Or contact Customer Service and say "technical support."

	If you want to…	We have resources to help…	If you need additional support…
Address Checker	• Verify your ship-to address is accurate • Determine whether your ship-to address is commercial or residential	Access [FedEx Ship Manager](#) or keyword search "Ship Manager" on [fedex.com](#). Click "Perform Detailed Address Check" in Section 2 to confirm entered address for accuracy.	Contact Customer Service and say "technical support."
Technical Support	• Resolve errors with FedEx automation • Get help with a forgotten password/reset your password • Find an administrator	See our [Step-by-Step Guide](#) to resetting your password online. Talk with a [virtual assistant](#) or access our [Customer Support Center](#) for key contacts across the globe. Find additional support in the [FedEx Help Center](#).	Contact Customer Service and say "technical support."

International Shipping			
	If you want to…	**We have resources to help…**	**If you need additional support…**
Electronic Trade Documents (ETD)	• Transmit customs documents electronically	Access [Electronic Trade Documents](#) or keyword search "ETD" on [fedex.com](#). Access our [FAQs](#) for additional support with Electronic Trade Documents.	Contact Customer Service at 1.800.463.3339, or for technical assistance, contact 1.877.339.2774.
Global Trade Manager (GTM)	• Get help with international documents • Estimate duties and taxes • Find harmonized codes • Obtain shipping advisories	Access [Global Trade Manager](#) or keyword search "Global Trade Manager" on [fedex.com](#).	Contact International Customer Service at 1.800.247.4747.

Common Solutions			
	If you want to…	**We have resources to help…**	**If you need additional support…**
Tracking	• Check the status of a shipment • Set up alerts/shipment notification • Obtain proof of delivery • Obtain an image of the bill of lading	Access [FedEx Advanced Tracking](#) or keyword search "Advanced Tracking" on [fedex.com](#). To access the proof of delivery, click "Obtain Proof of Delivery" within the tracking details.	For additional support, contact Customer Service and say "track." To change the address/reroute a package, dispute a delivery/shipment not received, or if your shipment shows no movement, contact Customer Service and say "representative".

		To access the bill of lading, click "View/Download PDF" under the Shipment Facts within tracking details. Monitor shipment status and/or exceptions by setting up proactive email alerts. Access "Settings" in the top right corner of FedEx Advanced Tracking > Shipment Notifications. Set up single shipment notifications to alert the recipient of package status. Click "Get Status Updates" from the tracking details screen: • Send the current status • FedEx has received the package • A delivery exception has occurred (potential delay) • Estimated delivery updates • Delivery has been made Receive the latest Service Alerts to keep you informed of potential delays.	
Returns	• Issue a return label • Obtain drop-off and pickup options for return packages	Access Return Label Options or keyword search "Return Label" on fedex.com. Access our How To Guide on creating a Return Label via fedex.com.	Contact Customer Service and say "representative."

Claims	• File a claim
	• Check the status of a claim
	• Add to your claim
		Access Claims Online or keyword search "Claims" to start a claim and obtain step-by-step Instructions on how to file a claim.
		
		Obtain important tips for when filing a claim.
		
		Filing timelines:
		• Damaged/missing contents:
		  o 60 calendar days from the shipment date for U.S. packages
		  o 21 calendar days from the shipment date for international packages
		• Undelivered/lost shipments:
		  o Nine months from the shipment date
			If you need additional assistance or to dispute a claim, contact Customer Service and say "claims."

Reporting	• Run account-specific reports • Analyze shipping patterns and/or trends	Access FedEx Reporting Online or keyword search "Reporting" on fedex.com and click "Manage Reports."	Contact Customer Service and say "technical support."
Invoicing	• Register to receive online billing • Obtain a copy of an invoice • Dispute a charge on your invoice • Request a billing adjustment • View account aging • Update credit card on file	Access FedEx Billing Online or keyword search "Billing" on fedex.com. See our Step-by-Step Guide on how to use Billing Online Account Summary. See our FedEx Billing Online Demo for key functionality and support. Request a FedEx Freight Billing Adjustment online at fedex.com.	For additional support, contact Customer Service and say "billing."
Payment	• Avoid late fees and collections issues that can result from submitting payments incorrectly • Ensure your payments are applied as quickly as possible	For checks, pay by: • Mailing the check and FedEx invoice stub to the P.O. box listed on the invoice. • Providing remittance advice via Electronic Data Interchange (EDI) (FedEx Express and FedEx Ground only). For EFT*, pay by using: • FedEx Billing Online.	For FedEx Express and FedEx Ground, send an email to: remittanceresearch@fedex.com, and for FedEx Freight: arcoa@fedex.com and include the following: For checks: • If the check clears and the invoice remains open, provide a copy of the cleared check with the check number, date, amount, customer name, and details. For EFT:

| | | | • FedEx Freight Billing Online.
• EDI.

* Ensure you have one electronic address for FedEx Express and FedEx Ground, and another for FedEx Freight payments.

For credit cards, pay by using:
• FedEx Billing Online.
• FedEx Freight Billing Online.
• EDI (FedEx Express and FedEx Ground only). | • If the EFT clears and the invoice remains open, provide the EFT date, amount, customer name, and details.

For credit cards, if the invoice remains open:
• Send an email with a subject line that includes the phrase "CC Research," FedEx account number, and customer name.
• In the email body, include proof of payment and the last four digits of the credit card used. |

Pickups and Drop-offs			
	If you want to…	**We have resources to help…**	**If you need additional support…**
Pickups	• Schedule a new pickup • View or edit a previously scheduled pickup • Cancel a pickup • View pickup history • Find FedEx drop-off locations	Access Schedule and Manage Pickups or keyword search "Pickup" on fedex.com. Click the "My Pickups" tab to edit a pickup, cancel a pickup, and view pickup status and pickup history. See our Step-by-Step Guide on how to schedule and Manage pickups with FedEx. Find the nearest Drop-off Location.	To set up a regularly scheduled pickup, or if you need additional assistance, contact Customer Service and say "pickup."
Find a Pickup/Drop-off Location	• Drop off a package for FedEx pickup • Eliminate pickup fees • Have a package held for pickup • Eliminate residential fees on a shipment	Access FedEx Hold at Location or keyword search "hold at location" on fedex.com. Access Find a location to have your package either dropped off or held for pickup. Select "Hold at location" under the "More" option. Enter the address for a complete list of Hold at Location options.	Contact Customer Service and say "representative."

Supplies			
	• If you want to…	**We have resources to help…**	**If you need additional support…**
Ordering Supplies, Packaging Support	• Order FedEx Express supplies and/or thermal shipping labels • Check the status of your order • Get packaging support	Access Packing and Shipping Supplies or keyword search "Supplies" on fedex.com. Allow 3-5 business days for delivery.	Have concerns with supply allocation or need to expedite your order? Contact Customer Service and say "shipping supplies." Have your order number ready.

| | | Track the status of your supply order or view previous orders by accessing the "My Orders" tab within Packing and Shipping Supplies.

Obtain packing resources for FedEx Express and FedEx Ground.

Obtain packing resources for FedEx Freight. | |