

FedEx Voice Response Unit (VRU) Speed Dial User Guide

24 hours VRU self-service provides you a simple and efficient way to check or enquiry about FedEx services. Once connect to Customer Service Hotline (2730 3333), you can select below appropriate speed dial numbers to schedule a pickup or obtain information you desire:

Service	Speed Dial
Schedule a pickup *	2 - 1 - 1
Check Flight Detail	2 - 2 - 1
Check Shipment Status	2 - 2 - 2
Check Freightage of Shipment	2 - 3
Supplies Ordering	2 - 4

*** Warm Reminder for scheduling a pickup:**

After finished the steps of scheduling a pickup, please do not hang up the phone immediately as our VRU system will provide you an order number. Please record down the order number that you may need it for future enquiry about your pickup order.

Below speed dial numbers are only available during operational hours of Customer Service

Department:

Monday – Friday: 08:00 – 22:00
 Saturday: 08:00 – 18:00
 Public Holiday: 09:00 – 18:00

Service	Speed Dial
Billing Enquiry	2 - 2 - 4
Rate Quotation	2 - 5
New Account Request	2 - 5 - 2
Lithium Battery Enquiry	2 - 6