FedEx® Ship Manager
at FedEx.com
Before you can start using FedEx Ship Manager to perform shipping operations, you need to register with FedEx for a user ID and password. You can register by completing the on-line FedEx.com Login Registration form. This form can be accessed by selecting the Ship tab on the FedEx.com homepage, and then clicking the Sign Up Now! link.

**Step 1: Registration at FedEx.com: Contact Info**

1. Choose a user ID and password and enter these in the Login Information section. Make sure that your password is both easy to remember for you, and hard to guess for others.
2. Choose a reminder question from the “secret question” drop-down list and fill in the secret answer. When you forget your password this is the question FedEx Ship Manager will ask you in order to verify your identity. Again, make sure that you enter a question that is easy for you to answer, but difficult for others.
3. Enter your personal details in the Contact Information section. Required fields are labeled in bold.
4. Click the I Accept button to indicate that you agree with the FedEx.com terms of use.

**TIP!** Your FedEx.com user ID can also be used for FedEx Global Trade Manager, FedEx InSight and MyFedEx—depending on the services available in your country.

Because your user ID needs to be unique, you will be prompted to pick another user ID if the one you selected is already in use.

Please note that your password cannot be the same as your user ID and must contain at least one letter and one number.

Please make sure your user ID is at least 6 characters. Your password also must be minimum 6 characters long and must contain at least one letter and one number.

FedEx Ship Manager uses the e-mail address specified here to send you the confirmation e-mail of your FedEx.com registration and package delivery notifications. Make sure you provide a valid e-mail address.
Step 2: Ship Manager registration: Account info

After your FedEx.com registration, you will need to provide some additional information before you can start using FedEx Ship Manager.

1. Enter your FedEx account number in the designated text box.
2. If you wish to do so, you can enter a nickname for this account.
3. Select the Continue button to complete the registration process.

Step 3: Ship Manager registration: Confirmation

1. You'll receive a confirmation e-mail from fedex.com containing your registered user ID. For security reasons it will not contain your password, so make sure to remember the password you provided. Please save the confirmation e-mail of your fedex.com registration for future reference.

**TIP!** After registration, you can update your profile (user ID, password, address, ...) by clicking the My Profile tab in the FedEx Ship Manager main menu, or by clicking on the link at the bottom of this page.
LOGIN

Before you can start performing shipping operations, you need to log on to FedEx Ship Manager first.

1. Go to the FedEx.com homepage and click the Ship tab at the top of the page.
   The Login page is displayed in your browser window.
2. Enter your FedEx user ID and password in the designated text fields.
   If you don’t have a user ID yet, you need to complete the registration process first. See page 2 for more information on the registration process.
3. Click the Login button.

Click Sign Up Now! if this is the first time you access FedEx Ship Manager and you don’t have a user ID and password yet. See page 2 for more information on the registration process.

Click here if you forgot your password. You will be taken to a page where you need to enter your user ID and the e-mail address you provided during registration.
If you forgot your user ID, either retrieve it from the confirmation email of your FedEx.com registration, or contact the FedEx helpdesk (contact details are available on page 21).

Select Remember my User ID on this computer if you want to store your login information on your computer. Selecting this option will save you the hassle of having to log in every time you connect to FedEx Ship Manager, but it will also expose your shipping information to anyone who has access to your computer.
**SHIPPING**

Click the **Ship** tab at the top of the FedEx Ship Manager main window to access the **Shipping** page.

**Entering recipient information**

The first step in processing a shipment is to enter information about the recipient(s) of your package(s). You can either ship to a single recipient, to a group of recipients, or by using a Fast Ship profile.

**To ship to a single recipient**, you can either fill out the **Recipient Information** section manually, or you can select a recipient from your FedEx Ship Manager Address Book (see page 23). If you select a recipient from your Address Book, the recipient’s details will be automatically filled in by the system.

**TIP!** If you’re shipping to a recipient in the US or Puerto Rico, you can use FedEx’s **Check recipient address** service to check the recipient’s address.

(*) The carriage of shipments by FedEx is subject to the Conditions of Carriage. The Conditions of Carriage EXCLUDE LIABILITY on the part of FedEx and its employees or agents for loss, damage and delay in certain circumstances; LIMIT LIABILITY to stated amounts where liability is accepted and REQUIRE NOTICE OF CLAIMS within strict time limits. Senders should note the Conditions of Carriage carefully and where necessary obtain insurance cover in order to protect their interests. The Conditions of Carriage are available upon request.

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To ship to a group of recipients:
1. First, make sure that you created one or more recipient groups in your Address Book (see page 24 for more information).
2. In the Contact Name drop-down list, select **Ship to a group**.
3. In the Group Shipping popup window, select the recipient group for your shipment and click the **Ship** button.

To re-use a shipment stored in the Fast Ship profile database:
1. First, make sure that you created a Fast Ship profile (see page 25 for more information).
2. In the Contact Name drop-down list, select **Use a Fast Ship profile**.
3. In the Fast Ship popup window, select a Fast Ship profile for your shipment and click the **Ship** button.
Specifying package details

After you have completed the Recipient Information section, FedEx Ship Manager requires that you provide some information about your shipment.

**TIP!** To save yourself a couple of mouse clicks, go to the Preferences page and select the options you would like to use by default. Click the Save/Update button to confirm your preferences. You can access the Preferences page by clicking the Preferences tab in the FedEx Ship Manager menu.

1. From the Type of service drop-down list, select the FedEx service you want to use for your shipment.
2. From the Type of packaging drop-down list, select the packaging you want to use for your shipment.
3. Select the Number of packages in the current shipment. You can process up to 10 packages in a single shipment.
4. Enter the weight and value of your shipment. If there is more than one package in your shipment, you will need to specify the weight and value of every package separately.

**TIP!** You can store the dimensions of your shipments for later use by selecting Add new dimensions profile from the dimensions drop-down list (or by filling in the dimensions details on the Preferences page under the Customize your screen section). You can re-use a dimensions profile by selecting it from the dimensions drop-down list.

5. Indicate whether your shipment contains documents, or products and commodities. If you’re shipping documents, set the declared value of the shipment to zero, and enter a short description of the documents you’re shipping.
Specifying billing details

1. From the drop-down list, select the party that will be paying for the shipment costs.
   
   **NOTE!** If you choose to bill the recipient or a third party, you also need to enter their FedEx account number.

2. From the drop-down list, select the party that will be paying for the duties, taxes and fees.
   
   **NOTE!** If you choose to bill a third party, you also need to enter their FedEx account number.

3. Optionally, enter **Your reference** information in the designated text box.

   **TIP!** Select the **Remind me to enter reference** check box on the **Setup reference options** page if you would like to receive a warning message every time you try to send a shipment without providing reference information.

   You can access the **Setup reference options** page by clicking the **Setup Reference Options** button on the **Preferences** page. See page 11 for more information about references.

You only need to provide a FedEx account number if you decide to bill the recipient or a third party.

Shipment reference information you enter in this text box will also be printed on the detailed invoices you receive from FedEx. Entering structured reference information can aid you in your internal record keeping, because it allows you to check the actual cost of your shipments.
FedEx ShipAlert

ShipAlert can automatically send e-mail notifications when a shipment is made and/or when a shipment is delivered.

1. In the text boxes, enter the e-mail addresses of the people whom you want to receive ShipAlert notification messages.

2. For each e-mail address, use the checkboxes to specify whether you want ShipAlert to send out notifications upon shipping, upon delivery, or both.

3. Optionally, enter a custom message to be included in the notification emails.
How to continue?

At this point, you have entered almost all of the information required to process your shipment. To finish up, select the **Ship date** from the drop-down list.

**NOTE!** The ship date is the date the package will actually be handed over to a FedEx courier, or dropped off at a FedEx location.
To continue, you have the following options:

- Click the **Go to options** button in the *More shipment details* section to select extra options for your shipment. See page 12 to page 15 for more information.

- Click the **Continue** button at the bottom of the page to continue processing your shipment. If you’re shipping only documents, the shipment’s air waybills will be displayed in your browser window. If you’re shipping products or commodities, you will have to enter additional information (see page 17).

- Click the **Change sender address** button at the bottom of the page if you are shipping from an address that is different from your registration address. You can either manually change the sender’s details or choose a different sender profile for this account.

**NOTE!** The Sender field of the Ship Alert section will be pre-populated with the e-mail address listed in the chosen sender profile.

- Click the **Get courtesy rate** button at the bottom of the page to get an estimate of the shipping charge. Your estimate is based on rates associated with your FedEx Account Number and will include any applicable discounts.

Keep in mind that the rate you receive may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details on how shipping charges are calculated.
Selecting special services

You can access the Special services section by selecting the Go to options button on the Ship page.

In the Special services section, you can select extra FedEx services for your shipment. Please note that not all services are available in all countries.

- **Use the Saturday pickup option** to have your shipment picked up on a Saturday.
  
  **NOTE!** Saturday pickup is not available for all locations. A surcharge will be applied if these services are selected. Please contact your local FedEx Customer Service for details.

- **Use the Hold at FedEx location option** if you want to have your shipment delivered to a FedEx location rather than to the recipient’s address.

- For shipments within the European Union, you can choose not to create a commercial invoice to go with your shipment. If you use this option, you do have to provide a description of the products/commodities you’re shipping.

- For shipments within the European Union, you will be prompted to create a commercial invoice if the goods you are shipping are not in free circulation.

- Select this option to identify the broker to use for this shipment. A broker, or exporter, is the party who has the power and responsibility for determining and controlling the sending of the commodities out of the country.

- Select this checkbox if you don’t want the shipment to be delivered directly to the recipient’s address. You will be prompted to specify a FedEx location at which the package will be held and where it can be picked up by the recipient.

- Goods that are not in free circulation are goods that were imported from a non-EU country, for which all the import formalities have not been taken care of, and/or for which not all import duties and taxes have been paid.

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Selecting shipping options

You can access the Shipping options section by selecting the Go to options button on the Ship page.

Use the Shipping options section to specify how you want to get your shipment on the road or in the air.

There are three possible options:

- **Will use scheduled pickup at my location**: select this option if you want to make use of the existing scheduled pickup service at your location.
- **Will drop off at FedEx location**: select this option if you want to deliver the shipment to a FedEx location yourself.
- **Will contact FedEx to request a pickup**: select this option if you want to schedule a FedEx Express courier to come and collect your shipment.

To request a pickup online, click the Schedule pickup button and complete the required details. See page 20 for more information.

You can select your default pickup/drop-off option on the Preferences page. Access the Preferences page by clicking the Preferences tab at the top of the main window.

Click the Schedule pickup button to schedule a FedEx Express courier to pick up your packages.
Entering reference information

You can access the Reference information section by selecting the Go to options button on the Ship page.

Use the FedEx Express reference information section to enter reference information for the shipment you are currently processing.

As explained on page 8, any text you enter in the Your reference field will be printed on the invoices you receive from FedEx.

Other types of reference information will not be printed on your FedEx invoices, but will appear on the Shipment details page (accessible from the Track/History, see page 21-22) and can also be included in the reports you create with FedEx Ship Manager (see page 25).

TIP! For each of the reference fields, you can select a Remind me to enter reference check box on the Setup reference options page. If you do so, a warning message will be displayed every time you try to send a shipment without entering reference information in that particular field. You can access the Setup reference options page by clicking the Setup Reference Options button on the Preferences page.
FedEx InSight

You can access the FedEx InSight section by selecting the Go to options button on the Ship page.

FedEx InSight allows the recipient of your shipment to view information about the shipment's contents.

Select the Block shipment data checkbox if you don’t want the recipient and/or third party payer to view information about the shipment.

If you want to share information about the shipment’s contents with the recipient and/or third party payer, select the Shipment contents checkbox and enter the required information in the popup window.
Entering invoicing information
(for non-document shipments only)

In order to create an invoice, you need to provide information about each of the goods you are shipping.

1. Either manually enter the required information about the product or commodity, or select it from the Product profile drop-down list.
   **TIP!** The Product profile list contains the same product profiles you maintain in FedEx Global Trade Manager.

2. Click the Add this product to shipment button. The product will be listed in the Product/commodity summary.

3. Repeat steps 1 and 2 for all the products/commodities in your shipment.

4. Click the Continue button at the bottom of the page when you’re finished.

Click the Find code button to search for the harmonized code of a product, based on the product’s description.

Select Update this product profile if you want to save the changes you made to the selected product profile in your product profile list.

Select Create a new product profile as and enter a profile name if you want to save the current product information as a new product profile in your product profile list.
Entering customs information (for non-document shipments only)

In order to create an invoice, you need to provide information about each of the goods you are shipping.

1. Optionally, enter the recipient’s Employer Identification Number (US) or Tax (VAT) Identification Number in the Recipient’s customs ID/EIN text box and select a destination country from the Country of ultimate destination drop-down list.
2. Select the Terms of Sale for this shipment.
3. Depending on the terms of sale you selected, you may need to enter additional information about freight costs, insurance costs and/or additional charges.

Take a look at the following table to determine which information you need to provide:

<table>
<thead>
<tr>
<th>Terms of sale</th>
<th>Freight</th>
<th>Insurance</th>
<th>Additional charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free carrier (FCA/FOB)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carriage Insurance Paid (CIP/CIF)</td>
<td>√</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Carriage Paid To (CPT/C&amp;F)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ex Works (EXW)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivered Duty Unpaid (DDU)</td>
<td>√</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivered Duty Paid (DDP)</td>
<td>√</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

More often than not, the importer of record is the recipient of the shipment. If this is not the case, select this checkbox, and complete the required information about the importer of record.

Terms of Sale: Free Carrier (FCA) is applicable in most cases.

Select Create Pro Forma Invoice instead of Commercial Invoice to generate a Pro Forma Invoice.
Air Waybill and Commercial Invoice

When you have entered all the details for your shipment; **FedEx Ship Manager** will generate the necessary documents for your shipment.

- **Document Shipments**
  FedEx will prepare an air waybill for your shipment.

- **Non document Shipment**
  FedEx Ship Manager will prepare a Commercial/Pro Forma Invoice for your shipment. A Commercial invoice is required by Customs officials to clear shipments across international borders. The Commercial invoice will indicate all the harmonized codes and license codes that have been entered for your shipment. It will also display the comments for the shipment that were entered in the **Commercial/Pro Forma Invoice** section (see page 17).

- **Find Additional International Documents**
  You can find additional international documents that might be required for your shipment using FedEx Global Trade Manager from the **Next Steps** screen that you can access at the end of the shipping process.
Air Waybill and Commercial Invoice

After printing the necessary documents, you have the following options:

- **Process another shipment:**
  Click **Process another shipment** to return to the main shipping screen and begin a new shipment.

- **Repeat last shipment:**
  Select **Repeat last shipment** to return to the shipping screen and display the same entries you made for the previous shipment. You can repeat the previous shipment, or make changes for the new shipment if necessary.

- **Go to next steps**
  Select **Go to next Steps** to arrange for a pickup, order easy-to-use shipping supplies or find additional international documents that might be required for your shipment.
You cannot only use FedEx Ship Manager to prepare the paperwork for your shipments, but also to schedule a FedEx Express courier to pick up your packages.

1. Select the Schedule Pickup button at the top of the shipping screen page, click the Schedule a pickup link on the Next Steps page or click the Schedule pickup button on the Shipping Options page (see page10).

   **TIP!** The Next Steps page can be accessed by clicking the Go To Next Steps button after you’ve printed the paperwork for your shipment.

2. Check the pickup location address in the popup window, and change it if necessary.

   **TIP!** You can change your default pickup location address on the Preferences page (click the Preferences tab in the FedEx Ship Manager main menu).

3. Click the Confirm pickup location button to continue.

4. Enter the number and the total weight of the packages that need to be picked up, and select the pickup date.

5. Enter the time by which the packages can be picked up and the time by which they have to be picked up at the latest.

   **NOTE!** Please make sure the packages are available to the FedEx Express courier in the specified time frame.

6. Click the Confirm packages and pickup time button. A confirmation number will be displayed in your browser window.

(*) Not available in all countries, ask your Account Executive for more info.
The Track/History page can present you with an overview of the shipments you made during the last 45 days.

To track one or more shipments:

1. Select the shipment(s) for which you want to get status information in the shipping history overview.
2. Click the Track shipment button. The status information for the selected shipments is displayed in your browser window.

**TIP!** Additional tracking options are available at the bottom of the page.

To cancel one or more shipments:

1. Select the shipment(s) you want to cancel in the shipping history overview.
2. Click the **Cancel shipment** button.

To view a shipment’s details:

1. Select the shipment for which you would like detailed information.
2. Click the **View shipment details** button. Information about the selected shipment is displayed in your browser window.

To download your shipping history in CSV (comma-separated value) format:

1. Click the **Download** button.
2. Save the CSV file on your hard drive or local network.

Use the Track another shipment section to track shipments that haven’t been processed with FedEx Ship Manager.
To Copy a shipment to a Fast Ship Profiles: (Fast Ship profiles are a quick and easy way to ship the same package repeatedly to the same recipient)

1. Select the shipment which details you want to copy as a Fast Ship profile.
2. Click Copy to Fast Ship profiles to store the Shipment’s details as a Fast Ship profile.

To reprint a label: (shipping label or Commercial Invoice/Pro Forma Invoice)

1. Select the shipment from the list
2. Click on the reprint button to reprint the documents from your shipment.

NOTE! Documents can be reprinted for up to 12 hours from the time that the shipment was processed.
ADDRESS BOOK

Managing your recipient information

The FedEx Ship Manager Address Book is where you store information about your recipients. You can store up to 2,000 recipient addresses.

The Address Book lets you:

- Add recipients
- Update recipient information
- Remove recipients
- Import recipient information from a number of other FedEx and non-FedEx applications
- Export recipient information to a number of other FedEx and non-FedEx applications
- Store default shipping settings for each recipient
- Access your Group Address Book
Managing recipient groups

FedEx Ship Manager not only lets you send shipments to a single recipient, but also to a group of recipients, provided they reside in the same country.

To be able to send a shipment to a group of recipients, you first need to create these groups in the Groups section of the Address Book. You can create up to 100 recipient groups.

The Group Address Book lets you:

• **Add recipient groups**  
  Up to 10 recipients can be added to a single group.

• **Update recipient groups**  
  e.g. add extra recipients to a group

• **Remove recipient groups**

Select a sorting criteria and click the Sort button to sort your Group Address Book. By default, your Group Address Book is sorted by group name.

Click Create new group to add a new recipient group to the Group Address Book. After you complete the Create group form, click the Save/Update button to add the group.

Select a recipient group from the list and click the Edit button to modify the selected group. Make the necessary changes in the Edit group form and click the Save/Update button to save the changes.

Select a recipient group and click the Ship button to process a shipment to the selected group.
Managing your sender profile

FedEx Ship Manager lets you store, remove or edit up to 20 sender profiles.

On the Ship screen you can select the sender profile for your shipment by clicking on the Change Sender Address button at the bottom of the screen and selecting a sender from the dropdown.

**Note:** The Sender field of the Ship Alert section will be pre-populated with the e-mail address listed in the chosen sender profile.

The Sender Profile section in the Address Book lets you:

- Edit the Sender Address
- Add a Sender Address
- Delete a Sender Address
- Import a Sender Profile
- Export a Sender Profile

Select a sender from the list and click the Edit button to modify the selected sender profile. Make the necessary changes in the Edit sender form and click the Save/Update button to save the changes.

Select a sorting criteria and click the Sort button to sort the sender profiles. By default, your Sender Profiles are sorted by contact name.

Select a sender profile and click the Ship button to process a shipment with the selected profile.

Click Create new sender to add a sender profile to the Address Book. After you complete the Add sender form, click the Save/Update button to add the sender.
Managing your reports

The Report Manager lets you create and print a variety of reports featuring information about the shipments you have processed with FedEx Ship Manager in the last 45 days.

To create a report:

1. Select a date range for your report by choosing a beginning date and ending date from the drop-down lists.
2. Indicate which fields you want to include in your report by selecting the corresponding checkboxes in the list.
3. Optionally, specify sort criteria to indicate how you would like your report to be sorted.
4. Click the **Create Report** button.
   The report is created and presented in your browser window.

**TIP!** If you want to use the report data in other applications, you can download it in CSV (comma-separated value) format by clicking the **Download** button and saving the CSV file on your hard drive or local network.
QUICK HELP

For additional information on FedEx Ship Manager, click the Quick Help button at the right top of the page.

Tutorial

For step-by-step guidance, consult the tutorial by selecting Tutorial on the Quick Help page.

Glossary

A glossary with explanations of the terms and phrases used in the FedEx Ship Manager interface is available on the Quick Help page.

FAQs

For answers to frequently asked questions, click Frequently Asked Questions on the Quick Help page.

Contact Information

Contact your local Customer Service or FedEx Ship Manager Hotline by selecting Contact Information on the Quick Help page.

Processing a Shipment

The main shipping screen provides you with all the features needed to complete a basic package shipment. Depending on the selections you make on this screen and the country you are shipping from, you can complete one of the following types of shipments from the main shipping screen:

- FedEx Express (U.S. and Canada Domestic)
- FedEx Ground (U.S. and Canada Only)
- FedEx Home Delivery (U.S. Only)
- Oversize Shipping
- FedEx Express International Shipping

Click here for instructions on processing a FedEx Express Freight shipment (not available from Asia Pacific regions).

The steps below describe how to create a basic shipment. Based on the selections you make, the screen might refresh. Additional shipment options are available by clicking on the Go to options button at the bottom of the right-hand side of the screen.

1. Complete the Recipient Information section:
   ○ To enter recipient information for the first time, select Add a new contact name from the Contact Name...
CONTACT DETAILS

Note: For the most up to date contact information please go to your local fedex.com site (www.fedex.com) and check the Customer Service page.

Austria
Customer Service Phone #: 0800-123-800
FedEx Ship Manager Hotline Phone #: 0800 293 404
Email help: atmastert@fedex.com

Bahrain
Customer Service Phone #: (973) 530440
FedEx Ship Manager Hotline Phone #: (971) 4 602 62 34
Email help: memastert@fedex.com

Belgium
Customer Service Phone #: 0800 135 55
FedEx Ship Manager Hotline Phone #: 0800 131 83
Email help: bemaster@fedex.com

Czech Republic
Customer Service Phone #: 800-1FEDEX(800-133339)
FedEx Ship Manager Hotline Phone #: 800-1FEDEX(800-133339)
Email help: fedex@fedex.cz

Denmark
Customer Service Phone #: 80 333 999
FedEx Ship Manager Hotline Phone #: 80 333 999
Email help: dkmaster@fedex.com

Egypt
Customer Service Phone #: 202-268-7888
FedEx Ship Manager Hotline Phone #: 202-268-7888
Email help: memaster@fedex.com

Finland
Customer Service Phone #: 0800-900-92
358 9 77 427 10
FedEx Ship Manager Hotline Phone #: 0800 113 267
Email help: fimaster@fedex.com

France
Customer Service Phone #: 0800 123 800
FedEx Ship Manager Hotline Phone #: 0800 907 605
Email help: frrmaster@fedex.com

Germany
Customer Service Phone #: 0800 123 0800
FedEx Ship Manager Hotline Phone #: 0800 022 5125
Email help: demaster@fedex.com

Hungary
Customer Service Phone #: 06 40 980-980
FedEx Ship Manager Hotline Phone #: +36 70 380-3574
Email help: support@flying-cargo.hu
CONTACT DETAILS

India
Email help: inmaster@fedex.com
Delhi
Customer Service Phone #: + 91 11 51672272
Bangalore
Customer Service Phone #: + 91 80 2998880
Chennai (Madras)
Customer Service Phone #: + 91 44 28259595

Ireland
Customer Service Phone #: 1800 535 800
FedEx Ship Manager Hotline Phone #: 1800 553 222
Email help: ukmaster@fedex.com

Israel
Customer Service Phone #: 1-700-700-339
FedEx Ship Manager Hotline Phone #: 1-700-700-339
Email help: eumaster@fedex.com

Italy
Customer Service Phone #: 800 123 800
FedEx Ship Manager Hotline Phone #: 800 876 136
Email help: itmaster@fedex.com

Kuwait
Customer Service Phone #: 965 802 233
FedEx Ship Manager Hotline Phone #: 971 4 602 62 34
Email help: nemaster@fedex.com

Luxembourg
Customer Service Phone #: 8002 35 55
FedEx Ship Manager Hotline Phone #: 0032.2.752.7750
Email help: bemaster@fedex.com

Netherlands
Customer Service Phone #: 0800 0222333
FedEx Ship Manager Hotline Phone #: 0800 0225125
Email help: nlmaster@fedex.com

Norway
Customer Service Phone #: +47 63 94 03 00
FedEx Ship Manager Hotline Phone #: 800 18274
Email help: nzship@fedex.com

Poland
Customer Service Phone #: 0800 4 33339 (fedex) / 0048 22 438 85 18
FedEx Ship Manager Hotline Phone #: 0048 604 294 719
E-mail help: waw_callcenter@mail.fedex.com

Russia
Ship Manager hotline: 7-095-787-5555
Customer service: 7-095-787-5555
E-mail help: info@emex.ru
**Saudi Arabia**
Email help: memaster@fedex.com

*Riyadh*
Customer Service Phone #: 9661 463 3999
FedEx Ship Manager Hotline Phone #: 966-1-419-4220

*Jeddah*
Customer Service Phone #: 9662 683 9999
FedEx Ship Manager Hotline Phone #: 966-2-682-7243

*Dhahran*
Customer Service Phone #: 9663 857 9999
FedEx Ship Manager Hotline Phone #: 0971 482 1066

**Spain**
Customer Service Phone #: 900 100 871
FedEx Ship Manager Hotline Phone #: 900 993 273
Email help: esmaster@fedex.com

**Sri Lanka**
Customer Service Phone #: 94-74-52-2222
FedEx Ship Manager Hotline Phone #: 94-74-52-2222
Email help: memaster@fedex.com

**Sweden**
Customer Service Phone #: 0200 252 252
FedEx Ship Manager Hotline Phone #: 020 79 6272
Email help: semaster@fedex.com

**Switzerland**
Customer Service Phone #: 0800 123 800
FedEx Ship Manager Hotline Phone #: 0800 55 43 90
Email help: chmaster@fedex.com

**Turkey**
Customer Service Phone #: 0 90 212 444 05 05
FedEx Ship Manager Hotline Phone #: 0-800-534-2323
Email help: callcenter@expresskargo.com

**United Arab Emirates**
Customer Service Phone #: 800 40 50
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