

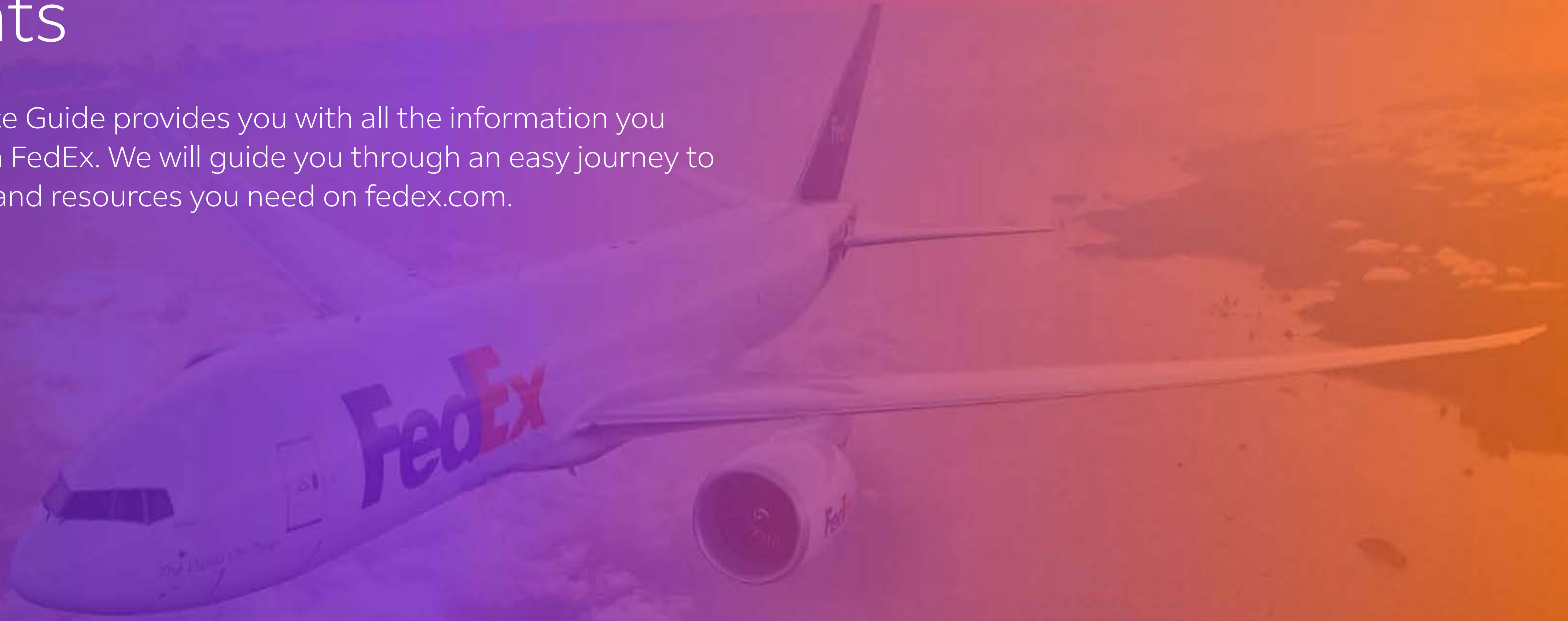
December 2025

Service Guide



Contents

Our FedEx Service Guide provides you with all the information you need to ship with FedEx. We will guide you through an easy journey to get the support and resources you need on [fedex.com](https://www.fedex.com).



About FedEx



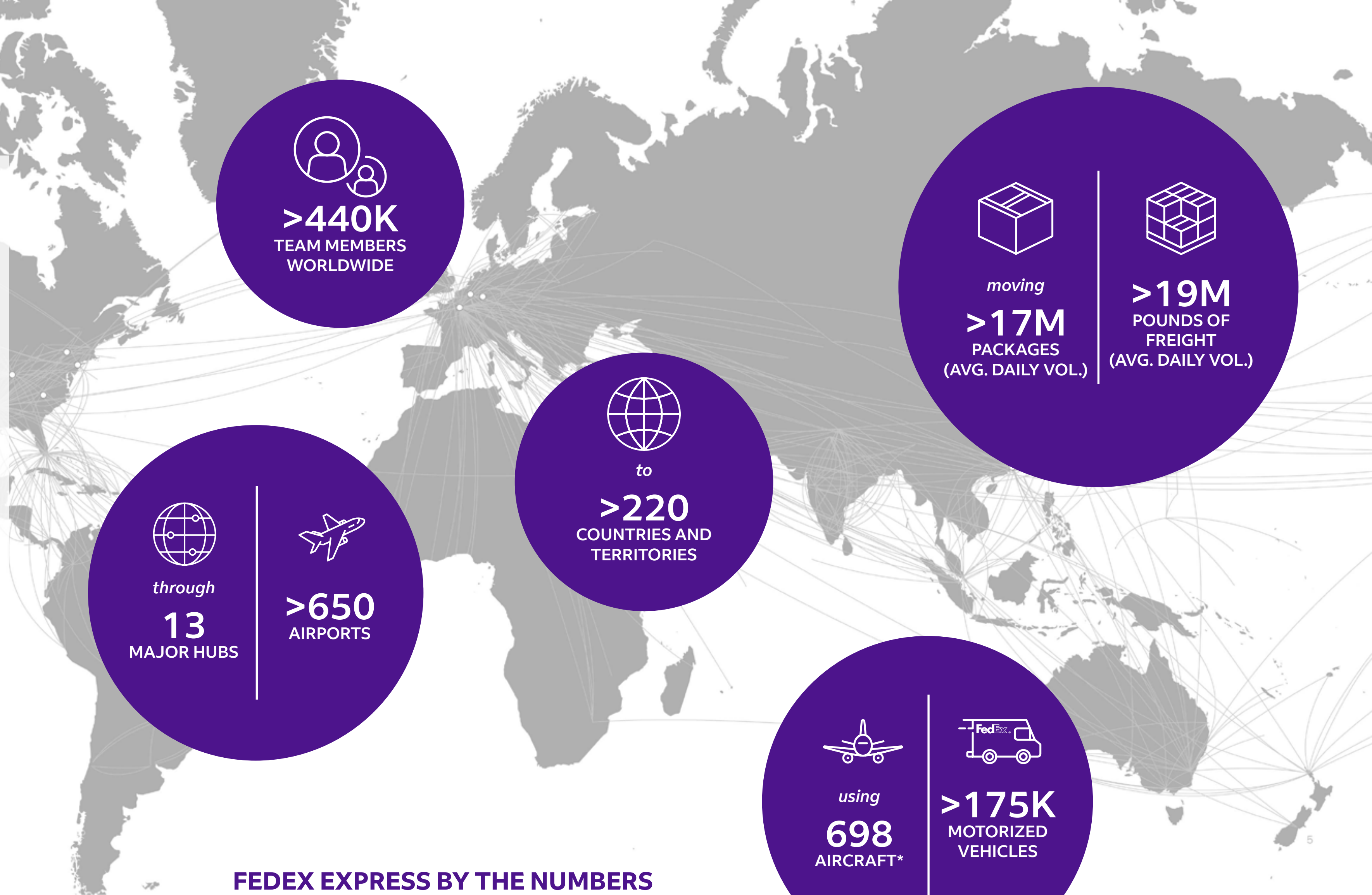
FedEx connects the world

Thank you for choosing FedEx, the world's largest express transportation company. We provide fast and reliable delivery to more than 220 countries and territories.

We connect people with goods, services, ideas and technologies in order to create opportunities that fuel innovation, energize businesses and lift communities to higher standards of living.

At FedEx, we believe that a connected world is a better world, and that belief guides everything we do.

Learn more about FedEx at [fedex.com/en-fj/about.html](https://www.fedex.com/en-fj/about.html)



FEDEX EXPRESS BY THE NUMBERS

*Gross available aircraft; includes parked.

How to Get Started



Get started by signing up for FedEx shipping account

Sign up for a FedEx shipping account now and take advantage of our services and solutions to meet all your shipping needs.



Step 1: Open a Corporate Account

Corporate Account

Open a FedEx account with a standard 30-day credit term.

Call 3308677 to open an account.

Step 2: Create a fedex.com User ID

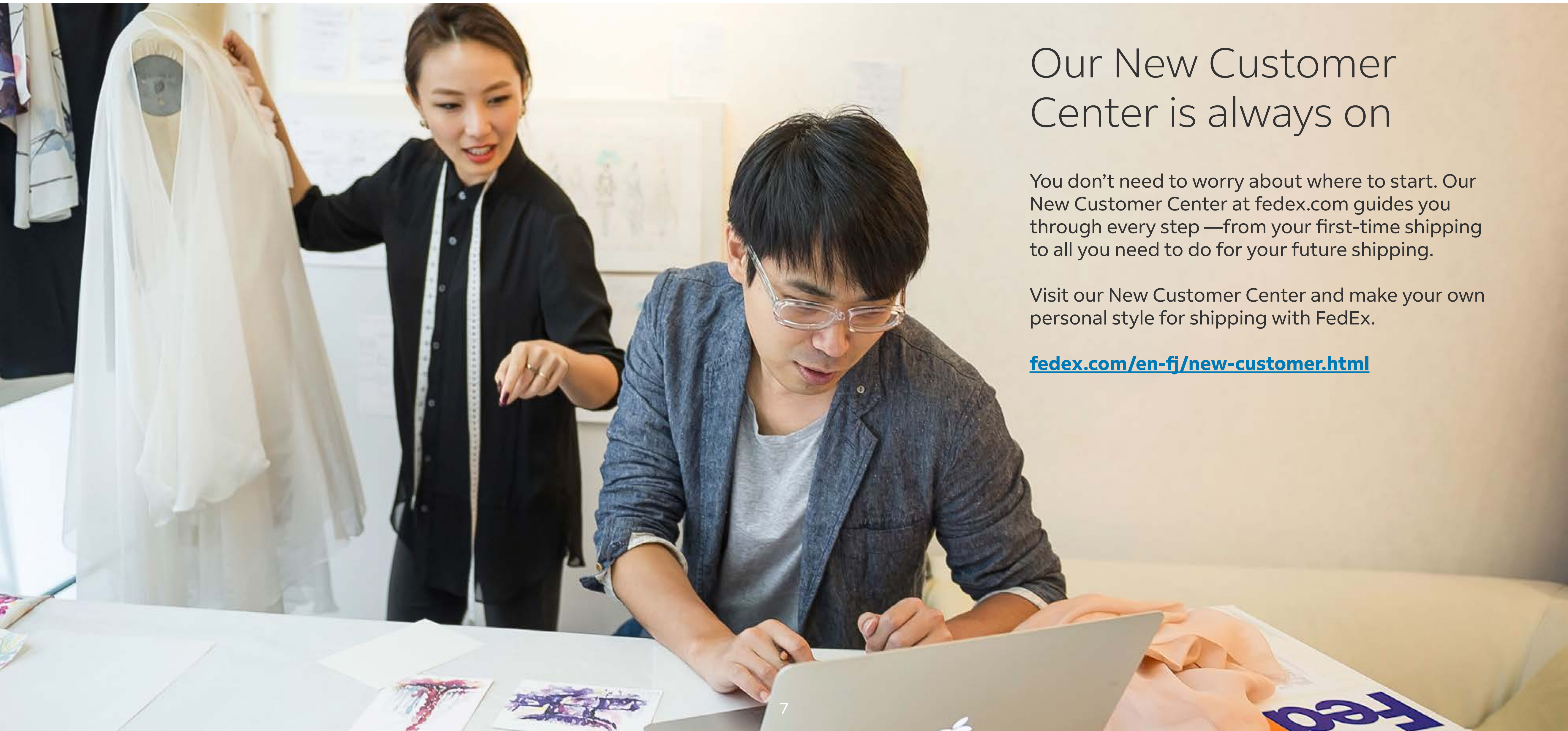
Once you register for a new account, remember to create a fedex.com User ID so you can manage your shipments online and get instant support from us.

Our New Customer Center is always on

You don't need to worry about where to start. Our New Customer Center at fedex.com guides you through every step—from your first-time shipping to all you need to do for your future shipping.

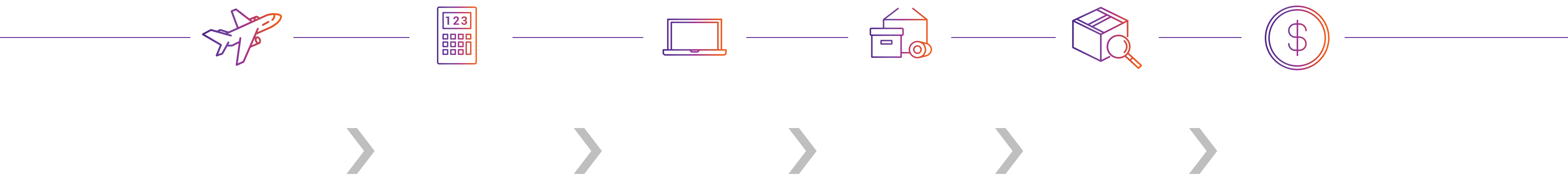
Visit our New Customer Center and make your own personal style for shipping with FedEx.

fedex.com/en-fj/new-customer.html



Get immediate shipping resources at fedex.com

An absolute way to make your shipping easier is visiting fedex.com.
Self serve with our advanced online tools and get in-depth information
and useful tips to assist you with your business and shipping needs.



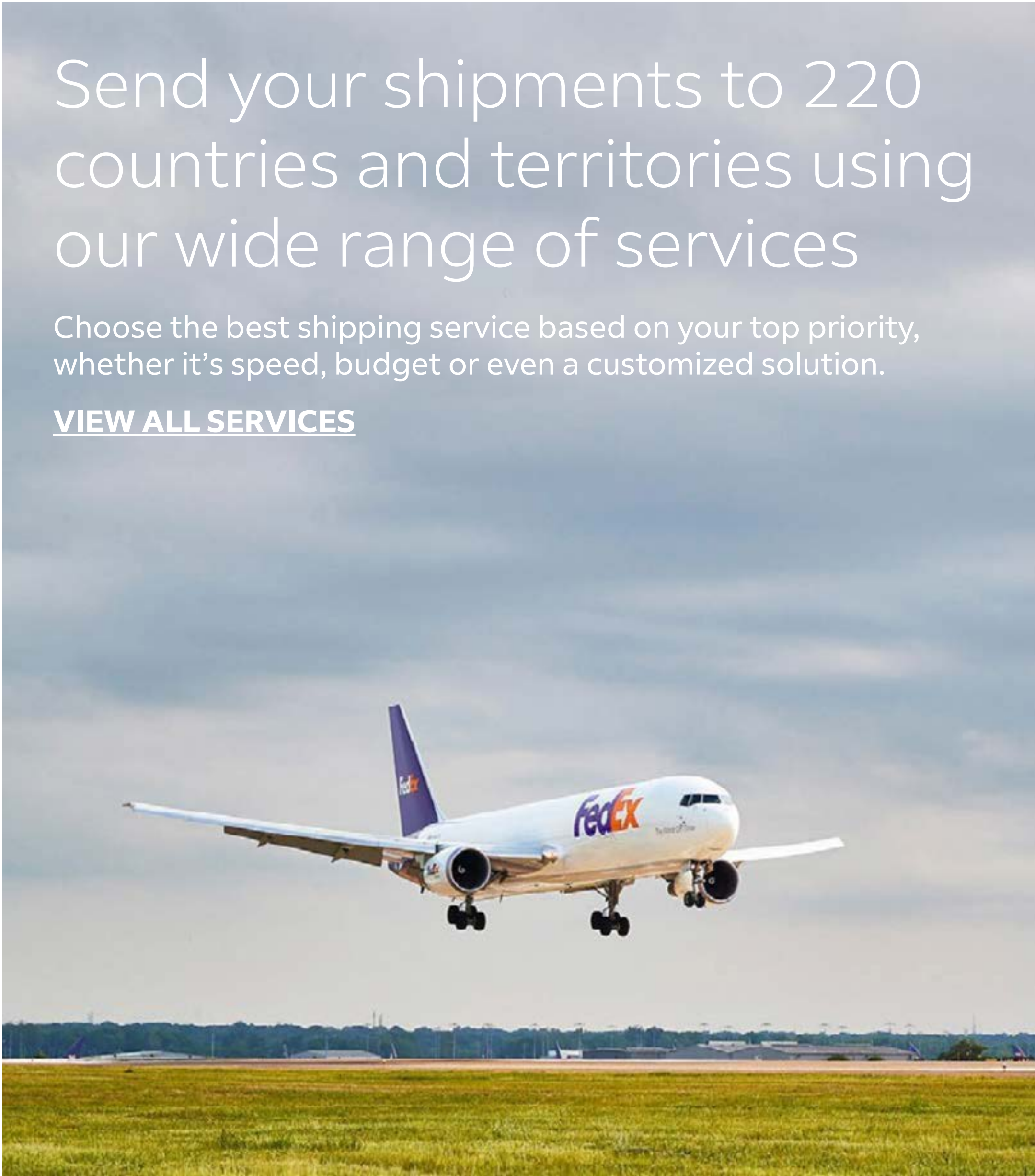
Shipping with FedEx



Send your shipments to 220 countries and territories using our wide range of services

Choose the best shipping service based on your top priority, whether it's speed, budget or even a customized solution.

[VIEW ALL SERVICES](#)



Weight per package

< 68kg

I'm after speed first

I'm after value for budget

*Services are available in select markets only.

View the Standard Conditions of Carriage to refer to complete terms and conditions governing FedEx services at fedex.com/en-fj/conditions-of-carriage.html

Need a quote and transit time right now?

Enter some basic information about your shipment in our online rating tool at fedex.com, and you will get a quote and transit time instantly.

Here are 3 steps to use online rating tool:

- 1

Enter the origin and destination
- >
- 2

Select the package type and number of packages
- >
- 3

Select the weight, dimension, ship date and submit



Get rate and transit time at fedex.com/en-fj/online/rating.html

* Login to your account to see your account-specific rates.
** Rates shown may be different than the actual charges.

FedEx Shipping Rates

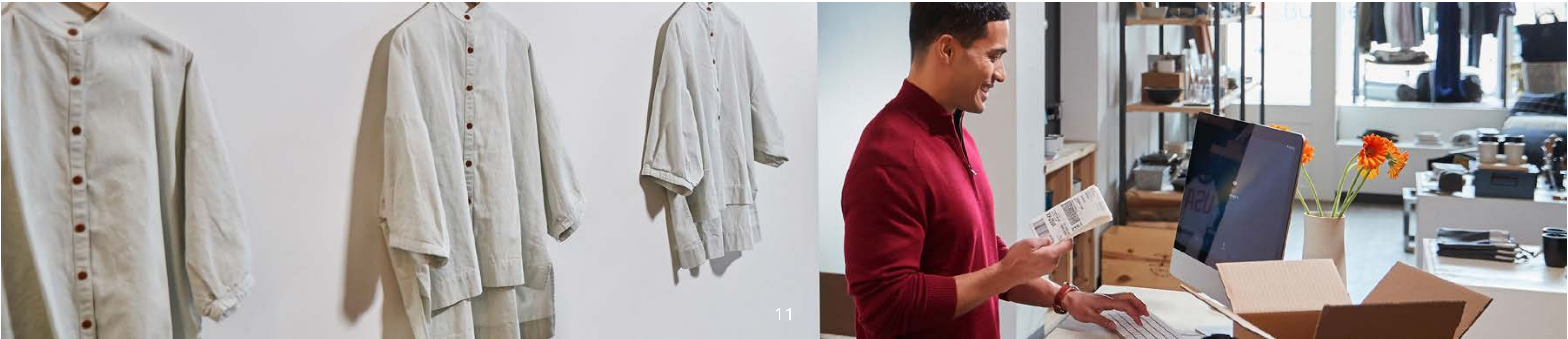
View and download PDF file of FedEx shipping rates at fedex.com/en-fj/shipping/rates.html

International Fuel Surcharge

Check the latest adjustment of the fuel surcharge percentage for FedEx services at fedex.com/en-fj/shipping/surcharges.html

Other Surcharge

For payers, download the ‘FedEx Surcharge and Other information’ at fedex.com/en-fj/shipping/surcharges/other-surcharges.html



Ship online at fedex.com – the fastest way to create your shipment

You can create a shipment, schedule a pickup, print an air waybill and more at fedex.com. Go to fedex.com/en-fj/online/shipping.html and enter the recipient and package information and choose the service type and billing options.

Get started by following these simple steps:

-  **1** Call 3308677 to open a FedEx account
-  **2** [Create your fedex.com User ID](https://fedex.com/en-fj/online/shipping.html)
-  **3** [Login and click Ship Now!](https://fedex.com/en-fj/online/shipping.html)

 Help Guide is available at fedex.com/en-fj/online/shipping/help.html





Ship online via FedEx Ship Manager™ at fedex.com

Gain efficiencies for your business with our online shipping solution – FedEx Ship Manager™ at fedex.com.

Enjoy the following benefits:

Get rate and transit time quickly and easily

Schedule pickups without making a phone call

Get full visibility of your shipment status

Save time preparing shipments

Generate customs clearance documents easily

Learn how to create a shipment online. [WATCH VIDEO](#)

Preparing customs clearance documentation made easy

No more hassle for your customs clearance paperwork preparation!

Global Trade Manager is a one-stop resource for international shipping information and customs clearance documentation requirements. You can simply provide your shipping profiles and see what forms and information you need to fill out or submit.

Global Trade Manager provides as follows and more.

Estimate Duties
and Taxes

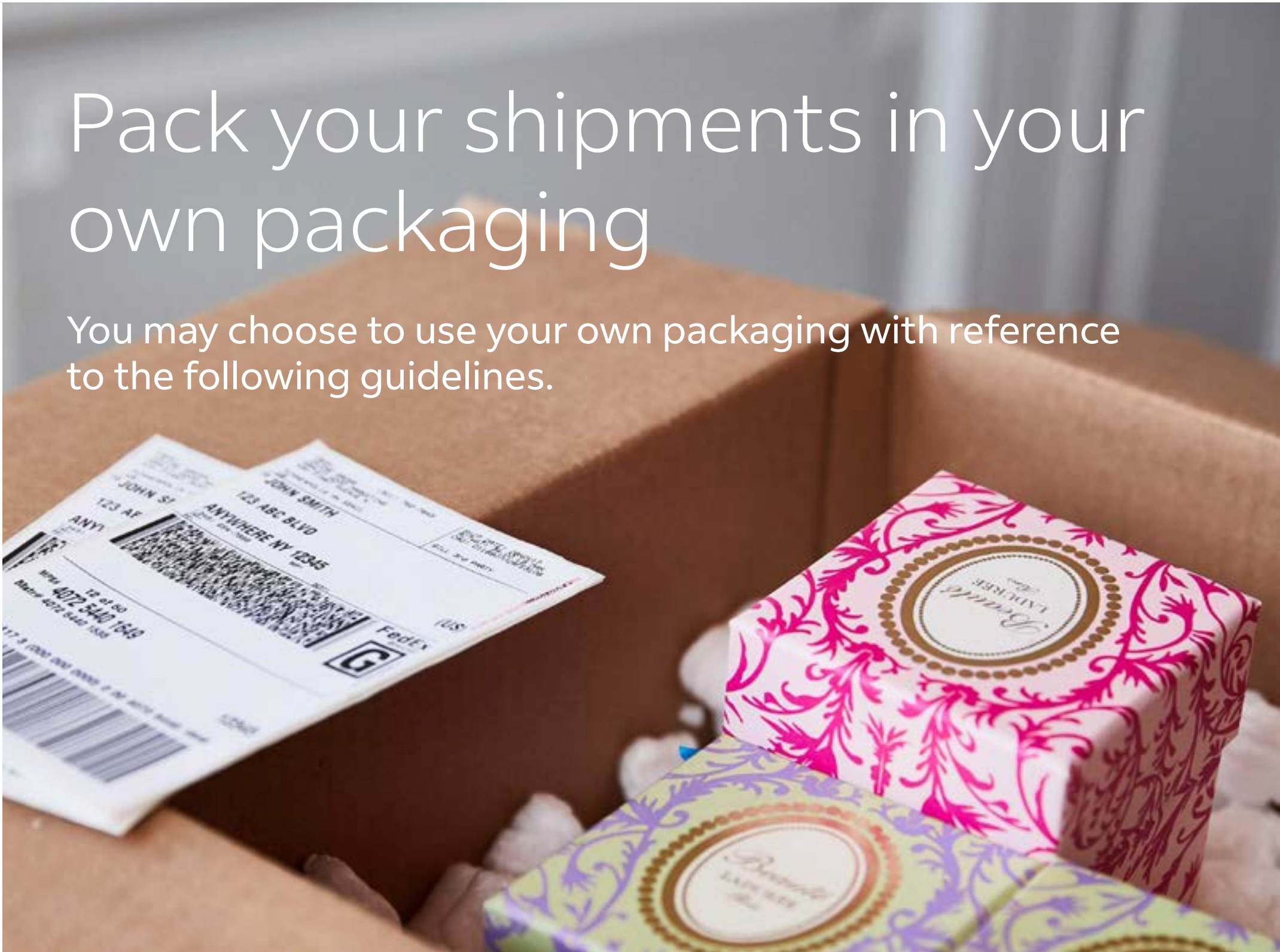
Get help finding the
necessary documents

Get important regulatory
information specific to your
shipment

View details of customs tools at fedex.com/en-fj/customs-tools.html

View Global Trade Manager at fedex.com/GTM?cntry_code=fj





For large-sized lightweight shipments, the greater of either the dimensional weight (volumetric weight) or actual weight will be charged. Dimensional-weight pricing is applicable on a per package basis to all shipments in customer's own packaging and FedEx Pak shipments exceeding 940 cubic inches or 15,403 cubic centimeters.

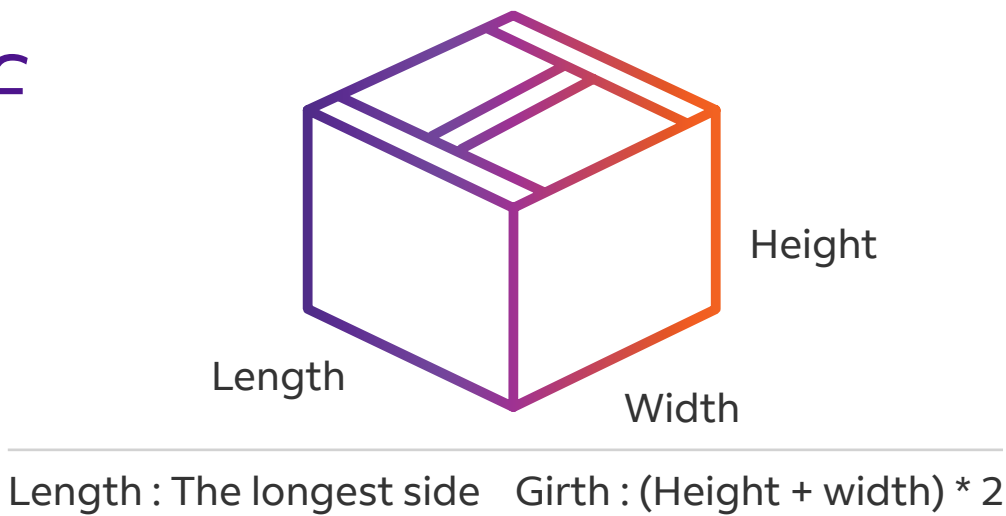
Please refer to our [Standard Conditions of Carriage](#) for total shipment weight of Multiple-Piece-Shipment (MPS)

Packing Tips

Weight per package ≤ 68kg/150lb*	Length per package ≤ 274cm*	Length + Girth ≤ 330cm*	Maximum Declared Value ≤ US\$ 50,000
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*May vary by destination
**Conditions apply

Calculation (formula) of dimensional weight



$$\text{Dimensional weight (kg)} = \frac{\text{Length} \times \text{Width} \times \text{Height (centimeters or inches)}}{5000 \text{ for centimeters or } 305 \text{ for inches}}$$

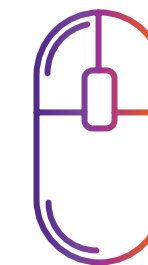
$$\text{Dimensional weight (pound)} = \frac{\text{Length} \times \text{Width} \times \text{Height (inches)}}{139 \text{ for inches}}$$

If the dimension includes a fraction, any fraction of a centimeter or an inch is rounded up to the next-higher whole centimeter or inch.

Ready to send your packages? Schedule a pickup with speed at your fingertips

When you have completed your packaging and documentation and the shipment is ready to go, you can schedule a pickup directly online or by calling Customer Service.

ARRANGE PICK UP ONLINE



Schedule a pickup online

You can schedule, view, edit or cancel your online pickup request with just a few clicks.



FedEx Ship Manager™ at fedex.com

Add new pickup locations directly into your FedEx Ship Manager™ Address Book.



Schedule a pickup by phone

Call our [Customer Service hotline](#) to arrange a pickup.

Find FedEx locations nearby to drop off your packages

Our FedEx Ship Centers are available to help you send or pick up your packages.

Check the address, operating hours and available services of FedEx location you would like to drop-off your packages at [fedex.com](https://www.fedex.com)



FedEx Ship Center

FedEx Ship Centers are staffed by experienced customer service professionals.

Available services: Drop off, Pickup

Track the way you want

Our 24/7 online tracking tool gives you control over your shipments. Whether it's one or multiple packages, or whether you use a desktop or mobile phone, you can view the status of your shipments or get a proof of delivery for up to 30 packages.

Do you have tracking numbers or need a proof of delivery for your shipment?

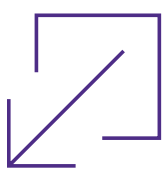
You can simply enter one of the information above with any of the following devices and tools.

Learn more about tracking at fedex.com/en-fj/tracking.html



Track Shipment Without Login

Enter the tracking or reference number to get your shipment status and obtain a proof of delivery at fedex.com.



Track Shipment With Login

For those shipments shipped via FedEx Ship Manager™ at fedex.com, the tracking results and details will automatically be shown after you log in.



FedEx Mobile Tracking

FedEx Tracking for mobile is our most convenient tracking tool, giving you updates while you're on the go so you can stay on top of your shipments 24/7 and from any location.



The easiest way to manage your invoice

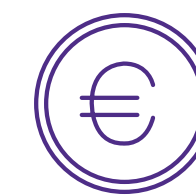
Now you can choose to receive your invoices electronically via FedEx® Billing Online and never receive a paper version again. You can view, download and print all the invoices or customs documentation and pay them online with just one click.



Discover your electronic business advantages at fedex.com/en-fj/billing.html

Available payment method

For your convenience, there are a number of ways for you to settle your bill. To get instructions about each way to handle your payment, visit fedex.com/en-fj/billing.html and choose the best way for your situation.



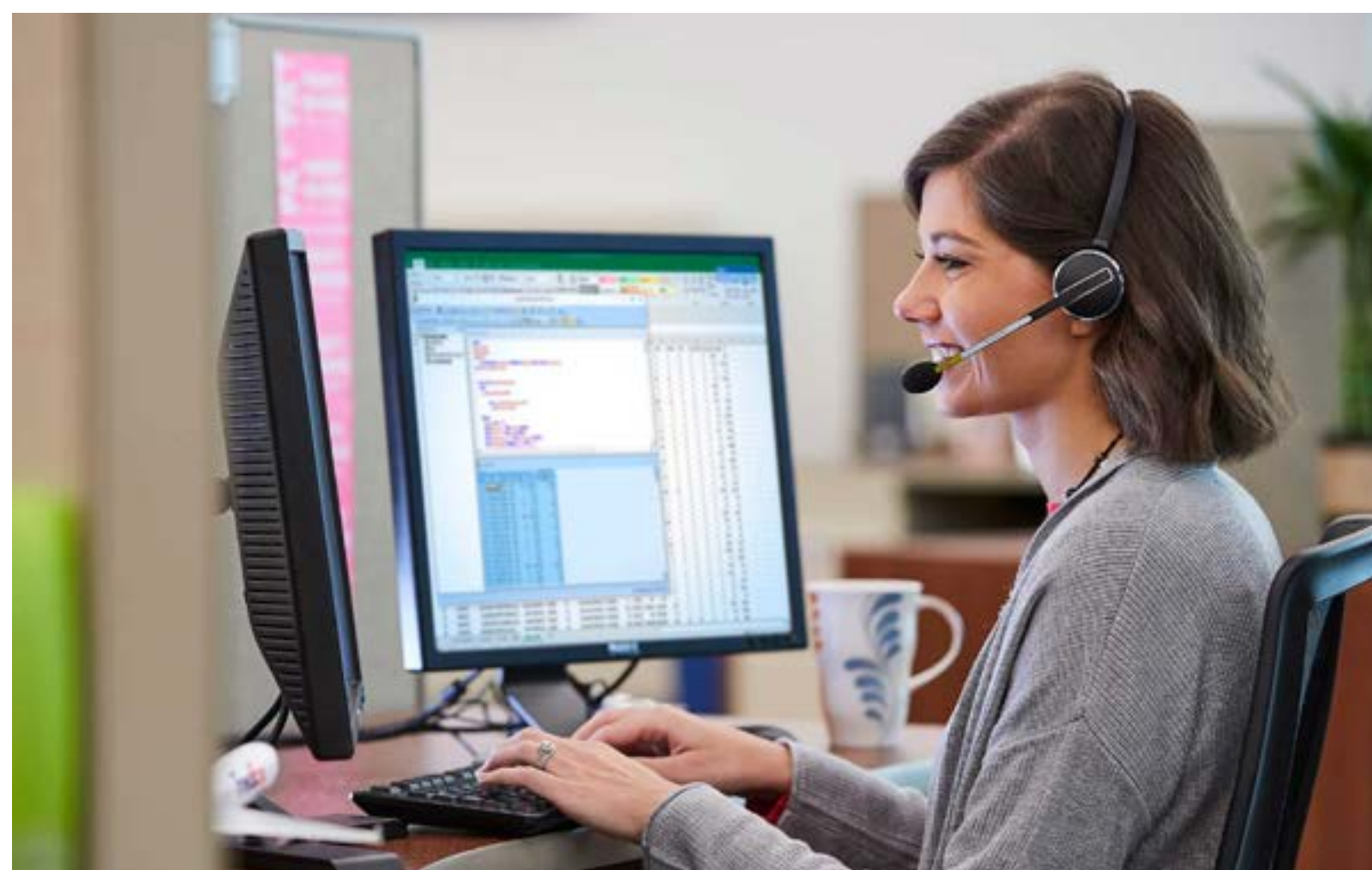
Fund Transfer

It's the perfect option if you want to simplify payment processing.

Learn more at fedex.com/en-fj/billing.html

Contact Us





Our professional Customer Support team is here for you

We are open to hear about your needs for shipping with us. Our Customer Support team can give you a full support on your request via e-mail or hotline.

To find out how to get a technical support, FAQs or how to file a claim, visit our Customer Support at fedex.com/en-fj/customer-support.html

General Enquiries



Technical Support



Service Hours:

Mon–Sun, 24-hour,
inclusive of public holidays
(English language support)