

FAQ

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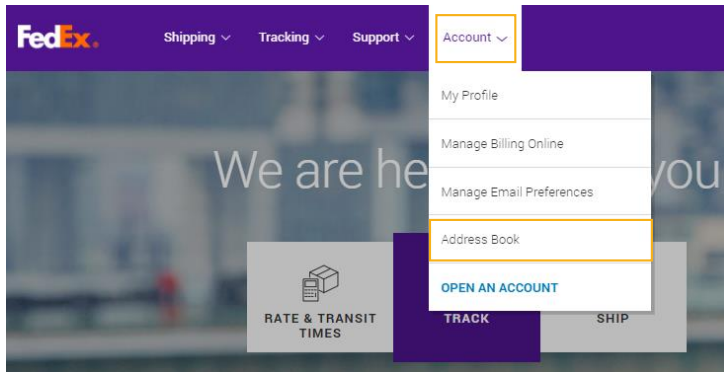
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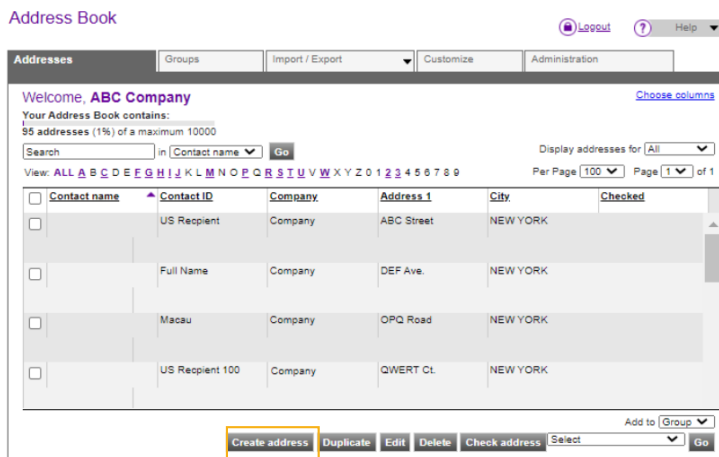
FAQ

Q1: Can I add new address in Sender's address book?

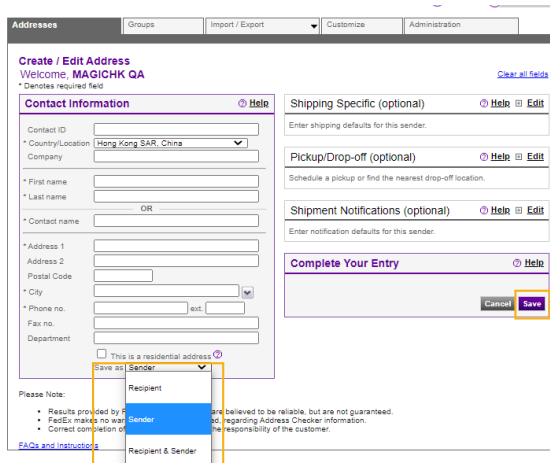
Step1: Please access "Address book" under "Account" tab on the header.



Step2: Click "Create address"



Step3: Enter all required information in the contact information section and select save as "Sender". Click "Save" to save sender address.



FAQ

Q2: How do I retrieve recipient list from address book?

Address book will appear once you click “ADDRESS BOOK” button below.

The screenshot shows a shipping form with a 'To' field. Below the field, the text 'Who are you shipping to?' is displayed. There are three input fields: 'CONTACT NAME', 'COMPANY (OPTIONAL)', and 'COUNTRY/TERRITORY'. To the right of these fields is an 'ADDRESS BOOK' button. Below the input fields is a 'CONTINUE' button. On the right side, there is a search bar labeled 'SEARCH CONTACT' with the text 'Win' entered. Below the search bar, it says 'Showing 1 of 1 contact' and lists 'Winnie Johnson, Partner'.

Q3: Where can I request email notification for this shipment?

You can request the shipment notification by entering the email(s) to the Email notifications field located in the “To” section.

The screenshot shows a form section with a checkbox labeled 'This is a residential address'. Below it is a yellow highlighted field for 'EMAIL NOTIFICATIONS (OPTIONAL)' containing the text 'testing@testing.com'. To the right of this field is a 'LANGUAGE' dropdown menu set to 'English' and a close button (X).

It covers the following 5 types of Email notification by default.

- Send the current status
- FedEx has received the package
- A delivery exception has occurred
- Estimated delivery updates
- Delivery has been made

FAQ

Q4: Can I create a Multiple Piece Shipment (MPS)?

You can create up to 40 packages in a single shipment if you are using FedEx Box, FedEx Pak, FedEx Tube, or your own packaging. However, if you are using FedEx 10kg Box, FedEx 25kg Box or FedEx Envelope, you will not be able to ship multiple piece shipment.

NO. OF PACKAGES Max. 40	WEIGHT PER PACKAGE Max. weight 68 kg.	DIMENSIONS PER PACKAGE L x W x H (Optional)
40	1 kg	6 x 6 x 6 cm

Q5: Can I make a multiple piece shipment with FedEx 10kg Box, FedEx 25kg Box, or FedEx Envelope?

Multiple piece shipment are not applicable to FedEx 10kg Box, FedEx 25kg Box, and FedEx Envelope.

<https://www.fedex.com/en-hk/shipping/packaging.html#standard-packaging>

Q6: Can I schedule pickup with an address different from the “sender address”?

Yes, you can.

Please go to “From” section, and click “Edit” to expand “pickup address” section for editing. After editing, please click “Update” to save pickup address changes for this shipment.

From

Amy Chan EDIT
 ABC Company
 201 FedEx Parkway
 Address 2
 Central
 Hong Kong SAR, China
 1234567890

Pickup address and contact same as above EDIT

FAQ

Q7: Where can I find my Pickup Confirmation Number?

If you scheduled a pickup during the label creation process, you will find the Pickup Confirmation Number after you complete the label creation process. The pickup Confirmation Number is located under Tracking number on the Confirmation Page.

Pickup or drop off

PICKUP / DROP OFF OPTIONS		▼
Schedule a pickup		
PICKUP DATE		
Wednesday, 22 July 2020		
READY TIME	▼	LATEST TIME AVAILABLE
12:30 PM		6:00 PM
PICKUP INSTRUCTIONS		▼
No Instructions		



Thank you for shipping with FedEx

Next step:

Print your documents

Label
Attach shipment labels to the top of each package, making sure the barcode is clearly visible.
[DOWNLOAD PDF](#)

Commercial invoice
Include 2 copies of your Commercial invoice in the box.

PRINT DOCUMENTS

Tracking number
794946476921
You can use this number to track your shipment.

Pickup confirmation number
HKGS-2

Here is the tracking number and pickup confirmation number

We'll pickup your shipment soon
Your FedEx driver will pick up your package in CAUSEWAY BAY on Friday, Jun 28, 2019 between 11:30 AM and 6:00 PM.

CREATE ANOTHER SHIPMENT

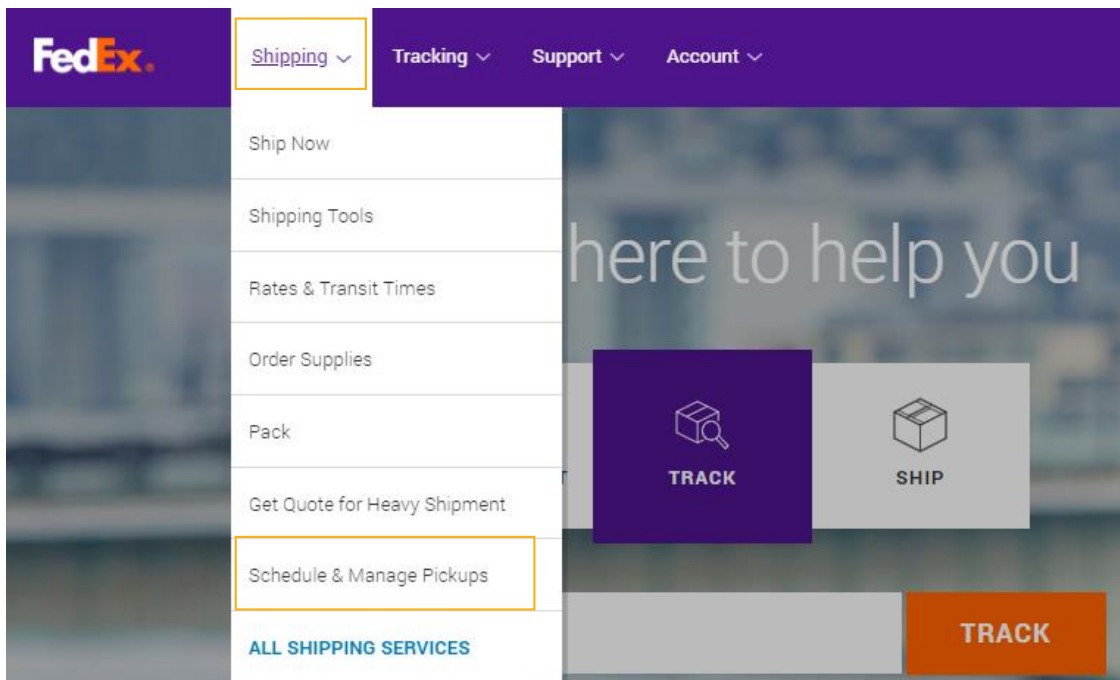
FAQ

Q8: Why am I not able to schedule pickup online on the application?

Please check if your ship date is more than 2 business days away. If your ship date is more than 2 business days please go to fedex.com home page and select “Shipping” → “Schedule & Manage Pickups” from the header menu when your shipment is ready for pickup.

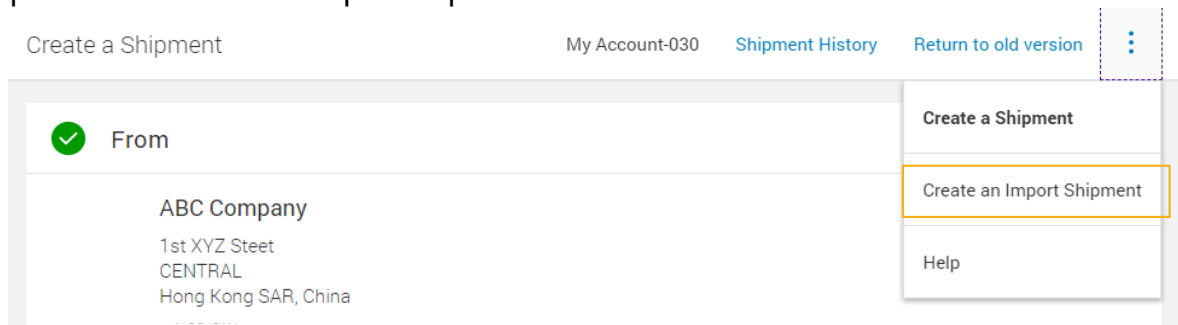
Q9: What can I do if I did not schedule a pickup during the label creation process and I would like to schedule a pickup after?

Please go to fedex.com home page and select “Schedule & Manage Pickups” on “Shipping” tab from the header menu to arrange.



Q10: How to create import shipment?

Just click the three vertical dots menu icon on the top right corner and select “Create an Import Shipment” to initiate the import shipment.



FAQ

Q11: How can my shipper receive shipping documentation of the import shipment?

[For Single Piece Shipment]

After completing the billing section, a checkbox of “Email a copy of the shipping label (PDF)” will be presented to you. Please check the box and enter the shipper’s email address. Once you finalize the shipment, the shipping label and commercial invoice will be sent to your shipper in 5 minutes.

Rate breakdown (HKD)

Transportation		
Bill To: My account	Base rate	HK\$8,920.00
	Fuel Surcharge	HK\$1,299.40
	Estimated total	HK\$10,213.40

Duties, taxes and fees

Bill To: My account

Email a copy of your shipping label (PDF)

EMAIL
testing@fedex.com

CONTINUE TO SUMMARY

[For Multiple Piece Shipment]

Please download the shipping label and commercial invoice on label confirmation page first, and then send to the shipper by email.

Thank you for shipping with FedEx

Next step:
Print your documents

Label
Attach shipment labels to the top of each package, making sure the barcode is clearly visible.
[DOWNLOAD PDF](#)

Commercial Invoice
Include 1 copies of your Commercial Invoice in the package. Please ensure that this document includes your letterhead and signature.
[DOWNLOAD PDF](#)

PRINT DOCUMENTS

Tracking number
770405671556
You can use this number to track your shipment.

Q12: Can the shipper of my import shipment make changes to the shipment details such as weight or commodity?

No. The edit function for import shipment’s shipper is currently not available at the moment. If you anticipate your shipper will need to use the edit function to modify the shipment details such as shipment weight or dimension, please go to the “Old Version” to prepare import shipment.

FAQ

Q13: Can I reprint my air waybill?

Yes, you can reprint your air waybill within the next 12 hours after the air waybill was created. Please go to the *Shipment History* page, click on the three vertical dots menu icon of the shipment you wish to reprint and select *Reprint*.

Create a Shipment My Account-123 Shipment History [Return to old version](#) ⋮

✔ From

ABC Company [EDIT](#)

101 Fedex Parkway
CENTRAL
Hong Kong SAR, China

SHIP DATE	CONTACT NAME	DESTINATION	TRACKING ID	COMPANY
23 Mar 2020	testing	address line 1 Address line 2 MOUNTAIN VIEW, CA, 94040, US	770078392480	
	testing	12 Old Jewry 2nd line London, EC2R8DU, GB	770066555661	

Q14: Where can I find the Harmonized Code (HS Code) information?

The functionality of Harmonized Code lookup is not yet ready. You may search the HS Code via the FedEx Global Trade Manager tool. (<https://www.fedex.com/GTM>)

Q15: How come I cannot make request for special services?

Most special services are presently unavailable for booking through this shipping application. Please access the “old version” by clicking on the hyperlink located on the top right corner to request special services.

FAQ

Q16: Can I edit my shipment after creating an air waybill?

This edit function is not available yet. Please go to “Shipment History” page to cancel the shipment and create a new air waybill.

Q17: How can I cancel my shipment?

Step 1: Please go to the *Shipment History* page, click on the three vertical dots menu icon of the shipment you wish to cancel.

Create a Shipment My Account-123 **Shipment History** Return to old version ⋮

✔ From

ABC Company EDIT
 101 Fedex Parkway
 CENTRAL
 Hong Kong SAR, China

SHIP DATE	CONTACT NAME	DESTINATION	TRACKING ID	COMPANY
30 Jul 2020	ABC Company	123 ABC Ave, New York, NY, 10018, US	771118007090	
	XYZ Company	XYZ Road, Memphis, TN, 38120, US	771118021050	PEX XXX XXX XXX

address line 1

Step 2: Click on “Cancel Shipment” to complete the cancelation. If you have also scheduled pickup online, please also cancel the pickup order by clicking “Cancel Pickup” in the pop up window.

Cancel Shipment ✕

This shipment has
1 package(s).
 Are you sure you want to cancel?
 This cannot be undone.

i If you have a pickup scheduled for this shipment, please cancel it before proceeding.

[CANCEL PICKUP ↗](#)

CANCEL SHIPMENT