



## We are here to help you get a head start.

### Frequently Asked Questions

#### Shipping:

1. Where do I get information on how to ship a package?
2. How do I change the delivery address for my shipment?
3. Where could I find a FedEx shipping location?
4. How to ship using FSM / Prepare AWB online?

#### Rates/ Surcharges/ Duties and Taxes / Billing issues:

5. How much does it cost to ship a package?
6. Where can I find information on surcharges?
7. How do I calculate estimated Duties and Taxes?

#### Tracking:

8. Why my package status hasn't been updated recently or the delivery is pending?
9. Why the commitment showing on website doesn't reflect the actual delivery commitment including the delay?
10. How do I check the status of a FedEx Express package with the tracking number?

#### Others:

11. If my shipment is delayed, does the Money-Back Guarantee apply?
12. Why did you accept my shipment when you have anticipated this delay?

#### 1. Where do I get information on how to ship a package?

- Find out everything you need to know before you ship any package through our comprehensive online [Tools for Shipping](#).

#### 2. How do I change the delivery address for my shipment?

- If you are the shipper or consignee, please submit your request online [here](#), or you may contact FedEx Customer Service at 800.988.1888 (for telephone users, toll free)/ 400.886.1888 (for mobile phone users) to request to change the delivery address.

#### 3. Where could I find a FedEx shipping location?



- You can find solutions to all your international shipping drop-off, pickup and packaging needs at one of our [locations](#).

#### 4. How to ship using FSM / Prepare AWB online?

- Open an account and create your fedex.com User ID. Then you can login and automate your shipping process online! Click [here](#) for details.

#### 5. How much does it cost to ship a package?

- To get a quote for a specific shipment, use our [Rate Tool](#).

#### 6. Where can I find information on surcharges?

- Click [here](#) for International Fuel Surcharge.
- Click [here](#) for Other Surcharges.

FedEx reserves the right to assess fuel and other surcharges on shipments without notice. The amount and duration of any such surcharges will be determined at our sole discretion. By tendering your shipments to FedEx, you agree to pay the surcharges, as determined by FedEx.

#### 7. How do I calculate estimated Duties and Taxes?

- FedEx Global Trade Manager and the Document Preparation Center provide you with a one-stop resource for international shipping information. Click [here](#) for details.

#### 8. Why my package status hasn't been updated recently or the delivery is pending?

- Shipments in the FedEx system receive updates at various points between pickup and delivery. It is not unusual for a shipment to go more than 24 hours without an update while in transit.
- If there are no scans for the tracking number entered, contact your shipper to verify the tracking number is correct.
- If you are the shipper, and it has been more than 24 hours since you dropped off the shipment or had the shipment picked up, please submit your request online [here](#), or contact FedEx Customer Service at 400.886.1888 (for mobile users), 800.988.1888 (for telephone users)

#### 9. Why the commitment showing on website doesn't reflect the actual delivery commitment including the delay?

- Estimated delivery date information is available for our shipments, but the actual delivery commitment date may be affected by weather, space



availability, airline operations, customs declaration duration and any other unexpected situation. You are encouraged to track your shipment with the air waybill number or register for our notification to get updated by email.

10. How do I check the status of a FedEx Express package with the tracking number?

- Go to [FedEx Tracking](#), enter your tracking number and click **Track** to proceed.
- To learn more about the status of your package, please visit [FedEx Tracking Quick Help](#).

11. If my shipment is delayed, does the Money-Back Guarantee apply?

- Effective March 23, 2020, FedEx Express suspended its money-back guarantee for all FedEx Express services until further notice. This is due to the impact of COVID-19 and government-issued work and travel restrictions around the world.

12. Why did you accept my shipment when you have anticipated this delay?

- FedEx is open for business and continues to operate. Due to the ongoing changes to local, state and national work and travel restrictions around the world, our service is being impacted. However, we continue to execute contingency plans in an effort to provide outstanding service to our customers.