



We are here to help you get a head start.

Frequently Asked Questions

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2. How to ship using FSM / Prepare AWB online?
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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 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.



3. Why I could not print airway bill in FSM?

- For technical enquiries on FedEx automation products and applications:

62.21.278.99823

Service Hours (Call):

Mon-Fri, 0900 to 1700

(Bahasa language support)

Service Hours (Email):

Mon – Sun, 24-hour,

inclusive of public holidays

(English language support)

Service Hours (Call):

Mon-Fri, 0900 to 1900

Sat, 0900 to 1300

(Cantonese dialect support)

Service Hours (Email):

Mon–Sun, 24-hour,

inclusive of public holidays

(English language support)

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

- If you are the shipper, submit your request online [here](#), or you may contact FedEx at 1500342 to change the delivery address.
- For inbound shipments --- The Shipper's authorization may be required for certain commodities. A service charge will be billed to the account the shipment is charged to. Reroute charges may vary according to the service type. Please submit your request online [here](#), or contact Customer Service at 1500342 for more details.
- For outbound shipments --- Reroute does not cover change of delivery address other than the city indicated on the AWB. If you request to change the delivery address from one city to another city, it is not simply a reroute but a redirection of the shipment and a new shipment with additional shipping charges will be applied. The Shipper's authorization is required.
- No matter if it is an inbound or outbound shipment, change of delivery address is an exception service and we can not make any assurances in their execution.



5. 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](#).

6. How much does it cost to ship a package?

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

7. 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.

8. 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.

9. Why does FedEx apply a surcharge now (peak season) and how much is the surcharge?

- The restrictions issued by various governments to contain the spread of COVID-19 are disrupting the global supply chain. Air cargo capacity is limited, and we've had to make adjustments so that our international networks can best deliver much-needed goods and services in this constrained environment.

10. Where can I find information on ancillary clearance fees?

- Click [here](#) for more information on Clearance Services and Related Fee Assessed on international shipments.

11. How do I raise a dispute against an invoice?

- You can log on to [FedEx Billing Online](#) using your fedex.com user ID and follow this [quick guide](#) on how to raise an invoice dispute. Alternatively, you may use this [online form](#) to raise an invoice dispute.

12. 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 contact FedEx Customer Service at 1500342.

13. 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.

14. 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.

15. 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.