



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

### Frequently Asked Questions

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#### 1. I am a new customer and want to ship with FedEx. Who do I contact?

- To learn how to ship with FedEx or TNT, please contact the FedEx or TNT customer service team to open an account. You can also ship without opening an account. Simply visit [fedex.com](https://www.fedex.com) or [tnt.com](https://www.tnt.com) for shipping and booking options.

#### 2. How do I request notifications for my package?

- FedEx provides you convenient email notifications that you can notify up to 4 email recipients of the shipment status. You can also add a personal message



per your preference (not available for the wireless format or non-English characters). Notification types include:

- ◆ Tendered Notification: Notify the email recipient when a shipment has been taken into FedEx possession.
- ◆ Exception Notification: Notify the email recipient when a clearance delay or a delivery exception occurs, which could result in a change to the estimated delivery date. The message includes the tracking number, the reason and needed action associated with the exception, and other relevant information. If a clearance delay occurs and once the international shipment is released from clearance process, another automatic message will be sent to notify the email recipient.
- ◆ Delivery Notification: Notify the email recipient when a shipment has been delivered. The message includes the tracking number, sender name, delivery date/time, and the name of the person who signed for the shipment, if applicable.
- ◆ Current Status Notification: Notify the email recipient of the tracking detailed results currently being displayed on the Detailed Results tab.

### 3. Can I change the delivery address of my package?

- Yes, you can. However, additional restrictions and fees may apply when rerouting packages. Please note that a reroute is not a guaranteed service. Hence the FedEx Money Back Guarantee does not apply to shipments where the delivery address was changed.
- Alternatively, you can request to hold the shipment at a FedEx location for pickup instead of delivery. The person authorized to pick up the package will require a photo I.D.

### 4. 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](#) near you.

### 5. 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.

### 6. How do I schedule a pick-up?



- Simply click [here](#) or scan the below QR code then you can schedule a pick-up after you logged in your FedEx Shipping Manager account. You can prepare up to 25 packages per shipment.



#### 7. 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](#).

#### 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 contact FedEx Customer Service at 043.298.1919.

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

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

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

- Please click [here](#) for International Fuel Surcharge
  - Please 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.

#### 11. 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. Please click [here](#) for details.

#### 12. How do I get a copy of my invoice?

- With [FedEx® Billing Online](#) (FBO), registered users can view invoices and shipment details online.
- After you log in to FBO, you will see an Account Summary, which includes a list of your open invoices with corresponding balances, your total balance due, and total past due, if applicable.
- To view invoice details, select an invoice number on the Account Summary screen. When you reach the Invoice Detail screen, select the air waybill number to view the shipment details.
- If you do not hold a FedEx account, please [log](#) an enquiry.

#### 13. 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.