



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?

Tracking:

5. How do I check the status of a FedEx Express package with the tracking number?
6. Why my package status hasn't been updated recently or the delivery is pending?
7. How can I get the most up-to-date information on my shipments?
8. Why my package wasn't delivered?

Rates/ Surcharges/ Duties and Taxes / Billing issues:

9. How much does it cost to ship a package?
10. Where can I find information on surcharges?
11. How do I calculate estimated Duties and Taxes?
12. How do I get a copy of my invoice?
13. Where can I find information on ancillary clearance fees?
14. How do I raise a dispute against an invoice?

Others:

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

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, you may contact FedEx Customer Service by sending an email to phcs@fedex.com. A service charge will be billed to the account the shipment is charged to.



- If you are the intended recipient of the package and you wish to provide additional information about the delivery address (example, add a suite or apartment number), you may contact FedEx Customer Service by sending an email to phcs@fedex.com.
- If you are the intended recipient and want the shipment delivered to a new address, please contact the shipper of the package and request the change of address.
- You may request your package be held for pickup at your nearby FedEx location. For FedEx Express packages, you may also request the package be held at the delivery station. Please go to FedEx [Locations](#) at fedex.com to find your nearest FedEx location.

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 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](#).

6. 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 by sending an email to phcs@fedex.com.

7. How can I get the most up-to-date information on my shipments?

- Go to FedEx [Tracking](#), enter your tracking number and click Track to proceed. (Also can refer to the QR code)



8. Why my package wasn't delivered?

- A good first step is to track the status of your package using your FedEx tracking number - please click [here](#) and type your 12 digits FedEx tracking number for details. The tracking number enables us to provide you with your package's most up-to-date tracking information.
- If you do not have your tracking number, contact the shipper to obtain it. Our customer service may be able to find your shipment information if you are unable to get your tracking number. Please contact FedEx Customer Service by sending an email to phcs@fedex.com.

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?

- 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.

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

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

14. 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.

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.