



We are here to help you get a head start.

Frequently Asked Questions

Shipping:

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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:

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Others:

11. 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?

- Change of delivery address in the same destination country or territory is possible with an additional fee, which may be incurred if a new air waybill is needed for an intra-country transition.
- If you are the SG consignee of the shipment, a shipper's authorization may be required depending on the commodity type and shipment declared value.
- 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.

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. I tracked my shipment, and there haven't been any scans for more than a day. What should I do?

- 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 at [here](#), or contact FedEx Customer Service at 1.800.743.2626.

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

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

8. 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.

9. 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.

10. 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.

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.