



FedEx Voice Response Unit (VRU) Service Guide

24 hours VRU provides you a simple and efficient way to check or enquire about FedEx services. Once connect to Customer Service Hotline (2730 3333), you can select below appropriate speed dial numbers to schedule a pickup or obtain the information you desire:

Service	Speed Dial
Schedule a pickup *	2 - 1 - 1
Check Flight Detail	2 - 2 - 1
Check Shipment Status	2 - 2 - 2
Check Freightage of Shipment	2 - 3
Supplies Ordering	2 - 4

*** Warm Reminder for scheduling a pickup:**

Please do not hang up the phone immediately after you have finished scheduling a pickup as our pushpone system will provide you with an order number. Please write down the order number because you may need it for future enquiry about your pickup order.

Below speed dial numbers are only available during operation hours of Customer Service Team:

Monday – Friday: 08:00 – 22:00
Saturday: 08:00 – 18:00
Sunday and Public Holidays: Closed

Service	Speed Dial
Billing Enquiry	2 - 2 - 4
Rate Quotation	2 - 5
New Account Request	2 - 5 - 2
Lithium Battery Enquiry	2 - 6