

FedEx VRU User Guideline

【General Guideline for scheduling pickup:】

- Press [1] for Chinese or [2] for English service.
(After language selection, press 9 for TNT product)
- Punch your FedEx account number
- Punch your extension number or direct number or press the “#” key
- Record down the pick up number and pick up time for future reference or enquiry
- For non-doc pickup, in weight entry, it's in integer, minimum number is “1”
- Punch “21” for speed-dial pick-up arrangement

Function Key	Service Items	Speed-dial
[1]	Schedule a pickup	[1] Document pickup: 111 [2] Package pick up: 112
[2]	Check Package Status	[1] Package status tracking: 113 [3] Billing enquires: 123
[3]	Check Freight Charges	13
[4]	Quotation	14
[0]	Customer representative (Mon-Fri 8:00~20:00; Sat 8:00~14:00)	101

Tips:

1. **Make sure hang up the phone after hearing pickup number**
2. Press 1 [Schedule a pickup] then press 2 [Package pickup], when scheduling pickup for both document and parcel
3. **Remember to punch extension number or direct line in case any urgent matters. if no extension number, please punch “ # ” instead**
4. You may press 1-1-2 for [Package pickup] if your shipment didn't contain any package/skid over 68 kg. If your shipments need outbound formal declaration, please email the related paperwork: (1) Export Declaration Checklist (2) Letter of Authorization (3) Commercial invoice (4) Packing list (If there is more than one package.) to edd@fedex.com. Also remark “formal entry” under the International Air Waybill number.