



FedEx International Priority® Express

Frequently Asked Questions

Beginning January 3, 2022, FedEx will offer customers who ship internationally an additional option for time-definite deliveries in one to three business days. With the new FedEx International Priority® Express service, customers will be able to schedule delivery by noon to select destinations*. Early morning delivery will continue to be available through the FedEx International First® service and end of day delivery to more than 220 countries will continue to be offered through the FedEx International Priority® service.

Which countries and territories can I ship to with FedEx International Priority® Express?

You can send shipments from select countries to select postal codes in the following countries and territories*: Noon service areas in 27 destinations (Australia, Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Japan, Luxembourg, Netherlands, Poland, Portugal, Singapore, Spain, Sweden, Switzerland, Thailand, United Kingdom, United States).

Why can't I see both the FedEx International Priority® Express and FedEx International Priority® on my automation?

The new FedEx International Priority® services are only available with select automation platforms and services. If the destination you are shipping to is an end-of-day only destination, then you will only see the service that applies.

On-line, the FedEx International Priority® services will only become available with the launch of our new enhanced solution. This will be released in phases, and you will automatically be routed to the new experience when logging into fedex.com

- You will also have access on FedEx Ship Manager® SW with version 3400 or higher
- If you are using one of our Integration solutions, you can access these services when using FedEx Ship Manager® Server v2003 or higher or FedEx Web Services v3600 or higher.

Do I need to upgrade to access these new services, or can I remain on my current version of automation?

You can continue to ship on your current version of automation. However, unless you've been given specific direction from your FedEx Sales or Customer Technology representative to remain on your current version of automation, you need to upgrade to the current version of FedEx Ship Manager® at fedex.com or on offline/ deployed solutions. The upgraded version will provide access the new FedEx International Priority® services.

*Service availability and exact delivery time depends on origin and destination postal codes. Terms and conditions apply. For detailed information, please log in to fedex.com to obtain a quote or refer to rate and transit times.



- As upgraded versions of automation are made available, important updates are integrated and deployed that allow the safe and reliable download of important features and security measures. Lengthy delays to these upgrades may eventually result in problems when using the automation or security protocols will eventually result in the inability to ship unless you upgrade to the most current version.

If you need help upgrading call the helpdesk for assistance (FedEx Tech Support 1-877-339-2774).

Which automation versions support the new FedEx International Priority® Express and FedEx International Priority® products?

FedEx International Priority® Express (IPE) and FedEx International Priority® will only be available on 2020+ versions of FedEx Ship Manager® at fedex.com or on offline / deployed solutions versions. Ensure you are on a current version of software:


- For US/CA/LAC: FedEx Ship Manager (FSM) v3400 or higher
- FedEx Ship Manager Server (FSMS) v20 or higher
- Web Services v.3600 and above (starting 2020 WSDL)
- FedEx APIs v1.0 or higher
- For US/CA/LAC: FedEx Ship Manager® at fedex.com

What if I use a new manual Air Waybill (AWB) version featuring both FedEx International Priority® Express and FedEx International Priority®, but select a destination that does not offer FedEx International Priority® Express delivery?

The courier will make the correction on the manual AWB and the shipment will receive FedEx International Priority® service and be delivered by end of day.

Can I use the previous version of the manual Air Waybill (AWB) to ship with FedEx International Priority® service?

Yes, but the new services are not available on older version of the manual AWB printed paper copy. Only the legacy FedEx International Priority (IP) service will remain available on the previous version of the manual AWB and customers will pay current FedEx International Priority® rates. When you select FedEx International Priority® delivery time will vary based on the destination address you have indicated.

 To use the new services, you'll need to use a new version of the manual AWB or FedEx automation channels to ship with these new services. Please see the FedEx Express [Terms and Conditions](#) for more information on getting the new version of the manual AWB.

If I have a question about my automation device, who should I contact?

Please contact the help desk at 877-339-2774.

Does the money-back guarantee (MBG) apply to FedEx International Priority® Express and FedEx International Priority®?

Yes, the money-back guarantee applies to both FedEx International Priority® Express and FedEx International Priority® and is calculated as per the usual process. It can be suspended due to contingency measures, among other reasons. See the [FedEx Express Terms and Conditions](#) for more information on the FedEx Express international money-back guarantee.

Has the process of submitting a MBG claim request changed?

The process has not changed. Please see the FedEx Express [Terms and Conditions](#) for more information on how to submit a money-back guarantee claim.

Can you use the signature services with the new product?

Signature options are currently available for 60-plus destination countries and territories. Available countries and territories and options may change over time; however, your automation solutions are automatically updated and only offer the FedEx Delivery Signature Options currently available in each destination country or territory.

Just like a normal FedEx package, is the \$100 declared value automatically included?

The declared value remains the same: Declared value: limit is US\$100, \$9.07 per pound, or \$20 per kilogram, whichever is greater, unless the customer declares a higher value for carriage and pays a greater charge; Visit the [FedEx Service Guide](#) for the most updated information on terms and conditions.

Will my pickup times change?

No, your pickup times will remain the same. You have the options of Express on-call, regular scheduled, and automated pickups at your request.

Will there be any changes to my payment and credit terms?

No. These will remain the same.

