






Guide to FedEx® Pickups

Options for FedEx Express®, FedEx Ground® and FedEx Freight® Manage your




pickups at fedex.com/pickup:

- Schedule an on-call pickup.
- View up to 30 days of pickup history and 14 days of scheduled pickups.
- Edit or cancel your on-call pickups for FedEx Express and FedEx Ground.

Pickup basics

			
PickupTypes ¹	On-Call: Schedule same day or next business day. Return On-Call: For recipients to schedule on-call pickups to return items to shippers. Regular Stop: For frequent shippers with daily pickup needs.	On-Call: Schedule same day ² next business day or up to two weeks in advance. Return On-Call: For recipients to schedule on-call pickups to return items to shippers. Regular Stop: For frequent shippers with daily pickup needs. Automated Pickup: For infrequent shippers with variable pickup needs.	On-Call: Schedule same day, next business day or up to two weeks in advance. Regular Stop: For frequent shippers with daily pickup needs.
Requesting Service	On-Call: Log in to fedex.com/pickup or call 1.800.GoFedEx . Return On-Call: Go to fedex.com/pickup or call 1.800.GoFedEx and say “return pickup.” Regular Stop: Coordinate via FedEx Sales or FedEx Customer Service.	On-Call: Log in to fedex.com/pickup or call 1.800.GoFedEx . Return On-Call: Go to fedex.com/grd/rpp/ or call 1.800.GoFedEx and say “return pickup.” Regular Stop or Automated Pickup: Coordinate via FedEx Sales or FedEx Customer Service.	On-Call: Log in to fedex.com/pickup , call your local service center or call 1.866.393.4585 . Regular Stop: Coordinate with your local FedEx Freight service center.
Eligibility	Minimum of one package per scheduled pickup day and generate at least \$50 in FedEx Express average daily revenue.	Regular Stop: Minimum of seven packages per week and at least \$50 in FedEx Ground shipping charges. Automated Pickup: <ul style="list-style-type: none">• Pickup locations must have only one account number.• The first shipment of the day must be created before the designated transmit cutoff time³	A FedEx Freight rep will work with you to create a schedule of regular stops.
Canceling Stops	Log in to fedex.com/pickup and go to the My Pickups tab to cancel unneeded pickups up to two weeks in advance.		Call your local FedEx Freight service center.

Pickup fees

			
Regular Stop	No fee.	\$15.50 or \$31 per week: Based on whether previous week's total charges on FedEx Ground, FedEx Express and FedEx SmartPost ³ are over or under \$75.	No fee.
Automated Pickup	N/A	\$14.00 per week on weeks with automated or on-call pickups. No fee in billing weeks with no shipment.	N/A
On-Call: Next Day, Future Day, Same Day or Returns	Next Day: \$4 per package Future Day: \$4 per package Same Day: \$4 per package Return: \$4 per package	Next Day or Future Day: \$3 per package (add \$1 per package scheduled by phone). Same Day: \$4 per package (add \$1 per package scheduled by phone). Maximum of \$20 per rated week for Future Day and Same Day On-Call fees billed to your account for packages picked up at the same location. Return: \$4 per package.	No fee.
Other Fees Frequently Assessed at Pickup	Saturday Pickups: \$16 per package ⁴	Alternate Address: \$11.50 weekly charge per unique address if an on-call pickup is made at an address other than the shipping location associated with the account number on record. Weekly On-Call Special Pricing Request: Regular stop fee assessed only on that week's on-call pickup packages.	Liftgate Service: \$9.81 per hundredweight, \$145.00 minimum charge, \$478.00 max. Limited Access Pickup: \$152.00 per shipment in U.S. (construction sites, churches, schools, etc.) Residential Pickup: \$144.00 per shipment in U.S. Inside Pickup: \$13.29 per hundredweight, \$140.00 minimum charge, \$1,404.00 max per pickup/vehicle, per shipment.

¹Pickup service may be limited in some ZIP codes in Alaska, Hawaii and Puerto Rico.

²FedEx Ground same-day on-call pickup is currently limited to Cleveland, Ohio, and the greater Los Angeles area.

³To receive a pickup, shipments must be created via FedEx Ship Manager[®] at fedex.com or FedEx Web Services, or uploaded/closed via FedEx Ship Manager[®] Software or FedEx Ship Manager[®] Server.

⁴Restrictions apply. Saturday pickup charge is \$210 per shipment for eligible FedEx Express[®] Freight Services.

Miss your pickup?

Drop off at one of 17,000+ locations. Go to fedex.com/store for options near you.



More info

- Log in to fedex.com/pickup
- Contact your FedEx account executive
- FedEx Express and FedEx Ground: Call **1.800.GoFedEx 1.800.463.3339**
- FedEx Freight: Call **1.866.393.4585**